



Prior to completing this questionnaire:

- 1) Read and understand the Merchant (PCI) Policy and Procedures.
- 2) Read and understand the Merchant Manual.

# MERCHANT QUESTIONNAIRE

## I. MERCHANT GENERAL INFORMATION

Merchant Name:  (max. 25 characters including "McGill\_" and name of conference, seminar, workshop - this should be what appears on client's credit card statement)

Merchant number (to be completed if known)

Moneris   
Amex

Business Mailing Address:

Business Purpose: (Brief description of the business activity, including goods/services you are offering):

Where will the event take place (if applicable)?

Customers will be residents of:  Quebec  Other Canadian Provinces  Foreign

Desired start date:  YEAR-MM-DD Expected end date to close the merchant:  YEAR-MM-DD (date should be after the refund date limit)

Merchant number (to be completed by Supervisor, Banking Services)

## II. MERCHANT KEY CONTACT INFORMATION

**This person is accountable & responsible for all credit/debit card processes/transactions, posting revenue generated by the merchant account and is the key contact for Banking Services.**

Name (first, last):

McGill ID:  Position Title:

Email:  Phone:

### III. MERCHANT TYPE

In order to determine the type of merchant account you are requesting, please read the following and select the appropriate box. (If you require more than one merchant type, please complete one questionnaire per merchant type.)

#### E-Commerce merchant

You are requesting an E-Commerce merchant if: your customer (the cardholder) will be making a payment over the internet through a website, an app, or any other interface, and is prompted to enter their credit card number, expiration date and card verification code/value.

Have you had an e-commerce merchant before for a similar event?

Yes  No

#### Stand-alone Payment Terminal (e.g., PINPad) merchant

You are requesting a Stand-alone Payment Terminal (PINPad) merchant if: your customer (the cardholder) must insert or swipe the card in the PINPad in order to make a payment, deposit, or donation. The Terminal (PINPad) is not integrated with a cash register/software/hardware and the credit card information cannot be captured in the cash register/software/hardware.

#### Point of Sale (POS) merchant (Payment Terminal, Electronic Cash Register)

You are a Point of Sale (POS) merchant if your customer (the cardholder) must insert or swipe the card in the Payment terminal/PINPad in order to make a payment, deposit, or donation. **The Terminal (PIN Pad) is integrated with a cash register/software/hardware.**

Please describe the database/  
system/software/hardware that  
you will be using:

**\*Please note: all point of sale solutions must be vetted and approved by the PCI Compliance Steering Committee. You will be requested to submit additional information and/or data flow diagrams.**

**Questions? Send e-mail to [PCIComplianceSteeringCommittee@campus.mcgill.ca](mailto:PCIComplianceSteeringCommittee@campus.mcgill.ca)**

#### Interactive Voice Response (IVR) merchant

You are requesting an Interactive Voice Response (IVR) merchant if: you (the merchant) enter the credit card information (primary account number, expiry date, and transaction amount) via the University's contracted vendor payment processing automated phone system to process the payment. The use of soft phones (i.e. telephone software, Skype, etc.) is not permitted. If the cardholder is present, the merchant will use the imprinter to make an impression of the credit card along with cardholder signature as proof of payment.

**Type of telephone to be used:**

**Analog** (Regular telephone line)

**Voip** (Voice over Internet Protocol (VoIP) is a technology that allows you to make voice calls using a broadband Internet connection instead of a regular (or analog) phone line).

**Cellular**

**IV. CARD TYPES**

Which types of cards will be accepted? (you can choose more than one)

- VISA/MasterCard  
 AMEX  
 Debit (not available for E-Commerce or IVR merchants)  
 Other

**FINANCIAL INFORMATION**

FOAPAL to debit all fees, adjustments and chargebacks:

Fund  Org  (Account determined by Banking Services) Prog  Actv  Locn

Fund Financial Manager of this FOAPAL:

**VI. REFUND POLICY**

Please explain what your refund policy is and how you will ensure the refund policy is communicated to your customers:

**VII. E-COMMERCE MERCHANTS ONLY****A. Merchant Resource Centre (MRC)**

The Merchant Resource Centre (MRC)/Virtual Terminal is an online, web-based tool that offers the following functions: **voids, refunds, processing payments\*** and some **reporting**.

\*Please note that access **will not be given to you to process payments** on behalf of your customers in the MRC. Your clients should process their registrations and payments themselves, on their own **computer/devices**.

If processing payments\* is required, please provide a business reason:

**B. PCI-DSS Scope**

Will you:

Allow customers to use your device (i.e. desktop/laptop/tablet/mobile device etc.) to make payments on your website?

 Yes  No**If you answered yes to this question, your device(s) is/are in scope for PCI-DSS and a member of the PCI Compliance Steering Committee will be following up with you.**

Collect credit card information over the phone from your customers?

 Yes  No

Allow your customers to provide you with their credit card information by voicemail?

 Yes  No

Transmit credit card information on behalf of customers over your telephone to processing center?

 Yes  No**C. Website**Website address (URL)  
for the registration  
page:**E-commerce Solution:**ConfTool GMBH ([www.conftool.net](http://www.conftool.net))Cvent ([www.cvent.com](http://www.cvent.com))Tuxedo (<https://www.tuxedosolution.com/>)Shopify (<https://www.shopify.com/ca>)

Other (provide details below \*)

Internally built by McGill staff (provide details below \*)

\*Company/Person:

\*Email:

\*Tel.:

\*McGill ID:

(if applicable)

**All cloud solutions must comply with McGill's Cloud Data Directive available at: <http://www.mcgill.ca/cloud-directive>**

**IX. CUSTOMER ORDER FORMS & FAXING**

Will you be creating customer order forms requesting credit card information from your clients?

Yes  No

If yes, please confirm that these forms will clearly indicate that they can only be faxed to the merchant's analog fax number or delivered in person (if applicable).

Example of the disclaimer: "For security reasons, please do not send your credit card information electronically (email, instant message, scanned document, etc.). To fax this form, please sent it to fax number: (999) 999-9999 or bring it to the following address: 1234 Main Street, suite 9999, Montreal (QC) X9X 9X9."

Yes, I confirm.

**X. CARDHOLDER DATA & FAXING**

Will you be receiving credit card information on documents via fax?

Yes  No

If yes, please select the type of fax machine you will be using:

- A dedicated analog fax machine in a controlled environment
- A shared fax machine with an authentication functionality (i.e. password must be typed in to release the document or a McGill ID must be swiped)
- Fax over VoIP (Voice over Internet Protocol)

**XI. SUPPORTING DOCUMENTATION/PROOF OF SETTLEMENT**

A. Will you be retaining any supporting documentation and/or proof of settlement which contains credit card information?

Yes  No

If yes, read and confirm that **all** of these steps will be **followed in the following sequence**:

- Black out the primary account number (PAN) (the first 6 and last 4 digits of the number may remain visible).
- Photocopy the document that has the PAN blacked out.
- Shred the original document.
- Retain only the photocopied document.

B. How long will you be retaining the supporting documentation?  
(You may refer to the **McGill University Records Retention Schedule**:  
<https://archives.mcgill.ca/recmanage/recsrch.htm>):

C. Please confirm that you are not printing reports that contain credit card information.

Yes, I confirm.

D. Please confirm that you are not storing the credit card value (CVV) after authorization.  
The CVV is a three or four digit number located on the front or back of all cards.

Yes, I confirm.

**XII. SCANNING**

**A.** *If you are scanning any document (e.g. customer order form, supporting documentation, proof of payment) that contains credit card information, please confirm that you will black out the primary account number except for the first 6 digits and the last 4 digits before scanning.*

Yes, I confirm.  N/A, I do not scan.

**B.** *Also confirm, that once your documents are scanned and saved on your network, you will then shred the original documents.*

Yes, I confirm.  N/A, I do not scan.

**XIII. DISPOSAL REQUIREMENTS**

**A.** *If documents containing credit card information are shredded, please confirm the type of shredder you will be using:*

- cross-cut  
 micro-cut  
 strip-cut

**B.** *If the shredder stores paper prior to shredding, please confirm the container is securely locked.*

Yes, I confirm.  N/A, I do not store.

**C.** *If documents that contain credit card information are to be transported in boxes, please confirm that the boxes are sealed prior to being in transit.*

Yes, I confirm.  N/A, I do not transport.

**XIV. SERVICE PROVIDERS**

*If Service Providers (transportation, shredding, website developers/companies) are involved in the merchant process, please provide the name and website of the company and service(s) provided by them:*

*All Service Providers must be PCI-DSS compliant.*

**XV. UNIQUE IDs & PASSWORDS**

*Please confirm that a unique ID and password is assigned to each user with respect to Merchant Direct and Merchant Resource Centre/Virtual Terminal.*

Yes, I confirm.

**XVI. TAX ASSESSMENT**

*Note: You will be contacted by Financial Services for tax assessment when you first order your merchant account*

---

**SIGN OFF/APPROVAL - MERCHANT KEY CONTACT**Name: Signature: Date: **REQUESTED BY (if different from the Merchant Key Contact)**Name: Unit: Email: Phone: Date: