



## Payment Card Merchant Agreement

This Merchant Agreement is entered between the University of Northern Iowa, the Office of Business Operations, and you, the undersigned University department or affiliate (referred to as "Merchant") for the ability to accept credit cards from customers as a form of payment for goods and/or services. The Office of Business Operations will administer the process so that you will be able to accept cards for payment and will facilitate the transfer of funds settled from the use of cards by your customers. To receive these services, the University of Northern Iowa, the Office of Business Operations, and you, agree to the following terms and conditions:

### Security and Privacy

You agree not to disclose or acquire any information concerning a cardholder's account without the cardholder's consent. You will not sell, purchase, provide, disclose or exchange card account information or any other transaction information.

Merchants must keep all card numbers secure and confidential until processed. Credit card transactions should be processed immediately upon receipt and retained for no longer than 24-48 hours. Once processed the credit card information must be securely destroyed. Once a payment is processed the bank processor will return a reference number for the transaction. This reference number must be retained and secured with any other additional information regarding the transaction for 18 months. You must adhere to all security standards as outlined in the PCI DSS requirements.

**You MAY NOT store payment card numbers on university servers, computers, databases, or any electronic storage devices after the transaction has occurred. You, the department, will be responsible for any losses due to poor internal controls, up to and including fines assessed for a security breach.**

### General Rules, Regulations and Guidelines:

Your Merchant account should be used only for transactions related to the sale of University of Northern Iowa goods and services. All face-to face transactions should have the payment card present and a signature obtained. Verify proper identification and compare signatures when possible. Other secure credit card transactions may include: mail registration, web-based applications, telephone, etc. A signed authorization letter with signature should be obtained when appropriate. Merchants may accept credit card numbers via phone, fax, secured web application, and US mail. We should NEVER obtain or provide credit card information by email.

A cash advance or withdrawal from your department to a cardholder, or to yourself, is not allowed. You may not accept money from a cardholder and subsequently prepare a credit draft for the purpose of creating credit to the purchaser's account.

Merchants are required, in good faith, to develop and maintain a fair policy for the exchange and return of merchandise. As well as for resolving disputes over merchandise and/or services purchased with a payment card. If a transaction is for non-returnable, non-refundable merchandise, you must disclose that on all copies of the sales receipt. Your return policy should be displayed in a viewable area.

Merchants will give proper credit for returns and adjustments by performing the proper function via the merchant terminal. Card refunds or adjustments should never be paid in cash to the customer. If cash is refunded and the cardholder disputes the original transaction, your department will incur the loss of the transaction.

You will provide the University or our processor, upon demand, with any information, evidence, assignments or other assistance needed for any billing dispute with a cardholder or any dispute with a cardholder over the nature, quality or performance of the goods or services or in connection with any return or rejection of such goods or services. You must comply with this request in a timely manner.

#### Payment Card Process Overview

1. The daily sales will automatically settle into the appropriate bank account designated by the Office of Business Operations.
2. The Office of Business Operations will deposit the settled credit card amount into an account provided by your department, per the Application to Process Credit Card Payments or Change/Termination form, when the money is credited to the bank. It is the responsibility of the department to reconcile their payment card receipt amounts to their Statement of Account each month. Any discrepancies are the responsibility of the department to reconcile timely.
3. If a payment is dispute is made, the payment card organization (Visa/MasterCard/Discover/American Express) will notify the Office of Business Operations, after their internal review is complete, about the nature of the dispute, who is lodging the dispute, and the amount of dispute. Someone from the Office of Business Operations will notify your department and it is your responsibility to resolve the disputed claim. You will have a specified length of time (usually 30 days) to respond back to the payment card organization. You must respond in a timely manner with all of the information requested. If your response is judged as insufficient or untimely, your Oracle account specified on the Application to Process Credit Card Payments will be charged for the disputed item. There are instances in which the chargeback will occur before any notification is received by the university. We will notify your office as soon as we are notified. If the dispute is ruled in your favor, your account will be credited back the amount originally charged.
4. Your Oracle account will be charged by Journal Entry (JE) for all processing fees related to the transactions you process. This entry will contain the discount fees for Visa/MasterCard/Discover/American Express and any additional processing costs (i.e.: per item fees, additional equipment, PCI maintenance, etc.).

#### Important Links

University of Northern Iowa Credit Card Policy and Procedures:

<https://obo.uni.edu/cashiering/uni-credit-card-procedures>

University of Northern Iowa Cash Handling Policy and Procedures:

<https://obo.uni.edu/cashiering/cash-handling-controls>

Payment Card Industry Data Security Standard:

[https://www.pcisecuritystandards.org/security\\_standards/pci\\_dss.shtml](https://www.pcisecuritystandards.org/security_standards/pci_dss.shtml)

This Agreement shall not become effective until accepted by us, and will remain in full force until terminated by either party by written notice to the other party. Please allow 3-5 business days to process the request.

I understand the above Merchant Agreement and by signing below agree to abide by the rules and regulations stated herein.

Department: \_\_\_\_\_

Campus Address: \_\_\_\_\_

Primary Contact: \_\_\_\_\_ Telephone: \_\_\_\_\_

Email: \_\_\_\_\_ Fax: \_\_\_\_\_

Department Head/Director Approval

_____	_____	_____
Print Name	Signature	Date

Office of Business Operations Approval

_____	_____	_____
Print Name	Signature	Date