New Merchant Request Process Flow

Requestor Information Gathering

- Is Brown the Merchant?
  - Yes: Gather information to bring to Commerce Committee
  - No: Does the Vendor Process to Heartland?
    - Yes: In-Person Payments
    - No: Payment Type Information

Payment Type Information

- Online Only
  - Yes: Additional Contract if Applicable
  - No: How are you (the requestor) going to support this? (i.e. IT System support, reconciliation, etc)

In-Person Payments

- Are the devices used for payment card processing Validated P2PE?
  - Yes: Who is the Processor?
  - No: Need further detail and scope of Cardholder Data Environment (CDE) including full network and process flow diagram

Who is the Processor?

- How are you (the requestor) going to support this? (i.e. IT System support, reconciliation, etc)
  - Yes: TN Contract Addendum, AOC
  - No: What Payment Gateway is used?

Payment Gateway

- What Payment Gateway is used?
  - Yes: Additional Contract if Applicable
  - No: Additional AOC

Project Checklist

- Who is the Project Manager (PM)
- Share Checklist with the project manager
- Coordinate initial call with PM and vendor

Project Checklist

- Request AmEx Merchant Account (If applicable)
- Request Heartland Merchant Account (If processing via Heartland)
- Any other Vendors in Scope (PCI)
- If TouchNet Ready Partner (TNRP) begin process for contract addendum

Financial Services Tasking

- Request AmEx Merchant Account (If applicable)
- Request Heartland Merchant Account (If processing via Heartland)
- Any other Vendors in Scope (PCI)
- If TouchNet Ready Partner (TNRP) begin process for contract addendum

Financial Services

- Update First Notice Rules (FNR) via Jira ticket
- Make any changes to BDA needed to allow bank debit
- Any Additional training
- Add to master merchant listing on Financial Services shared drive
- Make sure devices are on master device listing
- Make sure department contacts are on lists for PCI reviews and training

Post Go-Live (Internal)

- End of Formal Process (FS support is on-going)

Requestor

- Commerce Committee
  - Who is the Project Manager (PM)
  - Share Checklist with the project manager
  - Coordinate initial call with PM and vendor

Commentary

- Checklist
  1) New Merchant Request Form
  2) Project and vendor contact list
  3) Complete network diagram
  4) Timeline including anticipated go-live date
  5) Detailed info guide on devices at least 1 month prior
  6) Training documentation
  7) Device training
  8) Create a departmental device log
  9) Tamper resistance checking
  10) Implementation Calendar (for device installation)
  11) Payment Testing
  12) Department must create Refund Policy
  13) Validation of visibility of Refund Policy
  14) Detail for First Notice Rules (FNR) for Workday Accounting
  15) Policy and Procedure from Dept.
  16) PCI Compliance training

*If accepting in-person payments

Last Updated: 6.16.2021