



## TouchNet Marketplace Application

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

**Please note** that 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 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 the PCI Team at [pci@uwyo.edu](mailto:pci@uwyo.edu).

### **Purpose**

Departments that want to accept payment cards for goods and/or services, non-tuition courses, conferences, seminars, tickets, and other approved University of Wyoming-related products must complete this through a TouchNet Marketplace site.

Application must be submitted to the Cashiers Office ([cashiers@uwyo.edu](mailto:cashiers@uwyo.edu)) and Aaron Courtney ([courtne@uwyo.edu](mailto:courtne@uwyo.edu)). The information provided on this application will be used to create an "Information Profile." Please email [cashiers@uwyo.edu](mailto:cashiers@uwyo.edu) and [courtne@uwyo.edu](mailto:courtne@uwyo.edu) for assistance or questions regarding this form. 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 Payment Cards through a TouchNet Marketplace Site**

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

- 1) Many departments use a TouchNet Marketplace to process online payments. While 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, 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 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. The 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 and explain they are calling to make a credit card payment on the deposit advice 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 chart field.

**1. DEPARTMENT INFORMATION:**

DEPARTMENT NAME: \_\_\_\_\_  
MERCHANT NAME: \_\_\_\_\_  
MERCHANT ADDRESS: \_\_\_\_\_  
Note: Merchant address must include Building & Room number.

**2. PRIMARY CONTACT INFORMATION:**

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

Note: The 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.)

**3. MERCHANT INFORMATION:**

**GIVE A BRIEF DESCRIPTION OF YOUR PAYMENT CARD BUSINESS:**

(What is the primary 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: \_\_\_\_\_  
Chart Field for Revenue \_\_\_\_\_

**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 systems 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 the merchant does not take action within the timeframe indicated in the letter, the payment card company will charge the University of Wyoming. The merchant must make a journal entry to record such chargeback. If assistance with Chargebacks is needed, email the Cashiers at [cashiers@uwyo.edu](mailto:cashiers@uwyo.edu).

4. Your department also agrees to the following:

Please initial	Requirement
	<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 are assessed a credit card processing fee, which UW Accounting will allocate directly to the department.</p>
	<p><b>Reconciliations</b></p> <p>Departments must reconcile sales transactions captured through online storefronts with transactions posted to WyoCloud. If a department discovers that sales transactions are missing, duplicated, or incorrectly posted, the staff member responsible for reconciling the accounts must contact the Student Financial Services 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 Student Financial Services Office. Such adjustments to a customer's account will be processed only upon the selling department's written (e-mail) request.</p>
	<p><b>Disputed Transaction Sales</b></p> <p>UW's acquiring bank will occasionally notify the University indicating a disputed charge. A copy of this chargeback notification will be forwarded to the appropriate department by the Student Financial Services Office. The department must provide all requested information in response to the notification by the due date indicated. Failure to promptly provide requested information will result in the department being charged for the transaction in question and unable to appeal the chargeback.</p>
	<p><b>Security</b></p> <p>The Dean/VP or Department Head will ensure that departmental credit card and electronic fund transactions comply with all of the requirements of the Receipt and Handling of University Funds Standard Administrative Policy and Procedure.</p>

Authorized Signature \_\_\_\_\_ Date: \_\_\_\_\_  
of UW department: \_\_\_\_\_  
Printed Name: \_\_\_\_\_ Telephone #: \_\_\_\_\_  
Title: \_\_\_\_\_

Approval for TouchNet Marketplace (for SFS use only)  
Approved \_\_\_\_\_ Denied \_\_\_\_\_

Signed: \_\_\_\_\_ Date \_\_\_\_\_  
Student Financial Services