

# Texas A&M E-Commerce Departmental Agreement

This agreement covers the use of Texas A&M and TouchNet systems 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. FMO passes those fees on to you as a standard 2.1% of your transaction total. Once a month this expense is charged to a FAMIS account of your choosing. You will receive a receipt for the amount charged to your FAMIS account.
- Texas A&M also incurs an expense for utilizing the e-commerce system currently operated and maintained by TouchNet. As a user of this system, you agree to contribute to its maintenance by paying a rate of \$0.40 per transaction. This expense will be charged monthly against the same account as the credit card service fees.
- 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. See <http://fmo.tamu.edu/media/374292/surchargewhitepaper.pdf> for important information about adding surcharges to online transactions.
- Credit card chargebacks can also occur against your account. Chargebacks are credit card transactions that your customer has disputed and has requested a refund.

## 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 Policies and Procedures. Please verify all totals before the refund is submitted.
- Do not attempt to refund in excess of the original amount of the 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 Management Operations by email: [marketplace@tamu.edu](mailto:marketplace@tamu.edu)
- If an authorized user changes employment or job responsibilities, Financial Management Operations must be notified immediately by email: [marketplace@tamu.edu](mailto:marketplace@tamu.edu).
- NEVER enter a customer's credit card number into your web store on their behalf.

Please sign below and keep a copy of this agreement for your records. Please send this form to Preston DuBose at MS 6000.

Store Manager: [Click here to enter text.](#)

Department Head: [Click here to enter text.](#)

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Department/Office: [Click to enter text.](#)

Phone Number: [Click to enter text.](#)

# Texas A&M E-Commerce Application

**Campus Code:** 02\_\_ **Main Phone:** [Click here to enter text.](#) **Fax:** [Click here to enter text.](#)

**Department/Office Name:** [Click here to enter text.](#)

**Physical Address:** [Click here to enter text.](#)

**City/State/Zip:** [Click here to enter text.](#)

**Store Manager:** [Click here to enter text.](#) **E-mail:** [Click here to enter text.](#)

**Type of Products to be Sold:** [Click here to enter text.](#)

<b>Name and e-mail address:</b>	<b>Change store settings</b>	<b>Add/Edit product</b>	<b>Approve orders</b>	<b>Refund orders</b>	<b>Run reports</b>
<a href="#">Click here to enter text.</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<a href="#">Click here to enter text.</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<a href="#">Click here to enter text.</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<a href="#">Click here to enter text.</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<a href="#">Click here to enter text.</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Payment Types:** Visa  MasterCard  Discover  AMEX  ACH (web-check)

*Each store must be assigned a **Default FAMIS Account** to which transactions are posted. In Marketplace, individual products can override the default. Your monthly fees will be billed to a single **FAMIS Billing Account** based on your transactions. You will receive a receipt after the fees have been charged to your account.*

**Default FAMIS Account:** [Click to enter.](#) **FAMIS Billing Account:** [Click to enter text.](#)

**Four-character Department Code found in FAMIS:** [Click here to enter text.](#)

**Expected Test Start Date:** [Click to enter date.](#) **Forecasted Go Live Date:** [Click to enter date.](#)

*Texas A&M Marketplace is the university's ready-made online shopping cart system. All product management occurs within the shopping cart system. **AggiePay** allows you to build your own shopping card system to your own specifications, then pass the customer to a secure environment for processing the payment portion of the transaction.*

**Shopping Cart/Payment System:** Texas A&M Marketplace  AggiePay