

Office Procedures for Accepting Payment Cards

(department name)

Revision Date: *(date)*

1. Processing

a. Methods of Payment Card Acceptance

- i. Mail-
- ii. Phone-
- iii. Walk-in -
- iv. Web-
- v. Email- The *(department name)* does not accept any payment card data by email. It is against JMU procedures to accept payment card information from customers through email. If a payment card number is received by email, the *(department name)* will reply to the customer (removing the card number in the return email) stating email transactions may not occur but provide the customer with safe alternatives.
- vi. Fax-
- vii. Other-No other forms of payment for payment cards is accepted.

b. Procedures

- i. Mail Transactions-
- ii. Phone Transactions-
- iii. Walk-in Transactions-
- iv. Web Transactions-
- v. Email- The *(department name)* does not accept any payment card data by email. It is against JMU procedures to accept payment card information from customers through email. If a payment card number is received by email, the *(department name)* will reply to the customer (removing the card number in the return email) stating email transactions may not occur but provide the customer with safe alternatives.
- vi. Fax Transactions-

2. Transmitting

a. Third Party Vendors

- i. The *(department name)* contracts with the following third party vendors in transmitting payment card data:

3. Storing

- a. Physical Security-The *(department name)* does not store any sensitive payment card data. JMU policy states only the last four digits may be kept. Expiration dates, card verification code, payment card account numbers, or any portion of the magnetic stripe is never stored. If payment card information needs to be written down in order to process a departmental sale

Help Desk Procedures Manual

Scott C. Dulebohn



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