NDSU | CUSTOMER ACCOUNT SERVICES
DIVISION OF FINANCE AND ADMINISTRATION

Departmental Request to Process Credit Card and Electronic Fund Transactions
Utilizing (outside) Third Party Online Processor

Questions about this form? Please call 701-231-7545

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. Credit card and other transactions processed electronically are covered under NDSU's Electronic Financial Transaction Policy and Procedure in Section 509.

Applicant:

College/Department: _____ Dept #: _____

Department Head: _____

Contact Name: _____

Phone: _____ E-Mail: _____

Types/examples of products to be sold:

Tentative date for implementation: _____

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

All 3rd Party Online Processors must be approved for use by the Bank of north Dakota. They must be listed as PCI compliant on the PCI Security Standards website-www.pcisecuritystandards.org. NOTE: IF THE ONLINE PROCESSOR YOU ARE REQUESTING IS NOT LISTED ON THE ABOVE SITE, IT WILL NOT BE PROCESSED. PLEASE CONTACT CUSTOMER ACCOUNT SERVICES (231-7545) FOR MORE INFORMATION. You MUST attach a statement of PCI compliance to this request. Requests submitted without a PCI Compliance statement will not be processed.

On a yearly basis, all merchant accounts will receive a PCI-Compliance self-assessment questionnaire. Once the request to use a 3rd Party Online Processor has been approved, the department will be sent this questionnaire to complete to ensure proper procedures are being followed by both the department and the Online Processor.

Please indicate the payment methods you are planning on accepting:

☐ Visa/Mastercard   ☐ American Express   ☐ Discover   ☐ ACH (Electronic Check)

NOTE: Bank of North Dakota will set up visa/Mastercard and Discover merchant accounts on NDSU's behalf. Should you wish to accept American Express, you will need to work with Customer Account Services and American Express directly to set up an American Express merchant account.

Anticipated annual sales amount: _____ Anticipated average ticket amount: _____

Name of 3rd Party Vendor: _____

(Payment Gateway - A system that provides electronic commerce services to Merchants for the Authorization and Clearing of Electronic Commerce transactions)

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.

Please list individuals who may take credit card information over the phone or counter. These individuals must complete and sign the Employee Credit Card Security Agreement.

Name:_____ Empl ID:_____ Position Title:_____

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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 store 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 NDSU administrative systems.

Disputed Transaction Sales
If a card holder disputes a sale transaction, the Bank of North Dakota will contact the department. The department will be responsible to review the records and/or contact the customer directly to address the dispute. The department will provide all pertinent information related to the card holder's account to Bank of North Dakota. 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.

_____	_____
Dept Head Signature	Date

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

_____	_____
VP for Finance and Administration	Date

_____	_____
VP for Information Technology	Date

Route this form to :
Customer Account Services
Ceres Hall 302
Dept 3110
Phone (701) 231-7545