



Texas A&M University- Corpus Christi E-Commerce Departmental Agreement

This agreement covers the use of Texas A&M University- Corpus Christi and TouchNet systems/Paypal Payflow Pro supporting online credit card and ACH transactions. Please read the following user agreement and sign below.

Fees

- The card brands (VISA, MasterCard, etc.) charge a fee for using their payment networks. The exact fee varies by the type of card the customer uses (rewards, corporate, etc.) and consequently changes from month to month. It generally ranges from 2-4% of your transactions, so Financial Services recommends reserving up to 4% of your transactions for credit card fees. Once a month this expense is charged to your FAMIS account.
- You acknowledge that fees are NOT automatically added to the amount of any transaction. It is your responsibility to incorporate the cost of doing business in the price of your goods and maintain sufficient funds in your FAMIS billing account.
- Credit card chargebacks can also occur against your account. Chargebacks are credit card transactions that your customer has disputed and has requested a refund. These will be posted to your account by accounting.
- Payflow is 10 cents per transaction.

Security

- Access is granted through user id and password security system.
- Do not share user id or password.
- User must change password received upon initial login.
- Log out of database if computer is to be unattended by the authorized user.
- Do not share confidential information about a customer (i.e address, phone, etc.).
- Please perform all refunds according to TAMU-CC Policies and Procedures. Please verify all totals before the refund is submitted.
- Do not attempt to refund in excess of the original transaction.
- Do not allow unauthorized users to process refunds with authorized user's login.
- Segregation of duties must be followed in the refund process.
- For issues related to passwords, please contact Financial Services by e-mail: Merchant.Services@tamucc.edu
- If an authorized user changes employment or job responsibilities, Financial Services must be notified immediately by e-mail: Merchant.Services@tamucc.edu

Please sign below and keep a copy of this agreement for your records. Please send this form to Comptroller's Office at Unit 5737.

Store Manager _____

Supervisor _____

Printed Name _____

Printed Name _____

Department/Office _____

Phone Number _____