



Texas A&M Agrilife E-Commerce Departmental Agreement

Research **Extension**

This agreement covers the use of Texas A&M University, Texas A&M AgriLife Research, Texas A&M AgriLife Extension 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. The exact fee varies by the type of card the customer uses (rewards, corporate, etc.) and consequently changes from month to month. Fees typically range from 2-4% of your transactions therefore its recommended a reserve be set aside to allow for credit card fees. Units are responsible for fees. 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 University 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.
- 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 Texas A&M Agrilife Extension and Agrilife Research policies and procedures.
- 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
- If an authorized user changes employment or job responsibilities, Financial Management Operations must be notified immediately by email: marketplace@tamu.edu.
- NEVER enter a customer's credit card number into your web store on their behalf.

Store Manager _____

Supervisor _____

Printed Name _____

Printed Name _____

Department/Office _____

Phone Number _____

Please sign and retain a copy of this agreement for your records.
Please send this form to Gwen Tucker MS2147.