



WINTHROP UNIVERSITY MARKETPLACE USER AGREEMENT

FEES

The credit card brands (VISA, MasterCard, Discover and American Express) charge a fee for using their payment networks. The exact fee varies by the type of card and can change from month to month. It generally ranges between 2-4%. Once a month, these credit card convenience fees will be charged to your departmental budget. Please consider this additional cost as you price your store products.

- You understand that Winthrop University also incurs an expense for utilizing this e-commerce system operated and maintained by TouchNet.
- You acknowledge that fees are NOT automatically included into the amount of the transaction and that the credit card fee cannot be directly charged to the customers. It is your responsibility to incorporate the cost of doing business into the price of your goods.
- Credit Card chargebacks can also occur against your account. This can happen when a customer disputed with his/her credit card company and subsequently has requested a refund from the company.
- Any accounts set up to receive revenue and accounts to be charged convenience fees will first be approved by the Associate VP of Finance & Business.

SECURITY

The department and each authorized user is required to follow the University's PCI policy, undergo Marketplace training and agree to the following:

- Access is granted through a user ID and password system that will be set up for you by the Marketplace Manager. You are not to share IDs or passwords with anyone, including other authorized users in Marketplace.
- Do not share any confidential information about a customer (i.e. address, phone number, etc.)
- NEVER enter the customer's credit card number into your store on their behalf, or write down, or record a customer's credit card for any reason.
- Verify all totals and/or refunds before finalizing a transaction. Do not attempt to refund more than the amount of the purchase and keep thorough records for all refund transactions (including the reason why).
- To ensure proper separation of duties, refunds must not be processed by the same person that processed the order (for fulfilled orders).
- If a user changes job duties or is no longer employed with your department, please notify the Marketplace Manager immediately.
- The Marketplace Manager has the right to limit or restrict access of users.

USTORE POLICIES

The department and each authorized user is required to follow Winthrop University's Marketplace policies:

- Store managers are responsible for all fulfillments of products to receive the revenue.
- In order to provide a quality user experience, Winthrop Marketplace requires that all images meet high professional and editorial standards. Only images that are clear, professional in appearance, and relevant to your product, category or store are allowed.
- If you would like to incorporate the use of any Winthrop logo, colors, images, etc., these must be pre-approved by the Office of University Communications and Marketing prior to being made live. This includes any materials that your store links to as well. The Marketplace Manager will work with the department and the Office of Communications and Marketing to ensure the store's web presence meets the university's branding and web policies.

PLEASE SIGN BELOW AND KEEP A COPY OF THIS AGREEMENT FOR YOUR RECORDS.

Printed Name:	Signature:
Winthrop Email:	
Date:	

Please send completed scanned form to: [marketplace@winthrop.edu](mailto:marketplace@winthrop.edu).

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