



Office of University Bursar
 800 Washington St SW (0143)
 Student Services Building, Suite 150
 Blacksburg, Virginia 24061
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 bursar@vt.edu

Request to Close Merchant Account

Return completed requests to close a merchant account to Becky Ford, Bursar’s Office, MC 0143. If you require additional assistance, please contact Becky Ford, 540-231-6277, huffmanb@vt.edu.

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/Cashnet 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 merchant ID(s) will be established for all sales processed through Commerce Manager/Cashnet.

Additional information regarding credit card procedures and requirements can be found on the Bursar’s Office website <https://www.bursar.vt.edu/employees/paymentcard.html>.

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, payment processor (for ex. Elavon, AuthorizeNet, etc.)	<input type="checkbox"/> N/A		
Date of last accepted credit card sale(s):			
Effective date merchant account should be closed:			
Reason for closing merchant account:			

NOTE: See the following page for general directions.

General Directions:

1. As applicable, notify intent to terminate, per terms of the contract, company used to authorize credit cards sales (for example, AuthorizeNet, iTransact, etc.). Provide copy of written notice to terminate to the Office of University Bursar, Attention: Becky Ford.

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 Becky Ford, 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 cross-cut 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 inquiries regarding credit cards sales to Becky Ford, huffmanb@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

Not Applicable