

# 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

**S. Rao Vallabhaneni**



## **Help Desk Procedures Manual:**

**Help Desk Practitioner's Handbook** Barbara Czegel, 2015-05-21 Your complete guide to surviving and thriving as a Help Desk practitioner Help Desk Practitioner's Handbook The only book to address the unique concerns of the huge and growing number of Help Desk analysts this is your complete guide to becoming a more effective communicator and problem solver and deriving greater satisfaction from your job Barbara Czegel North America's most well known expert on Help Desk support services and training uses dozens of fascinating scenarios and real world examples to illustrate the right and wrong ways to handle virtually every situation you can encounter She arms you with an arsenal of proven tools of the trade including Eleven effective listening habits that improve your ability to solve problems Techniques for increasing the speed and accuracy of problem resolution Early warning systems and layered strategies for problem control Tools for reducing calls and eliminating problems before they occur A simple step by step process for doing cost justifications Methods for turning Help Desk interactions into marketing opportunities Visit our Web site at [www.wiley.com/compbooks](http://www.wiley.com/compbooks)

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, **Microsoft Sourcebook for the Help Desk** Microsoft Corporation,1997 reference includes a complete update of all topics covered in the first edition plus plenty of information on important new topics including migration Intranet and Internet strategies and help desk strategies in multi vendor environments The CD contains templates checklists and customizable maps of decision making criteria **Code of Federal Regulations** ,2013 Special edition of the Federal register containing a codification of documents of general applicability and future effect as of April 1 with ancillaries

**Contract Audit Manual** United States. Defense Contract Audit Agency,2000 Practical Guide to Clinical Computing Systems Thomas Payne,2014-11-08 Although informatics trainees and practitioners who assume operational computing roles in their organization may have reasonably advanced understanding of theoretical informatics many are unfamiliar with the practical topics such as downtime procedures interface engines user support JCAHO compliance and budgets which will become the mainstay of their working lives Practical Guide to Clinical Computing Systems 2nd edition helps prepare these individuals for the electronic age of health care delivery It is also designed for those who migrate into clinical computing operations roles from within their health care organization A new group of people interested in this book are those preparing for Clinical Informatics board certification in the US The work provides particular differentiation from the popular first edition in four areas 40% more content detailing the many practical aspects of clinical informatics Addresses the specific needs of the Clinical Informatics board certification course for which it is presently recommended by the ABPM Focus on new tech paradigms including cloud computing and concurrency for this rapidly changing field Focuses on the practical aspects of operating clinical computing systems in medical centers rather than abstruse theory Provides deepened and broadened authorship with a global panel of contributors providing new wisdom and new perspectives reflecting inclusion of the first edition on the clinical informatics study guide materials Presents a practical treatment of workday but often unfamiliar issues downtime procedures interface engines user support JCAHO compliance and budgets **IT Governance:**

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Library ITIL has been thoroughly revised to incorporate the recent launch of ITIL version 4 The sections on causes of employee burnout as well as the potential pitfalls of poor recruiting practices have been expanded New material has been added to address the increased use of video conferencing for virtual workers as well as the need to safeguard personal smartphones that store company information Tips for developing a mobile device policy have been added Additional pitfalls associated with end user computing have been added A new subsection regarding data storage guidelines for documents subject to data retention laws has been added Additional tips regarding data management have been added Appendix A has been updated to include data breach notification laws for Puerto Rico and the Virgin Islands and also to reflect changes to Vermont s data breach notification laws Data from recent surveys and reports has been added and updated in the Comment sections throughout In addition exhibits sample policies and worksheets are included in each chapter which can also be accessed at WoltersKluwerLR com ITgovAppendices You can copy these exhibits sample policies and worksheets and use them as a starting point for developing your own resources by making the necessary changes Previous Edition IT Governance Policies Procedures 2020 Edition ISBN 9781543810998      **IT Governance: Policies and Procedures, 2019 Edition** Wallace, Webber, 2018-11-16 IT Governance Policies Procedures 2019 Edition is the premier decision making reference to help you to devise an information systems policy and procedure program uniquely tailored to the needs of your organization Not only does it provide extensive sample policies but this valuable resource gives you the information you need to develop useful and effective policies for your unique environment IT Governance Policies Procedures provides fingertip access to the information you need on Policy and planning Documentation Systems analysis and design And more Previous Edition IT Governance Policies Procedures 2018 Edition ISBN 9781454884316

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