



E-Commerce User Agreement

This agreement covers the use of the University of Dayton and TouchNet Information Systems supporting online credit card and ACH transaction system known as Marketplace, uPay, and uStores. Please read the following user agreement, and sign below.

Fees

- The credit card processors and the banks charge fees 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 the transaction amount. Currently, those fees are absorbed through central funds.
- You acknowledge that it is your responsibility to cover the cost of doing business in the price of your goods and maintain sufficient funds in your general ledger account. Any refunds you authorize will be removed from your general ledger account.
- Credit card chargebacks can occur against your account. Chargebacks are credit card transactions that your customer has disputed and has requested a refund. These will also be removed from your general ledger account.

Security

- Access is granted through an assigned user id and password that is different from your LDAP ID and password. You agree to change your password immediately to a secure password, upon receipt of your initial login information. A secure password will be at least 8 characters in length, contain at least one capital letter, one number, and one special character.
- You agree that you will NEVER share your user id or password with anyone or allow anyone to use your logged in session at any time.
- You agree to protect information about customers and log out of the Marketplace system if the computer is to be unattended by the authorized user.
- You agree that all refunds will be made in accordance with UD Policies and Procedures with all totals verified before the refund is submitted and you will not attempt to refund in excess of the original amount of the transaction.
- You agree that you will NEVER enter a customer's credit card number into your web store on their behalf or write down or record a customer's credit card information.
- You agree to notify Udit Risk Management immediately if an authorized user changes employment or job responsibilities.

User Role (check all that apply)

- Marketplace store manager (manage your own store content – may require additional training)
- Marketplace store clerk (fulfill, refund, cancel orders)
- Marketplace Point of Sale access (for using mobile payment devices and cashiering stations)
- Business Office Web Deposits
- Other: _____

If this is for Marketplace, then which sites are you requesting access for? _____

Please sign below and keep a copy of this agreement for your records. Please send this form to Risk Management, Udit, +2230.

User Signature _____ Supervisor Signature _____

Printed Name _____ Printed Name _____

Phone Number _____ Phone Number _____

Campus Email _____

Department/Office _____

Date _____