



Request to Close Merchant Account

Return completed requests to close a merchant account to the University Bursar, attention Rosa Lucas, MC 0143. Contact Rosa Lucas, 540-231-6277, rosall@vt.edu if you require additional assistance.

Notice must be given to the University Bursar of any request by a University merchant to terminate their merchant identification number and cease accepting credit cards as payment for goods or services. Once a merchant account is terminated, any future requests to accept credit cards must be approved in writing by the University Bursar before acquiring, contracting or utilizing a credit card payment system.

This form also applies for any merchants who migrated their credit card processing to Commerce Manager and ceased processing cards by alternative methods. In this instance, the merchant ID(s) associated with the previous method for processing cards will be closed and new merchants ID(s) will be established for all sales processed through Commerce Manager.

Additional information regarding credit card procedures and requirements can be found on the Controller's Office Website <http://www.co.vt.edu/>.

Merchant Name		Today's Date	
Merchant Number		Point of Sale Terminal(s) Type/Serial Numbers:	
Fiscal Contact Person		Phone Number	
Company used to authorize credit cards (for ex. iTransact)	<input type="checkbox"/> N/A		
Date last accepted Credit Card sales			
Effective date merchant account should be closed			
Reason for closing merchant account:			

NOTE: See the following page for general directions.

Department Head/Director Signature

Date

Fiscal Contact Signature

Date

Effective 12/09

General Directions:

1. As applicable, notify intent to terminate, per terms of the contract, company used to authorize credit cards sales (for example, iTransact, Paciolan, etc.). Provide copy of written notice to terminate to the Office of University Bursar, Attn. Rosa Lucas.

NOTE: Does not apply to merchants who process credit card sales via point-of-sale swipe machine connected to an analog phone line.

2. Within 30 days from the effective date merchant account is closed:
 - a. Return all point-of-sale equipment to Rosa Lucas, Office of University Bursar, 150 Student Services Building, Blacksburg, VA 24061, MC 0143. Ensure equipment is sealed in a box and return in person, if possible. Otherwise, return via USPS Priority mail, UPS or other courier service; maintain tracking information and confirm delivery.
 - b. Destroy by shredding all paper medium stored in your department containing credit card numbers and customer data older than 3 years.
 - c. Contact IT Security (www.security.vt.edu) if you have any electronic files/medium related to credit card sales. This includes any spreadsheets, word files, PDF files, databases, etc. that contain customer name, card number, expiration date or other sensitive credit card information.
3. Within 6 months from the effective date merchant account is closed:
 - a. Send to offsite storage all paper medium related to credit card sales, including batch reports, merchant receipts, etc. and retain per University published guidelines (www.rms.vt.edu).
 - b. Direct any subsequent inquires regarding credit cards sales to Rosa Lucas, rosall@vt.edu.

For Bursar Use Only:

Date received: _____

Effective date merchant account closed: _____

Processed by: _____

Merchant notified (whom and date): _____

Point of Sale Equipment Received (record date and verify serial numbers): _____

Point of sale equipment: Destroyed

Retained for future deployment

If previously utilized a service provider to authorize sales, provided copy of cancelation notice: Yes No N/A

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