



## TouchNet Marketplace Application

**Overview:** All university departments must obtain approval from the Financial Services Business Office prior to setting up a TouchNet Marketplace.

**Please note,** TouchNet Marketplace sites are intended for the use and ease of customers only. Due to Payment Card Industry Data Security Standards (PCI DSS), TouchNet Marketplace sites are not intended for the use of departments to enter customer cardholder data for the customer. If your department needs a solution to accept credit card payments that are processed by your department staff for customers, please contact Ashlie Reese, Manager, Financial Services; 766-4391 or areese3@uwyo.edu.

### **Purpose**

To be completed by departments that would like to accept payment cards as a form of payment for goods and/or services, receipt of donations, non-tuition courses, conferences, seminars, tickets and other approved University of Wyoming related products through a TouchNet Marketplace site.

Application must be submitted to David Henry (DHenry@uwyo.edu) in the Financial Services Business Office. The information provided on this application will be used to create an "Information Profile" that will be submitted to the Manager of Financial Services. For assistance or questions regarding this form, please contact Ashlie Reese; Manager, Financial Services; 766-4391; areese3@uwyo.edu. Once the application has been approved, please allow at least four weeks for web based setup prior to the desired "live" date.

### **Best Practices for Offices Accepting Payments Cards through a TouchNet Marketplace site**

We understand that complying with the PCI DSS (Payment Card Industry Data Security Standards) may be difficult and confusing for some departments. If you have identified a business need that requires you to accept credit and/or debit card payments through a TouchNet Marketplace site, we recommend that you review this set of high-level best practices before you complete this application.

- 1) Many departments employ the use of a TouchNet Marketplace to process online payments. It may be considered good customer service to take phone calls, emails or some other form of communication to process a transaction on a TouchNet Marketplace site for a customer, however this is in error and opposes PCI DSS.
  - a) **Do not** act as the customer and input their data into the TouchNet Marketplace for them. Instead, verbally walk them through the process as they enter their data in the Marketplace site using their own computer. Using a UW departmental computer to enter cardholder data opposes PCI DSS.
  - b) If a customer would like to pay by credit card, but does not have internet access:
    - i) Fill out a deposit advice form which can be found at:  
<http://www.uwyo.edu/fsbo/files/docs/co-deposit-advice.pdf>
    - ii) Be sure to include the following:

- (1) proper chart field information,
  - (2) amount and
  - (3) Name of the customer.
  - (4) Do NOT include the customer's credit card information on the deposit advice.  
Customer will call the cashier's office (see item iv below).
- iii) Email the deposit advice to the Cashier's Office at: [Cashiers@uwyo.edu](mailto:Cashiers@uwyo.edu)
- iv) Instruct the customer to call the Cashier's Office at 307-766-2313 or 1-800-370-3188 and explain they are calling to make a credit card payment on a deposit advice that was emailed from your department. The Cashier's office will process the credit card payment on a credit card terminal and post the payment to the proper chartfield.

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**1. DEPARTMENT INFORMATION:**

DEPARTMENT NAME: \_\_\_\_\_  
MERCHANT NAME: \_\_\_\_\_  
MERCHANT ADDRESS: \_\_\_\_\_

Note: Merchant address must include Building & Room number.

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**2. PRIMARY CONTACT INFORMATION:**

CONTACT NAME: \_\_\_\_\_ MAIN TELEPHONE #: \_\_\_\_\_  
CONTACT TITLE: \_\_\_\_\_ ALT. TELEPHONE #: \_\_\_\_\_  
EMAIL ADDRESS: \_\_\_\_\_

Note: Primary contact will be responsible for the overall process of accepting payment cards on the TouchNet Marketplace and must be a full time employee. (Work Study employees are not allowed).

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**3. MERCHANT INFORMATION:**

GIVE A BRIEF DESCRIPTION OF YOUR PAYMENT CARD BUSINESS:

(What is the main purpose of this merchant account? For example, registration fees, tuition for non-credit courses, tickets for events)

DATE SUBMITTED: \_\_\_\_\_ DESIRED "LIVE" DATE: \_\_\_\_\_

ESTIMATED ANNUAL CREDIT CARD VOLUME:

Total Annual Dollar Amount: \$ \_\_\_\_\_  
Average Amount per Transaction: \$ \_\_\_\_\_  
Annual Number of transactions: \_\_\_\_\_

DEPARTMENT CURRENTLY ACCEPTS PAYMENT CARDS (Check all that apply):

- IN PERSON  
 BY PHONE  
 BY MAIL  
 BY FAX  
 ONLINE VIA UNIVERSITY'S APPROVED INTERNET PROCESSOR TouchNet \_\_\_\_\_  
 ONLINE VIA OTHER, NAME: \_\_\_\_\_

PROCESSING Systems (Check the types of system currently being used or will be used to process credit card transactions):

POS Terminals  Internet (Online)  Other

If Other, describe in detail: \_\_\_\_\_

Current Third Party Vendor, if applicable: \_\_\_\_\_

CHARGEBACK INFORMATION:

Mail "Chargebacks" to (Provide name, title, and address including building and room #)

CONTACT NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_  
CONTACT TITLE: \_\_\_\_\_

Note: Chargebacks are created when a customer disputes a charge. If action is not taken by the merchant within the time frame indicated on the letter, the University of Wyoming will be charged by the payment card company. A journal entry must be made by the merchant to record such chargeback. If assistance with Chargebacks is needed, please call Ashlie Reese, Manager, Financial Services; 766-4391.

4. Your department also agrees to the following:

<u>Please initial</u>	<u>Requirement</u>
	<p><b>Recording Sales Transactions</b></p> <p>Credit card and electronic fund transactions are recorded electronically to the full WyoCloud chart of account coding, based on each transaction. Credit card transactions will be assessed a credit card processing fee which will be allocated directly to the department by UW Accounting.</p>
	<p><b>Reconciliations</b></p> <p>Departments must reconcile sales transactions captured through their online storefronts with transactions posted to WyoCloud.</p> <p>If a department discovers that sales transactions are missing, duplicated, or incorrectly posted, the staff member responsible for reconciling the accounts must contact the Financial Services Business Office for assistance in resolving the errors.</p>
	<p><b>Credits/Refunds</b></p> <p>For transactions initiated through TouchNet Marketplace, credits/refunds to customers' accounts will be processed through the Cashier's office within the Financial Services Business Office. Such adjustments to a customer's account will be processed only upon the written (e-mail) request of the selling department.</p>
	<p><b>Disputed Transaction Sales</b></p> <p>Occasionally, UW's acquiring bank will send notification to the University indicating a disputed charge. A copy of this chargeback notification will be forwarded to the appropriate department by the Financial Services Business Office. The department is required to provide all requested information in response to the notification by the due date indicated. Failure to provide requested information in a timely manner will result in the department being charged for the transaction in question and the department cannot appeal the chargeback.</p>
	<p><b>Security</b></p> <p>The Dean/VP or Department Head will be responsible to ensure that departmental credit card and electronic fund transactions will comply with all of the requirements of UW Presidential Directive 3-1993-1.</p>

Authorized Signature  
of UW department: \_\_\_\_\_  
Printed Name: \_\_\_\_\_  
Title: \_\_\_\_\_

Date: \_\_\_\_\_  
Telephone #: \_\_\_\_\_

Approval for TouchNet Marketplace (for FSBO use only)

Approved \_\_\_\_\_ Denied \_\_\_\_\_

Signed: \_\_\_\_\_ Date \_\_\_\_\_

Manager, Financial Services

Marketplace Name Assigned: \_\_\_\_\_