

# Marketplace Agreement

Through Student Organization Finance Center Merchant Account  
To be submitted with the **Credit Card Security Agreement**

This request is valid for one (1) year. The Recognized Student Organization (RSO) may forfeit the opportunity to accept credit card payments if they have not upheld the integrity or security of processing credit card information or have been found to be out of compliance with University rules and regulations. The ability to process credit card receipts may be suspended if the RSO: Loses recognition, is placed on restriction or is under suspension. SOFC Merchant Account processing is granted at the sole discretion of the SOFC.

Student Organization Name	Account Number - Sub Account	Date
_____	_____	_____
Recognition Cycle Month		_____

This signed document authorizes payment to the SOFC from the RSO for :  
3% of all credit card transactions  
\$.40 per transaction  
Replacement cost of equipment if lost or damaged  
All chargeback fees associated with organization transactions

*You are prohibited from billing consumers a fee for using a credit card. This is considered surcharging. The prohibition on surcharging ensures that credit cardholders are not discriminated against at the point of sale. However, discounts on cash purchases are permitted. One example: a registration cost may be \$315, and then the RSO may offer an in-person discount of \$15, which will reduce the payment to \$300. Another example: An RSO is selling T-shirts on campus. The RSO is accepting both cash and credit card payments. The RSO will advertise the T-shirt price to be \$5.75, and offer a cash discount of \$.75 to those who are paying by cash or check. This reduces the T-shirt cost to \$5.00*

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*Student Organization Finance Officer Signature    Student Organization Advisor Signature*

Items that may be processed through this system: Dues (0418), Merchandise (0503), Registration fees (0486), Ticket sales (0528).

All State of Texas Sales Tax laws apply, as specified in House Bill 596 from the 74<sup>th</sup> Regular Session. More information may be found at <http://studentactivities.tamu.edu/sofc/taxinfo>. For assistance in interpreting this information, contact the State of Texas Comptroller Bryan Field Enforcement Office, 979.776.5200. RSOs using the SOFC Merchant Account are solely responsible for record keeping and subsequent sales and use taxes.

**On-line storefront, utilizing SOFC Marketplace software. Required to provide:**

Designated Store Manager \_\_\_\_\_ Email \_\_\_\_\_

Designated Store Clerk \_\_\_\_\_ Email \_\_\_\_\_

Designated Store Contact \_\_\_\_\_ Email \_\_\_\_\_

Designated Store Accountant \_\_\_\_\_ Email \_\_\_\_\_

The RSO is solely responsible for the Storefront content and any requirements set forth by the Department of Student Activities Concessions Permit process. <http://studentactivities.tamu.edu/concessions>. Failure to comply could result in a suspension of your RSO and SOFC Merchant Account use.

# Credit Card Security Agreement

Student Organization Finance Center

To be submitted with the SOFC with the Request to Process Credit Card Receipts

The purpose of the **Credit Card Security Agreement** is to inform the recognized student organization, RSO, and their representative(s) of the secure and proper method in which to receive credit card payments and to document this understanding.

The RSO and its representatives should read, understand, and abide by the attached **Credit Card Security Training** document and the Global Payment Credit Card Processing Procedures as found at

[http://www.globalpaymentsinc.com/GPDB/AccessDOC.aspx?SubDoc\\_ID=211](http://www.globalpaymentsinc.com/GPDB/AccessDOC.aspx?SubDoc_ID=211) . The RSO will take all necessary steps to prevent fraud, follow best practices, and advise the SOFC of any changes related in their sales processes.

The RSO and representatives will familiarize themselves with the SOFC Cash Handling guidelines found at <http://studentactivities.tamu.edu/files/cashhandling.pdf> , and will incorporate these guidelines into their sales process.

Any incident demonstrating willful disregard and/or security breach may be referred to the Student Organization Hearing Board, and dependent on their findings may be referred to the University Police Department and/or Student Conflict Resolution Services for further investigation.

All organization records are subject to audit at any time. Disputed credit card transactions are the sole responsibility of the RSO.

I have read and will abide by the credit card security standards and features listed on the **Credit Card Security Agreement**.

*Student Organization Name and account number* \_\_\_\_\_

\_\_\_\_\_  
*Signature of Finance Officer of Organization*

Date \_\_\_\_\_

\_\_\_\_\_  
*Signature of Advisor of Organization*

Date \_\_\_\_\_

# Credit Card Security Training

Student Organization Finance Center

MasterCard and Visa are popular types of bankcards that are convenient, fast, and flexible. People who use credit and debit cards can be among your best customers and offering this payment flexibility will hopefully increase your sales volume.

## Customer/Cardholder

The sales process begins when a customer presents a credit or debit card to pay for goods and services. The cardholder is the only authorized user of Visa, MasterCard and Discover payment products.

## Bankcards and Issuers

MasterCard and Visa cards are sometimes known as bankcards because individual financial institutions may issue them. Banks sometimes issue them instead of the credit card company itself, such as American Express and Discover.

If the financial institution (or issuer) accepts the customer's application for a bankcard, Visa or MasterCard, the card may be used as a credit card, which means that the bank has authorized a line of credit from which the customer may draw; or a debit card, which is tied to the amount of money actually on deposit for the customer, or a commercial card, which is used for business credit charges.

In most cases, the processing for these types of cards is similar. The issuer contracts with its cardholders for repayment of the transaction amount.

## Merchant

Your recognized student organization has an account with the SOFC and has been approved for card acceptance. You are an authorized acceptor of cards for the payment of goods and services. Now you're ready for the first card customer.

## How the Process Works

Any bankcard transaction ultimately begins and ends with the cardholder.

## Using the phone terminal

**The card holder presents the card** to your student organization as payment for goods or services.

**The student organization accepts the card** and scans through the phone terminal.

**The student organization turns in all the sales drafts and settlement statements**, to the SOFC.

**The SOFC processes the sales drafts** and submits the settlement statement to Financial Management Operations.

**Financial Management Operations verifies** all the sales through SOFC Merchant Account.

**Financial Management Operations authorizes** the SOFC to deposit the credit card payments received into the RSO SOFC account.

**The SOFC deposits the funds** into the RSO SOFC account.

**Financial Management Operations assesses all processing fees** to the SOFC.

**The SOFC withdraws the processing fees from the RSO SOFC account.** Fees are 3% plus \$.40 per transaction. See

**Request to Process On-Line Credit Card Receipts.**

**The Student Organization is responsible for reconciling their SOFC account statement.** Any discrepancies are directed to the SOFC, 979.845.1114.

**The cardholder is responsible for reconciling** charges to their card statement.

## Best Practices for Merchant Use of Convenience Fees

You are prohibited from billing consumers a fee for using a credit card. This is considered surcharging. The prohibition on surcharging ensures that credit cardholders are not discriminated against at the point of sale. However, discounts on cash purchases are permitted. One example: a registration cost may be \$315, and then the RSO may offer an in-person discount of \$15, which will reduce the payment to \$300. Another example: An RSO is selling T-shirts on campus. The RSO is accepting both cash and credit card payments. The RSO will advertise the T-shirt price to be \$5.75, and offer a cash discount of \$.75 to those who are paying by cash or check. This reduces the T-shirt cost to \$5.00

## Some Do's and Don'ts

**Do not** accept sales for anything other than the exact amount

**Do not** accept an expired card

**Do not** accept a card before the effective date on a dual dated card

**Do not** accept a sales draft without a cardholder signature

**Do not** participate in a suspicious transaction

**Do** understand that you assume all responsibility for the identity of the cardholder

**Do** verify arithmetic on sales documents

**Do** charge the cardholder for the correct amount

**Do** verify that the signature on the sales draft matches the signature on the card

The following is strictly prohibited:

- Processing transactions to cover previously incurred debts
- Accepting cards with an invalid effective date
- Accepting expired cards
- Giving cash to the cardholder
- Billing card after notice of cancellation

Educate your staff about prohibited transactions to reduce the risk of accepting counterfeit or fraudulent card transactions. A fraudulent transaction could involve an invalid account number, or a valid number with unauthorized use. Unauthorized use of a lost or stolen card is one of the greatest contributors to fraud losses.

In the case of stolen cards, fraud normally occurs within hours of the loss or theft – before most victims have called to report the loss. Checking the signature becomes **very** important in these first few hours of loss. Also, keep in mind that the thief may have altered the signature panel, or re-embossed the card, to change the account number slightly.

### **Chargebacks**

Chargebacks are one of the most common – and costly – ways that fraudsters take advantage of merchants. For example, some fraudsters, appearing to be legitimate customers, will take both the “merchant copy” and “customer copy” of the sales slip after they have signed it. When they receive their credit card statement, they dispute the charge. And, since your company has no record of the transaction, the full amount is credited back to the consumer, and you face a loss.

There are steps you can take to prevent chargebacks and fraud from occurring. Here are some examples based on the card processing method used:

**Have the customer sign** the receipt while you watch.

**Verify that this signature** matches the one on the back of the card.

**Don't divide one purchase** on to more than one sales draft.

**Do not change or alter the sales draft** after the customer has signed it – if there is a dispute, the customer's copy is treated as correct.

**Be sure to display your return policy** at the point of sale, it is your responsibility to inform customers of this policy.

**Maintain a well-trained staff** and ensure that they follow check-out procedures correctly.

**Save all copies** of your sales draft in case of future disputes.

**Always give a copy of the sales draft** to the customer either when the product is ordered or when it is shipped.

### **Don't Be Bullied**

Here, the customer tries to intimidate the cashier by causing a fuss at the register so that the purchase is rushed, which may lead to improper check out. In such instances, customers have also been known to complain about the service or length of the line. They may even demand to see a manager – anything to get the cashier's attention off the process.

By creating a tense atmosphere, the cashier is often prone to rush the person through the process just to get the customer out of the store. This is when criminal activity takes place. This can result in a costly chargeback for the merchant.

Never call a telephone number given by the cardholder for authorization. Use only the authorization numbers provided by Global Payments. 1.800.944.1111 Only use landline phone lines when making this call.

Don't be intimidated by these bullies; always take your time and make sure the correct procedure is followed when taking the credit card payment. You may be saving your organization the cost of a chargeback letter.

### **The Manual Write-In**

Often fraud occurs when the thief damages the card on purpose. Fraudulent cards are often damaged in order to bypass the antifraud features.

Be wary of customers who let you know right away that their card will not process. If the card is severely damaged, simply ask for another form of payment.

### **Borrowed Cards**

Beware of people waving letters of authorization for use of a credit card. Under no circumstances are these letters an acceptable form of verification or authorization. Don't fall for children borrowing their parent's card either. Friends, coworkers, and spouses are not permitted to borrow each other's cards. The only person who should be presenting the card to you is the person whose name is on the front of the card and matching signature on the back of the card.

### **The Trash**

The garbage is probably the last place you would think to protect. Thieves look in your trash for credit card slips, banking information, warranty information, credit applications or returned slips – anything that has personal information such as a name, address or phone number.

Your trash could contain all of the information a criminal needs to make a counterfeit card, as well as information about your company that could hurt you later if it fell into the wrong hands. Recognize materials that may contain private information and dispose of them properly. Destroy any documents that have any personal information on them with a paper shredder before declaring them trash. Protecting your customers and your student organization is worth a few extra seconds.

### **International Credit Cards**

Take extra care when accepting international credit cards. Thieves use foreign cards because cashiers are not as familiar with them. The criminal searches for a busy merchant who may overlook irregularities in a card issued by a foreign bank rather than become suspicious.

Inspect the card thoroughly; checking to make sure the card is valid. The main elements of the card – logo, hologram, clear embossing and so on – should be the same despite where the card originated. Check to make sure the signature matches the name on the card. Also, watch out for customers who check out the cashiers first before getting in line – criminals often look for an inexperienced clerk or someone who may be easily intimidated. If anything seems suspicious during the transaction, call Global for help. 1.800.944.1111

### **Counterfeit Cards**

Stolen and counterfeit cards are a huge problem for merchants and credit card issues alike. Because of the technology available to them, counterfeiters are able to reproduce false cards that are high quality, even without the benefit of the original. All they really need is personal information and technology to produce credit cards, debit cards and smart cards. The result is a huge financial loss to businesses around the globe. The card association rules prohibit retention of magnetic-stripe or card authentication numbers by merchants or their third-party terminal providers since this information could be used to counterfeit cards.

Protect your business by teaching your staff to recognize the signs of a false card.

Embossing on the card is illegible

The last few numbers are not embossed on the hologram

There is no Bank Identification Number above or below the first four digits

The name on the card does not match the signature or there is a misspelling

The hologram is not clear or the picture in the hologram does not move

The card does not have an expiration date

The card does not start with the correct numeric digit – all Visa cards should start with a 4, all MasterCard cards with a 5

### **Spotting Counterfeit/Altered Cards**

Knowing the distinctive qualities of MasterCard, Visa and Discover credit cards can help you detect counterfeit or altered cards.

#### **Color**

Check the card for discoloration or an uneven feel. Edges should be smooth.

#### **Embossing**

Check to see that the account number and name embossing is even in size and spacing, and that the card has not been ironed and re-embossed. Check the valid dates to see that they have not been altered to extend the term of an expired card. MasterCard embossing starts with a 5. Visa card embossing starts with a 4 and Discover embossing starts with a 6. The first four digits of the card number correspond to a small number printed on the card just above the account number.

#### **Signature Panel**

The signature panel is printed with a colored MasterCard or Visa or Discover background pattern. It should be smooth to the touch and should not show evidence of tampering. The panel should be signed and the signature should correspond to the signature on your sales draft. All or a portion (last four digits) of the account number and authentication are printed.

#### **Hologram**

The hologram is a three dimensional foil image put on the card that helps deter counterfeiting. The foil material can be gold or silver and the image should reflect light and change as you rotate the card.

The Visa hologram appears to be a dove in flight.

MasterCard's newest hologram is called the MC Micro Globes. It shows two-dimensional rings made up of repeated MC. The three-dimensional globes consist of high-resolution texture mapping of continents onto black spheres. The word MasterCard is distinguishably micro-printed in the background of the hologram in two alternating colors. A hidden image is placed at a specific angle in the hologram during the manufacturing process.

### **MasterCard Formats**

The same basic design is used for all MasterCard cards. Until all cards are replaced by the new format, you may see the two previous MasterCard card formats at your place of business. Cards may be any color or even feature a background pattern or a photograph. Regardless of the card design presented, check the signature and other card features for validity.

### **Security Features**

The following features appear on MasterCard cards:

The unique security character, embossed on the lower right portion of the card front, is your signal that the following two security features should be present on the card.

A small account number with a three-digit card authentication code printed on the signature panel in reverse italic, slightly indented characters.

### **Visa Card Formats**

Every Visa card is designed with special security elements to deter counterfeiting and alteration. When you are presented with a Visa Classic, Visa Gold, or Visa Business Card, look for the following security elements:

**An embossed, stylized V** beside the “good thru” date

**Micro-printing** around the Visa logo

**Bank identification number embossed** in the first four card numbers. This bank ID numbers is also printed directly below the first four card numbers.

### **Discover Card Formats**

All valid standard rectangular plastic Cards bearing the Discover Network Acceptance Mark or the Discover/NOVUS Acceptance Mark, include the following common characteristics and distinctive features; however, please note that valid Cards may not always be rectangular in shape.

Card Numbers are made up of at least 16 digits embossed on the front of the Card;

The embossed numbers in the Card Number should be clear and uniform in size and spacing within groupings;

The embossed expiration date, if present, appears in a mm/yy format and indicates the last month in which the Card is valid;

The Card contains a magnetic stripe;

Depending on the issuance date of the Card, the word DISCOVER or DISCOVER NETWORK will appear in ultraviolet ink on the front of the Card when it is held under an ultraviolet light;

An underprint of “void” on the signature panel becomes visible if erasure of the signature is attempted;

The Card Number of the portion of the Card Number displayed on the signature panel on the back of the Card should match the number embossed on the front of the Card and appear in reverse indent printing;

The Card Number on the back of the Card is followed by the Card Identification Data;

An overprint on the signature panel reads Discover Network. On some cards, the overprint may display the name of the Card;

A contactless icon may appear on the back of a standard rectangular plastic Card indicating the Card can be used to conduct Contactless Card Transactions.