

eCommerce Request Form Instructions

The [eCommerce Request Form](#) is broken down by seven distinct sections. Every field on the form may be not applicable, depending on the type of request. The eCommerce Request Form Instructions detail how to complete each section of the form. The following directions will detail how to complete each of these sections starting with the top section of the form, which is pictured below.

TRAIN Store Number (if known):		Request Date:	
Planned Launch Date:		Planned End Date (if known):	
Storefront Number(s) to be Decommissioned:			

TRAIN Store Number (if known)

The store number for the environment, if already known. This number is typically provided after the approval process, thus this field is left blank.

Request Date

The date that the form was prepared.

Planned Launch Date

The date when the store is expected to be live.

Planned End Date (if known)

The date when the store is expected to no longer have any activity. This is typically known for stores that focus on conferences or non-recurring events.

Storefront Number(s) to be Decommissioned

If the new request is replacing an existing store(s), provide the store number(s) of the existing store(s) so the store(s) can be decommissioned.

Merchant Organization Information

Requesting Organization or Department Name:			
Business Contact Name:		Email:	
Title:		Phone:	
Technical Contact Name:		Email:	
Title:		Phone:	

Requesting Organization or Department Name

The organization or department making this request.

Business Contact

The contact information for a person to whom business questions about the requested eMarket should be referred.

Technical Contact

The contact information for a person to whom technical questions about the requested eMarket should be referred.

eCommerce Information

Briefly describe the purpose of the checkout page or storefront, the products and/or service offered for sale, and the target customers/market (students, CMU employees, alumni, or individuals outside the campus):

Is this a: ☐ Note: CMU does not offer the Gateway store type.

Storefront/Checkout name (limit 50 characters):

If custom application, provide URL:

Types of credit cards the site will accept: ☐ Will the site collect payments for an event? ☐

If the event is recurring, provide begin and end dates: Begin Date: End Date: Will you offer discounts? ☐

Briefly describe...

A brief description of the store, what it will offer and the target customer.

Is this a...

The type of store as described in Section **Error! Reference source not found..**

Storefront/Checkout name

The name you would like the store to be given. Must be 50 characters or less.

If custom application, provide URL

If relevant, the associated URL of a self-developed storefront that should be integrated with Cashnet.

Types of credit cards the site will accept

Whether or not American Express will be accepted in addition to Visa, Mastercard and Discover.

Will the site collect payments for an event?

Whether or not the store is planning on collecting payments for an event.

If the event is recurring...

Approximate begin and end dates for the event if it is to occur on a recurring basis.

Will you offer discounts?

Whether or not discounts are planned.

(Change to eMarket) Page Information (Required for all eMarket types)

Administrator Email(s): Help Email(s):

Failed Transaction Email(s):

Does revenue relate to a sponsored project award? (e.g. program income): ☐

Estimated Annual Revenue: Estimated Annual Refund (enter "0" if none expected):

Do you plan to use address verification system (AVS)? ☐ Do you wish to set up server-to-server file transfer for your transaction files? ☐

Administrator Email(s)

The contact information for a person(s) to whom system notification and other operational communications about the requested eMarket should be directed. Multiple email addresses may be provided separated by a semicolon.

Help Email(s)

The contact information for a person(s) to whom questions from online shoppers/payers about the requested eMarket should be directed. This email will be displayed in the help section of the website. Multiple email addresses, or a distribution list, may be provided.

Failed Transaction Email(s)

Email addresses to receive notifications of failed transactions.

Does revenue relate to a sponsored project award?

Whether or not a revenue relates to a sponsored project award.

Estimated Annual Revenue

An estimate of the yearly revenue the store will generate.

Estimated Annual Refunds

An estimate of the yearly refunds the store will process.

Do you plan to use address verification system (AVS)?

The AVS feature crosschecks the address provided with what the card issuer has on file. This helps prevent fraudulent activity but can be problematic for international cards or those with several lines in their address.

Do you wish to setup server-to-server file transfer for your transaction files?

Consult with technical contact to determine this.

Checkout Page Information (Only required for Checkout store type)

Department Contact for PCI Compliance:

Callback URL(s):

Successful Transaction:

Failed Transaction:

Third-Party Integration Partner (if used):

For example, Technolutions/Slate or
UniversityTickets.

Department Contact for PCI Compliance

The name and email address of the person you would like the Cashnet team to have on file as the contact for PCI related matters. Storefronts will not need to enter this, as they are exempt from this assessment.

Callback URL: Successful Transaction

URL for a successful transaction.

Callback URL: Failed Transaction

URL for a failed transaction.

Third Party Integration Partner (if used)

Name of the third party developer, if used. Examples include but are not limited to: Slate, UniversityTickets, and Handshake.

Cashnet Access

Note: All employees with access to credit card data will be required to complete annual PCI DSS training.

Andrew ID:	<input type="text"/>	Role:	<input type="text"/>
Andrew ID:	<input type="text"/>	Role:	<input type="text"/>
Andrew ID:	<input type="text"/>	Role:	<input type="text"/>

Andrew ID

The Andrew ID of who should be granted access to the Cashnet store.

Role

The level of access this user should have to the store. This access can range from access to the just the training page to the ability to build the store and issue refunds. A detailed description of each role can be found in [Figure Error! No text of specified style in document.-A.](#)

Figure Error! No text of specified style in document.-A: User Role Information

Train	Moto	eMarket-Inq	eMarket-Setup	eMarket-Admin	eMarket-Owner
<ul style="list-style-type: none"> • Training and Support 	<ul style="list-style-type: none"> • Assisted Payments • Training and Support 	<ul style="list-style-type: none"> • Perform Inquiries • Save Reports • Training and Support 	<ul style="list-style-type: none"> • Perform Inquiries • Save and Email Reports • Note Codes, Item Codes, Reference Types • Event Log Viewer • Store Layout, Site, Notifications, Items, Store Discounts, Tax Wizard • Training and Support 	<ul style="list-style-type: none"> • Perform Inquiries • Save and Email Reports • Void/Reverse Transactions • Perform Refunds • Store Notifications, Items, Discounts, Tax Wizard • Fulfill Orders • Training and Support 	<ul style="list-style-type: none"> • Note Codes, Item Codes, Item Code Defaults, Reference Types • Event Log Viewer • Voids and Reversals (Expanded) • Refunds • Perform Inquiries • Save and Email Reports • Report Group • Store Layout, Site, Notifications, Items, Discounts, Tax Wizard • Fulfill Orders • Training and Support

Oracle Account Information

This section must be completed in its entirety. Your request will not be processed without this information.

Oracle string to charge for monthly credit card processing fees

Only one string may be charged for credit card processing fees per store. If there are several groups within the requesting organization that should be charged for their respective share of the fee, it is recommended the fee be distributed based on a weighted average of the total revenue received that month.

Object Code	Funding Source	Function	Activity	Organization	Entity
85374					

Provide a valid Oracle revenue string for each product and/or service offered for sale. Revenue object codes must have a function of 000

The revenue string corresponding to each item/product/service offered. This must have a function of 000 to be a valid revenue string. More revenue strings may be added on a separate sheet if necessary.

Object Code	Funding Source	Function	Activity	Organization	Entity	Item
		000				
		000				
		000				
		000				

If using funding source numbers 000005, 061000, 062000, 063000, 064000, 065000, 066XXX, 100000, 200000, or 240000, a Grants Accounting (GA) string is required.

Provide the GA string, if applicable:

GA String: Project: Task: Award:

After all of the relevant fields are completed and the department business manager provides approval on the form, it should be submitted to cashnet-info@andrew.cmu.edu for approval, where it will be reviewed by members of Financial Reporting, Taxation and Treasury. Once a representative from each of these groups has signed and approved the form, an email notification will be sent out to the requester.

Changes can be made to the form any time after submission by selecting the "Update an Existing Storefront" option on the request form and submitting it to cashnet-info@landrew.cmu.edu.