Please read the following user agreement, and sign below.

This agreement covers the use of UTA and TouchNet Marketplace for the purpose of conducting internet-based commerce on the behalf of the University using credit card and Point of Sale (POS) transactional processing. OIT & 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 Marketplace for unauthorized product sales including but not limited to:
  o Items already included in cost of tuition.
  o Items subject to restrictions (copyright/trademarks) which UTA does not a have license to distribute.
· User accepts responsibility for following appropriate export policies and controls.
· User must complete UBI questionnaire and report changes in product types to Business Affairs. (Provided by Accounting Services)
· User must obtain approval from Business Affairs Controller for any student fee-related product offerings.

System Access & 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 polices.
· 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-BTS immediately

PCI Compliance

· User agrees to never save, copy, or reproduce customer credit card information in any form or fashion.
· For Point of Sales 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 Point of Sale Operations.
· Users agree to follow inventory management practices as required by TouchNet Marketplace for tracking Point of Sale Devices.
· User agrees to acquire POS equipment for use with Touchnet Marketplace through OIT.
· User agrees to acquire or replace Point of Sale (POS) equipment at their own expense as necessary to comply with PCI standards.
· Merchant Account Owner agrees to complete Self-Assessment Questionnaire (SAQS) on annual basis as coordinated by the Information Security Office.

Office of Information Technology (OIT-BTS) Roles & Responsibilities

In support of the department using TouchNet Marketplace for eCommerce transactions, OIT - Business Technology Services will perform the following functions:

- Configure Merchant Account (provided by Business Affairs Services), for use with TouchNet Marketplace
- Perform initial Marketplace Store setup & configuration on behalf of Store Owner
- Provide Training to Marketplace Back Office Users
- Provide Tier 1 & 2 support to Department Back Office Users
- Assign/De-Activate User Accounts upon departments request.
- Coordinate with Accounting Services for 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 Point of Sale (POS) devices from TouchNet
- Assist Store Owner with PCI Compliance Reporting
- Conduct periodic audits of user accounts and products as required by UTS 165 information technology policies.
- 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 perform the following functions:

- Coordinate with financial institutions for merchant account creation and provide to OIT BTS for installation with TouchNet Marketplace
- Provide UBI review of products/services being sold via the Marketplace store.
- Perform Reconciliation activity & reporting between Marketplace, the bank, and UT Share General Ledger.
- Post all Fees & 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 & 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.

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.

☐ I am interested in a Point Of Sale Option

Who to Contact in regards to TouchNet Marketplace
File a request or incident through (www.uta.service-now.com) or contact
Business Technology Services 817-272-2155

I am submitting an application for the use of Touchnet Marketplace in the role I identified with below and am agreeing to be bound by the terms and conditions in this agreement. I understand only complete and fully executed Agreements will be processed. I further understand that OIT-BTS 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.

Name (Store Manager)	Title	Department

Signature

Department Head Approval

Name (Department Head)	Title	Department

Signature

Vice President Approval

Name (Vice President of Department)	Title	Division

Signature

Contact Name: [   ] **Main Phone:** [   ] **Fax:** [   ]

Department/Office Name: [   ]

Physical Address: [   ]

City/State/Zip [   ]

Store manager: [   ] **Email:** [   ]

Merchant Accounts are already set up: ○ Yes ○ No

Name and Email Address:

Name	Email	Roles and Responsibilities				
		Change store settings	Add/Edit product	Fulfill orders	Refund orders	Run reports
		☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐

Payment Types: ☐ Visa ☐ MasterCard ☐ Discover ☐ AMEX ☐ Cash

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 used in UTShare: [   ]

Expected Test Start Date: [   ] **Forecasted Go Live Date:** [   ]

UTA 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 in the configuration.

Shopping Option: ☐ Web Store ☐ uPay Site

GL Configuration: Accounting Services and OIT-BTS 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 is responsible for performing administrative tasks within Touchnet Marketplace (example: fulfilling orders)

Department: The UTA organizational unit to which the Merchant Account is assigned to and that assumes responsibility for managing the Touchnet Marketplace Store.

Store Manager: Will manage and configure general store settings, add and edit products, enable and disable users, as well as view Marketplace financial reports.

Fulfiller with Refund Rights: Will Fulfill orders, refund orders, cancel orders, view financial reports for the store.