**Brown University Departmental Credit Card Procedures**

All areas in **red** are required to be part of each department’s procedures. The other procedures that are filled in below are only examples and should be modified or deleted based on each department’s specific procedures. **This is intended to be used as a guide/template in building procedures specific to your department. These policies must be reviewed and understood by each employee in the department on an annual basis.**

**Department Name:**

**Last Updated:**

**START OF DAY Process**:

1. Ensure that environment around payment station looks normal.
2. Check credit card terminal to ensure the tamper resistant seal on the bottom of the terminal is intact.
3. ….

**Processing Procedures:**

1. **Mail Order – The department receives mail orders for xxx and credit card information is returned on the form.**
2. Process mail orders via swipe terminal
3. Shred mail in form containing CHD with cross cut shredder
4. **Fax Order – The department receives orders via fax at 401-xxx-xxxx which is located xxxx. This fax machine is secured (how).**
5. Process faxed order via swipe terminal
6. Shred faxed order in form containing CHD with cross cut shredder
7. **Phone Order – The department will accept credit card orders via phone only to XXX (number) and XXX (position).**
8. Credit card information will be taken and entered directly into credit card swipe terminal. No numbers or information will be written down.
9. Confirmation Number will be given to customer once card is accepted.
10. **Email Order - N/A – The University does not accept credit card numbers via email.**
11. The credit card payment will NOT be processed.
12. If numbers are received via email a response will be sent to the customer. The response will be a separate email – not a response to the original email, indicating the policy and procedure for sending credit card information.
13. The email will be permanently deleted from email in box and trash.
14. **In Person – The department accepts credit card payment in person at xxx office.**
15. Request card from cardholder for processing. Ensure card is signed, if not, request ID.
16. Process transaction via swipe terminal.
17. Have customer sign merchant copy/receipt. Verify signature matches back of card. Ask for photo ID from any customer without a signature on back of card.
18. Give card and receipt to customer.
19. **On-line Orders**
20. Online orders are taken via the Department’s TouchNet Marketplace (Store or uPay) at xxx (link).
21. Department individuals with authorized access to TouchNet will fulfill orders on a daily basis.

**REFUNDING Processing Procedures:**

1. The department’s refund policy is xxx
2. Procedural steps to refund a credit card transaction are included with the swipe terminal procedures and with TouchNet procedures.

**END OF DAY Process**

1. The batch for the day will be closed following the ‘settle’ swipe terminal procedures unless otherwise programmed to automatically close/settle at a specific time. The batch detail will print only the last four numbers of the credit cards.
2. Amounts of merchant copies will be verified against batch totals.
3. A Credit Card Transaction Sheet will be completed for each batch and submitted to the Cashier Office, along with the batch settle report.
4. All credit card terminals will be stored in a secured/locked location at xxx.