**W&M Request to Close Merchant Account**

Written notice must be given to Financial Operations for any request by a university merchant to terminate their merchant identification number (MID) and cease accepting credit/debit cards as payment for goods and services. This request applies to any merchant no matter how card payments are processed i.e., hard swipe, Touchnet eCommerce, or third-party software processor.

Once the merchant account is terminated, any future requests to accept payment cards must be approved in writing by Financial Operations using the **W&M Payment Card Application** before acquiring, contracting, or utilizing a payment card process. Additional information regarding payment card policies, procedures, and requirements can be found on the [Payment Card Processing](https://www.wm.edu/offices/financialoperations/paymentcardprocessing/paymentcardpolicyandprocedures/index.php) website.

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| --- | --- | --- | --- |
| Merchant Name |  | Date |  |
| Merchant Number (MID) |  | Point of Sale Terminal(s) Type/Serial#(s) |  |
| If applicable, company used to authorize credit cards or N/A:  |
| Date last accepted credit card sales |  |
| Effective Date merchant account should be closed  |  |
| Reason for closing merchant account: |
| Fiscal Contact Person |  | Phone# & email |  |

Note: See additional instructions below

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Department/Director Head-Name & Signature Date

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Fiscal Contact-Name & Signature Date

General Instructions:

1. Provide a copy of the ‘Request to Close Merchant Account’ to the PCI Team via email at PCI@wm.edu.
2. As applicable, notify the third-party company used to process/authorize credit card sales of your intent to terminate, per terms of the contract. (This does not apply to merchants who process credit card sales via point-of-sale swipe machine or utilize Touchnet ustores/upay.)
3. Within 14 days from the effective date the merchant account was closed, return point of sale equipment to the Financial Operations/Cashier’s Office. Ensure equipment is boxed and identified and hand-delivered to the Cashier’s Office. All returned equipment will be inventoried against the master list held by the Cashier’s Office.
4. Destroy all paper medium stored in your department containing payment card/customer data following established policies and procedures. Store and archive documents following university-published guidelines.
5. Direct any subsequent inquiries regarding payment card sales to PCI@wm.edu.