



Questions? The University has partnered with Arrow Payments to help support department credit card processing and setting up new merchant accounts. Please contact them with any questions when completing this form. The completed form can also be emailed to them at support@arrowpayments.com.

For internal support, contact the Cash Management team at support@penncdm.freshdesk.com.

Merchant Account Request Form

ORGANIZATION INFORMATION

Please use this section to define your organization and address information.

Organization Name: _____

Address Line 1: _____

Address Line 2: _____

City: _____

State: _____

Country: _____

Zip/Postal Code: _____

Mail Code: _____

BUSINESS DESCRIPTION

Please explain your business's role in the payment flow. How and in what capacity does your business store, process and/or transmit cardholder data?

PCI/MERCHANT ACCOUNT CONTACT INFORMATION

Please enter information on the employee designated as your primary contact.

Name: _____

Title: _____

Email: _____

Phone: _____

Transactional Volume

Approximately how many payment card transactions will you execute in a calendar year? _____

What is the approximate dollar volume that will be executed in a calendar year? _____

Accepted Payment Cards

Which of the following payment cards will be accepted as payment (check all that apply)?

- Visa/MasterCard
- American Express
- Discover

Cardholder Transactions

How will customers conduct their debit/credit card payments? Select all that apply.

- Through **Card Present Technologies** such as payment kiosks, cashier stations or terminals.
- At an **Online (eCommerce) Payment Page (see section A)**
- Over the **Telephone (see section B)**
- Through **Mail Order (see section C)**

Is cardholder data written down on paper as part of the payment process? _____

If yes, please explain: _____

RELATIONSHIP TO CARDHOLDER DATA

SECTION A: Electronic Commerce (E-Commerce) Environment

Which of the following describes the e-commerce environment used by your organization (check all that apply)?

- Our e-commerce user shopping experience is conducted entirely on a third-party website.
- Our website handles all aspects of the user shopping experience, including payment.
- Some of the user shopping experience is handled by our organization and some is handled by a third party.

Are there any other third-party service providers interacting with card data in your environment?

- Yes
- No

If yes, please define all other service providers in your environment: _____

Website URL: _____

SECTION B: Telephone Order Transactions

How does your organization process telephone orders?

- The customer is connected to an employee of our organization who processes the transaction.
- The customer is connected to a third-party agent or call center who processes the transaction.
- The customer is connected to an automated call attendant who processes the transaction.

What type of payment solution does your cashier use to complete the telephone transaction?

- The cashier manually keys the card information using a card swipe terminal.
- The cashier types the card data into a virtual terminal or virtual application.

SECTION C: Mail Order Transactions

How does your organization process mail orders?

- The customer fills out a paper form and mails it to us for processing. An internal cashier or employee then processes the card information for payment.
- The customer fills out a paper form and mails it to a lockbox or other third-party processor.

What type of payment solution does your cashier use to complete the mail transaction?

- The cashier manually keys the card information using a card swipe terminal.
- The cashier types the card data into a virtual terminal or virtual application.

ACCOUNTING INFORMATION

BEN Financials Account for Revenue: _____ - _____ - _____ - _____ - _____ - _____ - _____

BEN Financials Account for Expense: _____ - _____ - _____ - 5 3 2 4 - _____ - _____ - _____

**PLEASE REVIEW AND SIGN
ACCOUNT USER LISTING**

For anyone taking credit card transactions within your school/center, please fill out their name, email and Penn ID in the section below.

PLEASE NOTE: Completed request form takes approximately 4 weeks to process.

I understand that a monthly credit card reconciliation must be completed and that failure to follow policies and procedures concerning access to personal, proprietary and the management of merchant accounts otherwise confidential data may result in sanctions and disciplinary action up to and including termination of employment at the University of Pennsylvania.

Account Manager: _____

Signature: _____ Date: _____

School/Center Senior Business Officer: _____

Signature: _____ Date: _____

Name	Penn ID	Email address

Once this form is received by the Treasurer’s Office, you will receive a user name and password for CoalfireOne at www.coalfire.com where you will need to go in and fill out a PCI- DSS SAQ (Self-Assessment Questionnaire) before the merchant account is opened.

The PCI Security Standards

Maintaining payment security is required for all entities that store, process or transmit cardholder data.

Guidance for maintaining payment security is provided in PCI security standards. These set the technical and operational requirements for organizations accepting or processing payment transactions, and for software developers and manufacturers of applications and devices used in those transactions.

IF YOU ACCEPT OR PROCESS PAYMENT CARDS, THE PCI DATA SECURITY STANDARDS APPLY TO YOU.

Please visit <https://www.pcisecuritystandards.org/> for more information regarding PCI DSS.

TREASURER'S OFFICE USE ONLY

MERCHANT ACCOUNT NUMBER ASSIGNED: _____

CYBERSOURCE ACCOUNT NUMBER ASSIGNED: _____

DATE RECEIVED: _____ SAQ VALUE TYPE: _____ SAQ COMPLETED: _____