



Dear Potential Merchant,

To apply for a Merchant Account at MIT, please complete this Business Plan/Application ("plan"). Once the Merchant Team reviews your plan, you will be notified of your status and will be contacted with further information regarding your merchant account.

Please fill in this application as completely as possible, as any unanswered questions may result in delays and follow-up emails. It takes up to 7 days for the plan to be reviewed and for a decision to be made whether or not the criteria for a merchant status are met. If the plan is approved, it may take up to 3-4 weeks before your merchant account is available.

It is the responsibility of the merchant, once your status has been approved, to adhere to the MIT Policies and Procedures as well as to any State and Federal laws regarding the protection of consumer data. Merchants are also responsible for any fees or charges assessed by the bank and the acquirer for each transaction as well as any inactive fees should your account be dormant.

All Student Group applications must be reviewed and approved by Student Activities Finance office. Please send the completed application to chargemit-help@mit.edu.

Responses will be made in a timely manner.

Thank you,
Merchant Services

For Team use only:

Date Rec'd

Date Rev'd

Reviewer:

Status:

MIT Merchant Services

Pre-Implementation Business Plan/Application

Date Plan Submitted : ____

Name of person completing this form: _____

Name and email of person to receive confirmation and questions on Business Plan:

1. General Information–Please provide complete information.

Merchant Information	
Desired Merchant Name*: Please provide your DLC association as well	
Address 1:	77 Massachusetts Avenue
Address 2: (MIT Mailing Location)	
City:	CAMBRIDGE
State/Province:	MA
Postal Code:	02139
Country:	US
Phone Number:	
Fax Number:	
Company Web Site URL:	
Expected Go Live Date:	
Website Developer Name	
Website Developer Email	
Website Developer Phone:	

* This name will appear on the credit card statements of the purchasers.

2. Contact Information–Please provide complete information.

Contact Information	
Business Contact First Name:	
Business Contact Last Name:	
Business Contact Email:	
Business Contact Phone:	
Business Title/Role:	

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3. Description of Service

- A. Briefly describe the business activity that you would like to offer as a Merchant, e.g. conference registrations, payment of fees and services, memberships, subscriptions, etc. Please be clear on your intent.

- B. Who is the target audience for the business activity? (MIT faculty, staff, students or non-MIT affiliates?)

- C. How often is the activity conducted? (year-round, once a year, etc) If this is a one time event in the current year, will it be repeated in the future years?

4. Work Flows

- A. Describe the different tasks that occur to process a transaction from the beginning to the end. For example, phone order call comes in, take information, record information, send out confirmation, send out material, tickets or goods, etc.

- B. Will there be refunds or credits offered to purchasers based on pre-defined criteria, e.g., cancellation before a certain date, sell-outs, unavailable goods, etc. Please describe and also, any refund criteria must be clearly stated on your webpage or if you will not be offering refunds that must also be clearly stated.

5. Staffing Requirements

- A. Briefly describe the staff/students that are dedicated to this business activity and will have access and use the Merchant Account.

User Name	Kerberos ID	Responsibility and Business Role (Manager, Order Taker, Financial Asst, Student worker)	User Roles (See roles below, use number only, e.g., 1, 2, 3 or 4)*

* The Merchant team will contact you for these roles if you are unsure of what they are and how you define them. Please leave the role blank if you have questions on the use. You must complete the first 3 columns of the table.

User Functions: Currently, there are multiple roles in Cybersource please review to determine the appropriate role for users:

1. **Manager:** Access to order processing, transaction search, reporting and processing credits.
2. **Order Entry:** Access to order processing, transaction search and reporting.

3. **No Entry Manager** : For merchants that choose to not process any orders themselves and offer a website for customers to make payments. The Manager can access settlement , transaction search, reporting and processing credits and voids.

4. **No Entry Clerical**: For merchants that choose to not process any orders themselves and offer a website for customers to make payments. The Clerical role can access settlement , transaction search, reporting and processing voids.

5. **Developer**: This access will allow developer to have access to the account during test and development phase only. Upon go live the access will be changed to Order Entry or No Entry Clerical.

Who will be performing the reconciliation process for your merchant account?

Name:

Email Address:

Telephone Ext:

Title:

6. Transaction Processing

A. What is the amount of transactions that have been processed in the last year? Please indicate whether the activity is available year-round or during specific times of the year, e.g., seasonal. If seasonal, how many months per year will the merchant account be inactive?

B. What is the average total processing time of a transaction? For example, a transaction may spend 4 minutes with the person taking the order, 3 minutes being entered by accounting, and 3 minutes being boxed and put in the mail for a total of 10 minutes.

C. What is the estimated number of order inquiries (post order questions) received during a given year?

D. What are the different methods that your transactions are processed for your activity? Please complete the following table.

NOTE: It is the Student Group policy that Student Groups will only process web orders and will not process any orders themselves.

Type of Activity	Check All that Apply	Approximate % Volume of Each
Web Orders		
Mail Order		
Phone Orders		
In Person (face to face)		

Other (please describe):

E. Will you have any requirements for shipping goods, tickets, or any other item to the purchaser once the order is accepted and filled?

F. Will you be sending email receipts to purchaser or other type of confirmation (please describe)?

G. Will you have a need to bill your purchasers on a recurring basis, e.g., monthly, annually, as needed? Please describe your need for this feature and what percentage of your customers would be impacted by this process?

7. Use of a Third-Party Provider Application

Do you plan to use a third-party application to support your business need, for example, as a tool to accept registrations or applications? If you plan on using a third-party provider, you must submit with this business plan a PCI or PA-DSS Compliance Certificate supplied by the third-party. No third-party solution will be considered unless they are at a minimum compliant. Each third-party solution will need to be evaluated from a technical standpoint, to ensure that it does not process, transmit or store

credit cards on site at MIT.

8. Benefits

Please list and describe the potential benefits that your customers and your department may achieve by accepting credit card payments.

9. Revenues expected

A. What is your expected Dollar volume of Revenues per month and total— please enter in thousands, e.g. \$6,000 = \$6K?

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Annual

10. Identify the types of credit cards you will be accepting

Credit Card Type	Yes or NO	Merchant Number (to be filled in by Merchant Team)
Master Card/Visa		
American Express		
Discover Card		
Diner's Club		

Please note: the Tech Cash Card cannot be used as a credit card or mean for collecting payments for any merchant account.

11. Financial accounts in the General Ledger

To ensure proper credits of your SAP accounts, please provide the following:

- What cost object do you want your debit for fees to go to?
- What cost object do you want your credit revenue to go to?

Cost Object	G/L Account for fees	Cost Object	G/L Account for other
	801099		800303