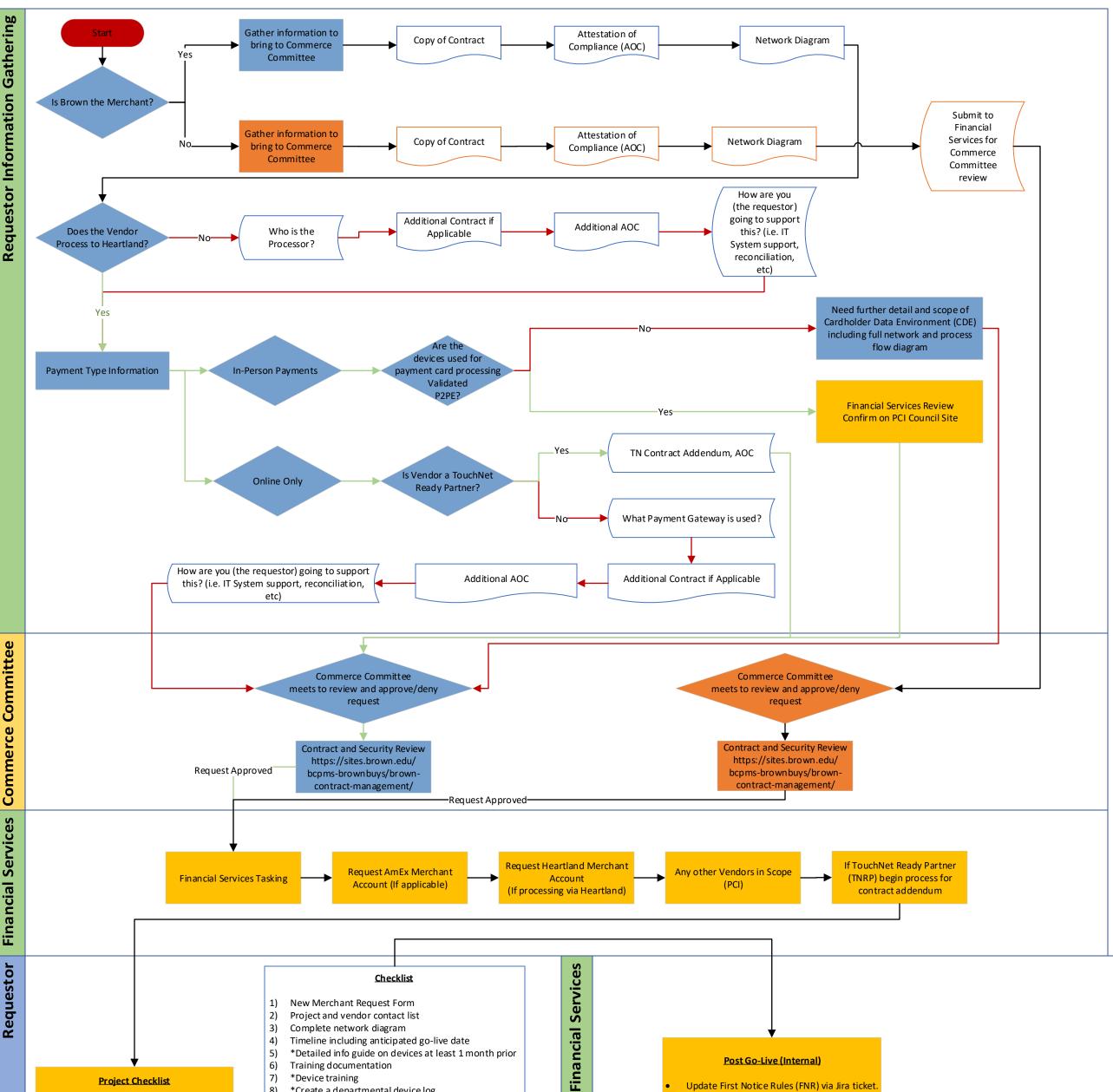
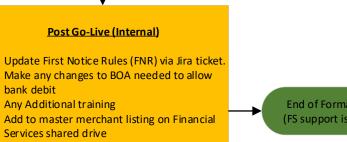
New Merchant Request Process Flow



Project Checklist

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

- New Merchant Request Form 1)
- Project and vendor contact list 2)
- 3) Complete network diagram
- Timeline including anticipated go-live date 4)
- 5) *Detailed info guide on devices at least 1 month prior
- Training documentation 6)
- 7) *Device training
- *Create a departmental device log 8)
- *Tamper resistance checking 9)
- 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



- Make sure devices are on master device listing
- Make sure department contacts are on lists for PCI reviews and training.

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

Last Updated: 6.16.2021