When should an eCommerce Access Request eForm be submitted?

Tell Me

Submit an access request eForm whenever:

1. New access to an eCommerce system is needed for a staff person in conjunction with their job duties.
2. An existing access lapses due to inactivity, and access needs to be reinstated.
3. Access needs to be modified due to changes in systems that need to be accessed.
4. The user's access is to be terminated because the staff person has left the job or their job duties have changed.

Note

You may submit one form for access to multiple systems and multiple merchant accounts within the same merchant group. However, you must submit a unique eForm for different merchant groups (e.g., one form may request access to BS Parking INT and BS Parking POS merchant accounts, but you need to submit two forms if you request access for BS Parking INT and ADV Alumni POS (accounts within different merchant groups).

Related FAQs

- How do I know which eCommerce access to request for a new user?
- What eCommerce systems exist, and how do I request access to them?
- What access should be requested if the staff person will need the ability to perform refunds for online transactions?
- 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?