

TXShop Service Level Agreement

1. Purpose

TXShop is a customizable commerce site for use by business and academic departments of the university to sell goods and services to individuals or other entities. The use of TXShop should be for purposes consistent with the mission of the university.

2. Department Responsibilities

To ensure a quality service for end-users, departments that participate in TXShop understand that they are accepting the following responsibilities:

2.1 Safeguard customer information in accordance with UT Austin policy and State of Texas law.

For more information regarding Texas law, please visit their website at

[http://info.sos.state.tx.us/pls/pub/readtac\\$ext.ViewTAC?tac_view=5&ti=1&pt=10&ch=202&sch=C&rl=Y](http://info.sos.state.tx.us/pls/pub/readtac$ext.ViewTAC?tac_view=5&ti=1&pt=10&ch=202&sch=C&rl=Y).

2.2 Contact customer(s) if mailed or shipped products are returned as undeliverable.

2.3 Process all refunds within two business days of the date of the request or provide customer with a written explanation of why refund could not be processed.

2.4 Reconcile TXShop transactions to account records in ***DEFINE** at the end of each month.

2.5 Maintain appropriate files according to the official Records Retention Schedule (<http://www.utexas.edu/business/accounting/retention/ret.html>).

2.6 Maintain and provide inventory information to customers.

2.7 Notify the TXShop team at txshop-info@utlists.utexas.edu if plans are revised in order to sell services and/or commodities that were not part of the original setup of the store.

2.8 Adhere to the policies and procedures related to Unrelated Business Income Taxes (UBIT) and sales tax. For more information regarding UBIT policies, please review the UBIT Guidelines at http://www.utexas.edu/business/accounting/pubs/ubit_guidelines.pdf.

2.9 Complete and ensure the accuracy of all required paperwork for establishing and maintaining your TXShop store.

2.10 Report customer and/or store owner issues to TXShop team at txshop-info@utlists.utexas.edu.

2.11 Notify the TXShop team at txshop-info@utlists.utexas.edu if the department chooses to terminate its store.

3. Office of Accounting Responsibilities

The Office of Accounting acknowledges acceptance of the following:

3.1 Maintain data integrity and security for the information stored within TXShop database.

3.2 Process required paperwork related to establishing and maintaining TXShop stores.

3.3 Provide documentation and training on the use of the TXShop application to store administrators.

3.4 Provide timely information and responses to store administrators when issues are reported.

3.5 Notify store administrators of upcoming enhancements to the TXShop application

4. Problem Reporting and Resolution

Problems encountered by the shop administrators should be reported to the TXShop team at txshop-info@utlists.utexas.edu.

5. Pricing

Effective September 1, 2008, new stores will be assessed a \$600 set-up fee at the time the store profile is built in the test environment. New stores that accept donations will be assessed a \$700 initial set-up fee. This set-up fee is assessed in the first fiscal year in lieu of the annual maintenance fee. At the beginning of the first fiscal year after set-up, stores will be assessed half of the annual maintenance fee. Each following year, stores will be charged an annual maintenance fee based on the following criteria:

Tier 1 (sales of 0-\$75,000 or total orders of 0-500)	\$750
Tier 2 (sales of \$76,000 - \$250,000 or total orders of 501-3,000)	\$800
Tier 3 (sales of \$251,000+ or total orders of 3,001 +)	\$850

Prices include customer support, functional expertise relating to accounts receivables, accounting expertise, Information Technology support, and initial store set-up and ongoing training.

More information regarding the Service Level Agreement is available at:

http://www.utexas.edu/business/accounting/pubs/txshop_slainfo.pdf

More information regarding your department's UBOC representative is available at:

<https://utdirect.utexas.edu/ohs/contacts/list-contacts/index.WBX>

I have read and agree to the terms of this Service Level Agreement.

Store Administrator

Date: _____

Departmental Authorized Signer (*DEFINE **GG6**)

Date: _____

University Business Officer Council (UBOC) Representative

Date: _____

Account Number for set-up fee and annual fee

Store Name