University Controller's Office
Internal Administrative Policy & Procedures

Section: General Accounting
Function: Cash Management
Person Responsible: Heidi Kozlowski

Procedure Number: *GA-CM-MS-10*
Procedure Title: Establishing an eStore for sales and services

History: Issued: May 2014

Purpose: Instructions for establishing an eStore for internet sales associated with events, conferences, and miscellaneous items.

Procedures: The University purchased a new online eStore to address financial compliance issues around PCI-DSS as well as the need to streamline the business process around merchant services. The eStore solution will allow departments to more easily manage and grow events, conferences and miscellaneous sales over the Internet. After implementation and training, a department will have the ability to accept credit card transactions online for allowable tangible and intangible products and services and actually manage the products in that department's eStore. The eStore solution is very flexible and will allow a department to adjust its product offering instantaneously. Costs for the new eStore will be the standard bank fees that NC State is charged to process credit cards, which will be passed through to the merchant as it has always been done.

HigherOne is the University's ecommerce payment solution and is required to be used for all internet credit card transactions. To apply for an exception, please refer to GA-CM-MS-02 - Applying for a Merchant Account.

Payment application process steps:

1. To open an eStore, an application must be approved by Merchant Services for a merchant account. Please refer to GA-CM-MS-01 and GA-CM-MS-02 for policy and application procedures.

2. Once the application is approved, the request is routed to Enterprise Application Services (EAS) to begin eStore set up. EAS will work with the merchant to complete the eStore to market their products and services.

3. After implementation and training are complete, Merchant Services will notify the merchant that they may open their eStore for business.

4. A user will access the merchant's eStore to shop and pay for a product or service. Each merchant will have their own eStore, where the credit card information will be entered by their customers. The eStore will process the payment from our customers, sending the payment data to our credit card processor. The eStore stores the payment transaction information in a database, in encrypted data files.

5. The eStore sends all required data to our processor for both the authorization and settlement. Settlement occurs every evening. The eStore will run an automatic, daily batch settlement at the specified time that we defined in the merchant set up.

6. In the eStore administration, customer data is available in searchable reports. At login, every administrative user sees only the merchant accounts, tasks and reports for his/her access rights. A user's role may include rights to view reports, configure the eStore, and set up administrative users.

7. Any changes to the eStore business must be approved by Merchant Services in the Controller's Office.

Related Information:

Merchant Services Policy

Applying for a merchant account

Merchant Funding Policy

Contact Information:

University Controller's Office

Merchant Services

Campus Box 7205

Raleigh NC 27695-7205

merchantservices@ncsu.edu

Persons Involved in These Procedures:

Name of Person	Description of Duties
Merchants	Meet requirements and complete application.
Merchant Services	Review and approve merchant application. Complete OSC application and facilitate application process thru OSC.
Enterprise Application Services	Establish and maintain payment application for Merchants
Security & Compliance	Evaluates, monitors, and reports for PCI compliance.

Internal Administrative Procedures Approved By:

Name of Person	Date
Associate Controller: Heidi Kozlowski	May 2014
University Controller: Charles Cansler	May 2014