

	PayConex Gateway	Eventbrite	Cybersource Gateway	Third Party Vendor
Online Set-Up:				
Description and processing method	PayConex® is Bluefin's payment gateway. PayConex secure payment gateway services are backed by our ShieldConex™ suite of security solutions, including tokenization, iFrame encryption and transparent redirect. The gateway will connect to the First Data Rapid Connect platform that is facilitated by Bank of America Merchant Services.	Fully outsourced online platform for event ticket sales, conference registrations fees, etc.	Bank of America Merchant Services is a reseller of the Cybersource gateway small business edition. Cybersource offers gateway services for small businesses. The gateway will connect to the First Data Nashville platform that is facilitated by Bank of America Merchant Services.	Fully outsourced merchant services solution.
			Virtual Terminal	
			API	
Recurring Fees:				
Monthly fee:	None	None	\$25.00	Varies
Transactional fees:	\$0.10	2% of registration value plus \$1.99 (capped at \$17.95)		Varies
PCI Compliance fee	Varies	Varies	Varies	Varies
Payment Card Fees:			Per Authorization fee: 0.03	Varies
	American Express: under state contract, flat rate of 2.15% per transaction.	3% of total transaction value	American Express: under state contract, flat rate of 2.15% per transaction.	
	Visa/MasterCard/Discover rates vary based on the type of credit card from .70% to 3.25% + \$0.04 per transaction		Visa/MasterCard/Discover rates vary based on the type of credit card from .70% to 3.25% + \$0.04 per transaction	
	Chargebacks per case: \$5.00		Chargebacks per case: \$5.00	

Internet Locations Requirements and Information

Merchant Services and PCI DSS Compliance documentation can be found on the Office of the Controller's website

[Office of the Controller](#)

Initial Set-up Requirements:				
Review	Payment Card Processing Policy	Payment Card Processing Policy	Payment Card Processing Policy	Payment Card Processing Policy
Review	PCI DSS and Merchant Services Manual	PCI DSS and Merchant Services Manual	PCI DSS and Merchant Services Manual	PCI DSS and Merchant Services Manual
Complete and Submit	Merchant Application	Request account via email to merchant@fiu.edu	Merchant Application	Merchant Application
Complete and Submit	Department Merchant Procedures		Department Merchant Procedures	Department Merchant Procedures
Complete and Submit	Privacy and Refund Policy: Based on the College/department's practices, however, requires approval from Office of Integrity and Compliance prior to posting on your website.	Refund Policy: Based on the College/department's practices, however, requires approval from Office of Integrity and Compliance prior to posting on your website.	Privacy and Refund Policy: Based on the College/department's practices, however, requires approval from Office of Integrity and Compliance prior to posting on your website.	Refund Policy: Based on the College/department's practices, however, requires approval from Office of Integrity and Compliance prior to posting on your website.
Set-up time	6 - 8 weeks	2 weeks	6 - 8 weeks	Varies

Technology Requirements				
Personnel	A webmaster that is responsible for continuously maintaining the website. If the Department does not have the capabilities to support this, they must contact Enterprise Web Services (EWS) for a quote.		A webmaster that is responsible for continuously maintaining the website. If the Department does not have the capabilities to support this, they must contact Enterprise Web Services (EWS) for a quote.	
Bank of America Requirements				Schematic (Payment flow diagram) from the company.
				Verification that the third party vendor is PCI DSS compliant. PCI Certificate is generally requested.
	Approved privacy and refund policy listed on the website		Approved privacy and refund policy listed on the website	Approved privacy and refund policy listed on the website
	Customer service number listed on website.		Customer service number listed on website.	Customer service number listed on website.
Employee Requirements:				
The e-form process must be completed prior to handling sensitive credit card information.	Merchant Employee e-form	Merchant Employee e-form	Merchant Employee e-form	Merchant Employee e-form
Department Requirements:				
	Designate and maintain a minimum of two journal contacts (Main & Back-Up). Departments are required to record the journal entry within 24 to 48 hours after the sale and/or refund has occurred.	Designate and maintain a minimum of two departmental contacts that will have Eventbrite access.	Designate and maintain a minimum of two journal contacts (Main & Back-Up). Departments are required to record the journal entry within 24 to 48 hours after the sale and/or refund has occurred.	Designate and maintain a minimum of two journal contacts (Main & Back-Up). Departments are required to record the journal entry within 24 to 48 hours after the sale and/or refund has occurred.
	Device and application training provided by Bluefin.		Internet by CyberSource Business Edition Software, the training will be on-line. This is mainly for the IT person and financial person pulling reports call 1-866-501-7958.	Provided by the approved third-party.
			Cybersource Demo	
	Completion of the Annual PCI DSS Merchant Questionnaire		Completion of the Annual PCI DSS Merchant Questionnaire	Completion of the Annual PCI DSS Merchant Questionnaire