

NC STATE UNIVERSITY

University Controller's Office Internal Administrative Procedures

Section: General Accounting
Function: Cash Management
Person Responsible: Heidi Kozlowski

Procedure Number: GA-CM-MS-05

Procedure Title: Deactivating a Merchant Account

History: March, 2014

Procedures:

To deactivate a merchant account, contact Merchant Services in the Controller's Office to discuss the reasons for deactivation. The business contact responsible for the merchant account needs to send a written request for deactivation to Merchant Services in the Controller's Office at Campus Box 7205, Raleigh, NC 27695 or merchantservices@ncsu.edu. The written request should include the following information: merchant name, merchant number, and reason for deactivation. The deactivation request will be confirmed in writing by the Controller's Office.

Once Merchant Services has received the request for deactivation and the confirmation, a request will be submitted to the NC Office of the State Controller to have the merchant account deactivated with SunTrust Merchant Services.

When the credit card merchant account has been deactivated, all point of sale terminal equipment must be stored in a secure location until it can be discarded. Please see [GA-CM-MS-06](#)- Disposal of Point-of-Sale Terminals, for additional information.

Continue Payment Card Industry (PCI) Compliance standards for any credit card-related data held by the department until the data can be securely destroyed. Even though the merchant account has been deactivated, a security breach can still occur with historical data. Please contact Merchant Services for more information about how to prevent such a breach.

Merchant Services will monitor activity to insure each account meets the threshold for retaining the account. Accounts that do not meet the threshold will be targeted for closure by

Merchant Services. The business contact will be notified of this action and will follow the applicable procedures.

Internal Administrative Procedures Approved By:

Name of Person	Date
Associate Controller: Heidi Kozlowski	April, 2014
University Controller:	