

Request to Close a Merchant Account

Type of Request(s):

Fill out all that apply

<input type="checkbox"/>	Cancel Merchant Account
<input type="checkbox"/>	Return PIN Pad Equipment
<input type="checkbox"/>	If PIN Pad, how many to return?
<input type="checkbox"/>	Deactivating PCI Terminal

University Department Information:

Doing Business As			
Merchant #		Requested by	
Contact Phone #		Contact Email	

Type of Service to Cancel:

<input type="checkbox"/>	PIN Pad	<input type="checkbox"/>	PCI Terminal
<input type="checkbox"/>	Cellular PIN Pad	<input type="checkbox"/>	E-Commerce (Hosted Checkout/Payment Gateway)
<input type="checkbox"/>	If E-Commerce, type of account		

Reason for Closure of Account:

Will you still be collecting payments for these goods/services? If so, how?

Details if Returning Equipment:

Jack # to disconnect			
PIN Pad Details (if applicable)			
Model			
Unit Serial Number		Base Serial Number	
SIM Card Serial Number (if applic.)			
PCI Terminal Details (if applicable – Note terminal doesn't need to be returned)			
Model		Serial Number	

Access to Cancel/Remove:

Chase ROL Access			
User Name		User Login	
PCI Terminal User Access			
User Name		NetID	
Chase Online Access			
User Name		User Login	
System User			
User Name		Reason	
If you have multiple users to delete/cancel, please include an excel spreadsheet with the details required when submitting via email to the PCI Coordinator email address (finpcico@queensu.ca)			

Please note:

1. Any/all changes to merchant accounts must be made through Financial Services.
2. All equipment to be returned must be sent to Financial Services, the box should be clearly marked with department name and include a copy of this form in the box.

Signatures:

Primary Contact

Full Name (please print): _____

Signature: _____

Date: _____

Business Officer (if closing Merchant Account)

Full Name (please print): _____

Signature: _____

Date: _____

Please email the completed, signed form to the PCI Coordinator at finpcico@queensu.ca. If you have any questions regarding this form, please contact the PCI Coordinator at finpcico@queensu.ca.

Finance Use Only:		
Completed Request Form		If Missing Info, What Info
Signed by Business Officer		Forms sent to Acquirer, include date
Bank Form from BMO, if required		Approval from Acquirer, include date
Acquirer Agreement Form		iTrack, if necessary, include date
Entered on PCI Inventory spreadsheet		PCI Coordinator Approval, include date