

TouchNet Marketplace Memorandum of Understanding (MOU)

- ▶ Contact UTAMarketPlace@UTA.edu with TouchNet Marketplace questions.
- ▶ Contact acctserv@uta.edu with Accounting questions.

Section 1: Agreement

Overview

This agreement covers the use of TouchNet Marketplace for the purpose of conducting Internet-based commerce (eCommerce) on behalf of the University using credit card and Point of Sale (POS) transactional processing.

OIT and Business Affairs reserve the right to revoke access of users and/or departments found to be in violation of the terms of this agreement.

Acceptable Use

- User agrees not to use TouchNet Marketplace for unauthorized product sales including but not limited to: Items already included in cost of tuition; Items subject to restrictions (copyright/trademarks) which UTA does not have a license to distribute.
- User accepts responsibility for following appropriate export policies and controls.
- User must complete Unrelated Business Income (UBI) Questionnaire (provided by Accounting Services) and report changes in product types to Business Affairs by emailing UTAMarketPlace@UTA.edu.
- User must obtain approval from Business Affairs for any student fee-related product offerings by emailing UTAMarketPlace@UTA.edu.

System Access and Security

- All personnel must complete required training before they are given access.
- Password administration is performed within TouchNet Marketplace.
- Users must not share accounts or passwords.
- Users must not share information collected through TouchNet Marketplace with unauthorized users.
- Users must follow applicable FERPA and HIPAA policies.
- User access for Store Manager or Fulfiller with Refund Rights role requires approval by Business Affairs office.
- User must not access the administrative consoles for TouchNet Marketplace on shared computers.
- User should log out when not using the administrative consoles for TouchNet Marketplace.
- Store Manager should report any changes to user access to OIT immediately

Payment Card Industry Standards (PCI) Compliance

- User agrees to never save, copy, or reproduce customer credit card information in any form or fashion.
- For POS systems, user must make all possible attempts to ensure that hardwired connections are secure.
- Personal devices such as personal mobile phones should not be used as part of POS Operations.
- Users agree to follow inventory management practices required for tracking POS devices.
- User agrees to acquire POS equipment for use with TouchNet Marketplace through OIT.
- User agrees to acquire or replace POS equipment at their own expense as necessary to comply with PCI standards.
- Merchant Account Owner agrees to complete a [Self-Assessment Questionnaire \(SAQs\)](#) on an annual basis as coordinated by the Information Security Office.

Office of Information Technology (OIT) Roles and Responsibilities

In support of the department using TouchNet Marketplace for eCommerce transactions, OIT will:

- Configure Merchant Account (provided by Business Affairs Services), for use with TouchNet Marketplace
- Perform initial TouchNet Marketplace Store setup and configuration on behalf of Store Owner
- Provide training to TouchNet Marketplace Back Office Users
- Provide Tier 1 and 2 support to department Back Office Users
- Assign and deactivate user accounts when requested by the department
- Coordinate with Accounting Services for General Ledger (GL) Integration Configuration on behalf of the Store Owner
- Provide or assist Store Owner with uPay site integration as necessary
- Facilitate acquisition and installation of POS devices from TouchNet
- Assist Store Owner with PCI Compliance Reporting
- Conduct periodic audits of user accounts and products as required by [UTS 165 Standards](#).
- Annually re-evaluate software usage fee for full recovery.

Accounting Services Responsibilities

In support of the department using TouchNet Marketplace for eCommerce transactions, Accounting Services will:

- Coordinate with financial institutions for merchant account creation and provide to OIT for installation with TouchNet Marketplace
- Provide UBI review of products/services being sold via the TouchNet Marketplace store.
- Perform Reconciliation activity and reporting between TouchNet Marketplace, the bank, and UT Share GL
- Post all fees and charges associated with credit card processing and software usage to associated Cost Centers, GL grants, and GL accounts.
- Pay collected sales tax to tax authorities

Segregation of Duties and Refunds

- Users with Refund Capability should not fulfill orders. Segregation of duties between order fulfillment and refunding must be observed.
- Users agree not to attempt to Refund in excess of the original transaction amount.

Definitions

- **General Ledger (GL) Configuration:** Accounting Services and OIT will perform the necessary configuration tasks to ensure that the General Ledger data is passed from TouchNet Marketplace to UT Share Financial System.
- **Merchant Account:** Terminal ID by which credit card data is processed with UTA's payment provider.
- **Back Office Users:** UTA staff responsible for performing administrative tasks within TouchNet Marketplace (example: fulfilling orders)
- **Department:** UTA organizational unit to which the Merchant Account is assigned to and that assumes responsibility for managing the TouchNet Marketplace Store.
- **Store Manager:** Staff member who will manage and configure general store settings, add and edit products, enable and disable users, as well as view TouchNet Marketplace financial reports.
- **Fulfiller with Refund Rights:** Staff member who will fulfill orders, refund orders, cancel orders, view financial reports for the store

Section 2: Application

Store Information

Physical Address _____

Department _____ Point of Contact (POC) _____

POC Phone _____ POC Email _____

Store Manager _____ Email _____

Are Merchant Accounts already set up? Yes No

► *Each store must be assigned a Default Cost Center to which transactions are posted if an override is not specified.*

Default Cost Center _____ Department Code to be used in UT Share _____

Expected Test Start Date _____ Forecasted Go Live Date _____

Roles and Responsibilities

Name _____	Email _____				
Change store settings	Add or edit products	Fulfill orders	Refund orders	Run reports	

Name _____	Email _____				
Change store settings	Add or edit products	Fulfill orders	Refund orders	Run reports	

Name _____	Email _____				
Change store settings	Add or edit products	Fulfill orders	Refund orders	Run reports	

Name _____	Email _____				
Change store settings	Add or edit products	Fulfill orders	Refund orders	Run reports	

Name _____	Email _____				
Change store settings	Add or edit products	Fulfill orders	Refund orders	Run reports	

Payment Types

Visa MasterCard Discover AMEX Debit Card

Shopping Option

► *TouchNet Marketplace is the University's ready-made eCommerce software platform. Departments can choose to manage the shopping experience using the TouchNet Marketplace Web Store or create their own website and process payments using the TouchNet Marketplace shopping cart functions (uPay). Both options are available.*

TouchNet Marketplace Web Store

uPay (shopping cart function for your website)

Fees for Store Usage

Department agrees to pay all associated credit cards fees (rates will vary)

Department agrees to pay a per transaction fee of 2.5% for TouchNet Marketplace software licensing

Acknowledgment

I am applying to use TouchNet Marketplace according to the roles and responsibilities specified in this application and I agree to be bound by the terms and conditions in this agreement.

I understand only complete and fully executed agreements will be processed.

I understand that OIT maintains the right to revoke TouchNet Marketplace access to any user who is found to be in violation of any term of this agreement with or without notice and that a violation of any term of this agreement could result in disciplinary action up to and including termination of employment.

I acknowledge the terms and procedures as outlined for campus administration for TouchNet Marketplace.

Signature (Store Manager) _____

Date _____

Signature (Department Head) _____

Date _____

Signature (VP or Dean) _____

Date _____