

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

Ying Liu



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Table of Contents It Help Desk Procedures Manual

1. Understanding the eBook It Help Desk Procedures Manual
 - The Rise of Digital Reading It Help Desk Procedures Manual
 - Advantages of eBooks Over Traditional Books
2. Identifying It Help Desk Procedures Manual
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an It Help Desk Procedures Manual
 - User-Friendly Interface
4. Exploring eBook Recommendations from It Help Desk Procedures Manual
 - Personalized Recommendations
 - It Help Desk Procedures Manual User Reviews and Ratings
 - It Help Desk Procedures Manual and Bestseller Lists
5. Accessing It Help Desk Procedures Manual Free and Paid eBooks
 - It Help Desk Procedures Manual Public Domain eBooks
 - It Help Desk Procedures Manual eBook Subscription Services
 - It Help Desk Procedures Manual Budget-Friendly Options

6. Navigating It Help Desk Procedures Manual eBook Formats
 - ePub, PDF, MOBI, and More
 - It Help Desk Procedures Manual Compatibility with Devices
 - It Help Desk Procedures Manual Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of It Help Desk Procedures Manual
 - Highlighting and Note-Taking It Help Desk Procedures Manual
 - Interactive Elements It Help Desk Procedures Manual
8. Staying Engaged with It Help Desk Procedures Manual
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers It Help Desk Procedures Manual
9. Balancing eBooks and Physical Books It Help Desk Procedures Manual
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection It Help Desk Procedures Manual
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine It Help Desk Procedures Manual
 - Setting Reading Goals It Help Desk Procedures Manual
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of It Help Desk Procedures Manual
 - Fact-Checking eBook Content of It Help Desk Procedures Manual
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements

- Interactive and Gamified eBooks

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