

Overview

All university departments must obtain approval from the Vice President for Finance and Administration and the Vice President for Information Technology or their designee prior to accepting credit card payments. Credit card and other transactions processed electronically are covered under NDSU's Electronic Financial Transaction Policy and Procedure in Section 509. Please allow a minimum of 30 days for processing.

Applicant/Department

College/Department/DBA Name: _____

Department Head: _____ Dept #: _____

Department Contact Name: _____

Contact Phone: _____ Contact E-mail: _____

Type of merchandise sold and/or services rendered (please be specific):

Tentative date for implementation: _____

Please describe the frequency of the transactions (on-going, once-a-year, etc.): _____

Indicate the payment methods you are planning on accepting: Visa/MasterCard Discover American Express ACH (Electronic Check)

Estimated annual credit card/ACH sales volume: _____ Average ticket amount: _____

All Online payment processing must also be approved for use by the Bank of North Dakota. Vendors must be listed as PCI Compliant on the PCI Security Standards website: www.pcisecuritystandards.org.

NOTE: IF THE VENDOR YOU ARE REQUESTING IS NOT LISTED ON THE ABOVE SITE, IT WILL NOT BE APPROVED. PLEASE CONTACT CUSTOMER ACCOUNT SERVICES (231-7545) FOR MORE INFORMATION.

You MUST attach a current attestation of PCI compliance to this request. Requests submitted without a PCI Compliance statement will not be accepted.

On a yearly basis and upon set-up, all merchant accounts must complete a PCI-Compliance Self-Assessment Questionnaire.

The Dean/Vice President or Department Head will be responsible to ensure that departmental credit card and electronic fund transactions will comply with all of the requirements of NDSU Policy 509. This responsibility cannot be delegated. However, the responsibility for implementing procedures governing the operation of the credit card and electronic fund transactions may be delegated to qualified individuals.

Name of 3rd party vendor: _____

Name of payment application: _____ Version: _____

Please describe/explain why Touchnet Marketplace (the official NDSU online payment system) cannot meet your needs:

Please list individuals responsible for maintaining the operation of credit card and electronic fund transactions. These individuals must complete PCI Manager Training.

Name: _____ Empl ID: _____ Position Title: _____

Please list individuals who will have non-administrative access to the E-commerce (online) portal. These individuals must complete Credit Card Training.

Name: _____ Empl ID: _____ Position Title: _____

Processing Sales - Capture of minimum required sales information

Each department that receives approval to accept credit card payments and electronic fund transactions through an online software must, at minimum, capture the following information from each customer transaction:

- Description of item(s) purchased
- Amount of purchase
- Customer name
- Mailing address
- Sales tax, if applicable
- Total amount charged
- A unique identifier for each transaction

Additionally, recommended transaction format features include capture of card user name (if other than card holder) and e-mail confirmations of sales that indicate the transaction will appear on card holder statement. For security purposes, customer card numbers must not be retained on online storefronts or NDSU administrative systems. NDSU employees may not enter credit card information on a customer's behalf.

Disputed Transaction Sales

If a card holder disputes a sale transaction, the Bank of North Dakota will contact Customer Account Services; who will contact the department for any and all pertinent information related to the transaction. The department will be responsible to review the records and/or contact the customer directly to address the dispute. If the dispute is not resolved in ten business days, NDSU will be charged for the transaction. Upon notice of charges for unsettled disputes, NDSU will transfer the charge back to the department's account.

Credits/Refunds

For transactions initiated through a third-party online processor, the selling department will process any credits/refund but must have adequate security controls in place to authorize such transactions (see Separation of Duties Below).

Recording Sales Transactions

Credit card and electronic fund transactions are recorded electronically to department, fund and account code each month according to the information provided by the department to Customer Account Services. Credit card transactions will be assessed a credit card processing fee which will be allocated directly to the department. The Accounting office processes these fees.

Reconciliations

Departments must reconcile sales transactions captured through their online storefronts with transactions posted to the university record. Departments will provide, by Tuesday of each week, a sales report for the week preceding. At the end of each month, the report for the final week is due by the 3rd business day of the following month. Should the month end in the middle of the week, that week must be split between each month and 2 reports should be provided for that week.

If a department discovers that sales transactions are missing, duplicated, or incorrectly posted, the staff member responsible for reconciling the accounts must contact Customer Account Services for assistance in resolving the errors.

Separation of Duties

In instances where duties cannot be fully segregated, departments must establish compensating internal controls that are intended to reduce the risk of an existing or potential control weakness.

Additional Resources:

Please refer to Policy 509 and related procedure document for more specific information, including data transmission, storage, and retention.

Department head Signature Date

Approval for (outside) Third-Party Online Processor: Approved Denied

Bruce Bollinger, Vice President for Finance and Administration Signature Date

Marc Wallman, Vice President for Information Technology Signature Date