What eCommerce systems exist, and how do I request access to them?

**Tell Me**

Access to eCommerce systems is necessary for specific job duties/functions associated with the acceptance of payment (credit/debit) cards.

Please note that before any access will be granted the person obtaining the access(es) must complete the requirements for card processing, which include:

1. PCI-DSS Training
2. University Security Awareness Training
3. Data Security Standards Acknowledgment Form

1. Use eCommerce Access Request eForm, to submit a request to add or terminate access to merchant staff for these systems.
2. All access requests must be approved by the eCommerce Office and the merchant account contact before they are processed.

For additional information on eCommerce procedures, please see the Payment (Credit/Debit) Card Processing Standard and the Payment (Credit/Debit) Card Processing Procedures.

3. The following is a list of the most common eCommerce accesses requested. Each system access provides different information and/or has a different function. Not all systems apply to all accounts.

   1. **ClientLine** - the portal for First Data/Suntrust Merchant Services (STMS). It provides data on Visa, Mastercard, and Discover transactions that are processed and funded as well as any chargebacks associated with those transactions. It is required for the PBR submission.
   2. **Online Merchant Services** - the portal for American Express (AmEx). It provides data on AmEx transactions that are processed and funded as well as any chargebacks associated with those transactions.
   3. **TouchNet Bill Payment** - the TouchNet portal used for student account data and payments.
   4. **TouchNet Marketplace** - the TouchNet portal used for Marketplace uStore and uPay reporting and setup. It provides payment search and refund capabilities, as well as the information fields collected within the uStore form.
   5. **TouchNet Payment Gateway** - the TouchNet portal used for deposit and gateway activity reports. It provides a definitive report on the transactions that were sent to the processor for funding for your uStore or uPay. It is required for the PBR submission of transactions that process through TouchNet.
   6. **PBR ("Payment Book Receipt") Deposit Notification Email** - choose this ‘access’ if you want to receive an email notification whenever a deposit is submitted for a merchant account associated with the individual for whom the request is made.

If you have questions, please email the eCommerce Office at ecommerce@uncc.edu.

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**Related FAQs**

- **How do I know which eCommerce access to request for a new user?**
- **May I still submit the scanned or hard copy of the "EC-AR - Access Request to Reporting Systems?"**
- **How long does it take for the access request to be granted?**
- **What reports should be submitted with the Payment Book Receipt ("PBR") for the daily deposit?**
- **When should an eCommerce Access Request eForm be submitted?**