

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

It Help Desk Procedures Manual

M Walker



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How to Manage the IT Help Desk Noel Bruton, 2012-07-26 Are you overworked unappreciated and under resourced This book understands you and provides years and years of User Support experience packed into one volume The How To book that every IT department needs it will help turn your helpdesk into a company asset How to be successful at probably the most stressful job in IT This book offers tools for measuring productivity and features ten key steps for successful support while User Support successes and failures are revealed in true life case studies This book gives you techniques for Justifying staff and other expenditure Gaining senior management support Getting the users on your side Running a motivated and productive team Designing and managing services and service levels The second edition of this popular book brings updates to several of the author s ideas strategies and techniques with new material on Customer Relationship Management definition and the role of the helpdesk E Support and the Internet Contrasting the Call Center and the Helpdesk first second and third line support Operational Level Agreements Strategies for backlog management Telephone technologies in user support In addition there is A new Template for a Service Level Agreement An Improved cost justification model for the Internal Helpdesk A New cost justification model for the External Helpdesk *The Service Desk Handbook - A guide to service desk implementation, management and support* Sanjay Nair, 2020-09-15 The Service Desk Handbook A guide to service desk implementation management and support provides operational guidance for implementing managing and supporting service desks in the enterprise It will help service desk teams in adopting ITIL to accomplish their tasks while making the necessary adaptations as per their organisation s needs , IT Governance: Policies and Procedures, 2023 Edition Wallace, Webber, **Wiley CIAexcel Exam Review 2015, Part 2** S. Rao Vallabhaneni, 2015-02-16 Comprehensive CIA exam review to take your career to new heights Wiley CIAexcel Exam Review 2015 Part 2 Internal Audit Practice is a fundamental test prep resource if you are looking to sit for this exceptionally challenging examination This approachable yet informative text is the most comprehensive study guide on the market through this resource you master the following topics conducting engagements carrying out specific engagements monitoring engagement outcomes fraud knowledge elements and engagement tools Building upon the information covered during part one of the exam this text focuses on the practice of internal audit processes and presents this practice in a way that is easy to understand yet representative of internal audit s complex theories and concepts Run by the Institute of Internal Auditors the Certified Internal Auditor CIA exam is one of the most challenging professional tests in the industry This assessment is targeted at three levels of comprehension proficiency understanding and awareness To ensure that you have achieved these comprehension levels it is critical that you leverage the most valuable study materials available including this clear and concise resource which guides you through the process of mastering key concepts Access the most comprehensive CIA test preparation resource on the market Explore key internal audit practice concepts Answer hundreds of practice test questions Master important ideas through content written from a

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