



CREDIT CARD PROCESSING PROCEDURE FOR PAYMENTS MADE IN THE ACCOUNTING OFFICE (ACC-P010)

1.0 SCOPE:

- 1.1 This procedure outlines the process of billing for the use of Clarksville-Montgomery County School System facilities.

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

2.0 RESPONSIBILITY:

- 2.1 Accounting Section of the Finance Department

3.0 APPROVAL AUTHORITY:

- 3.1 Chief Financial Officer

4.0 DEFINITIONS:

- 4.1 CMCSS: Clarksville-Montgomery County School System
- 4.2 Cardholder: Person whose name is on the debt/credit card
- 4.3 Payment Processor: Third Party company that processes the card payment

5.0 PROCEDURE:

- 5.1 The Accounting Technician completes the top part of the Credit Card Payment Authorization Form (ACC-F012). The amount to be charged includes the processing fee as described in Credit Card Processing Policy (ACC-A001).
- 5.2 The cardholder reviews the completed information and signs the Credit Card Payment Authorization Form (ACC-F012). The last page of the form is for the cardholder to keep.
 - 5.2.1 Sometimes payments can't be made in the accounting office and must be made over the phone. The Credit Card Authorization Form (ACC-F012) still must be completed by email or fax. A copy of their picture ID is requested as well.
- 5.3 The Accounting Technician asks to see the debt/credit card and the cardholders picture ID. Upon verification, the Accounting Technician logs onto the payment processor website to enter the payment.
 - 5.3.1 All payments must have the following information entered into the payment processor website: cardholder billing address, phone number, email address, card expiration date, CVV code, and description of what the payment is for.
 - 5.3.2 For payments made over the phone, the Assistant Finance Director or designee must be present to oversee entry of payment information and ensure the credit card number is not written down.
- 5.4 When payment is approved, the receipt is printed. For security purposes, the receipt only has the last four digits of the card number.
 - 5.4.1 The cardholder signs the receipt and is provided a copy of the signed receipt.



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- 5.4.2 The original signed copy of the receipt stays with the hard copy deposit as part of the backup that is kept on record. The Credit Card Payment Authorization Form (ACC-F012) is attached to the receipt.
- 5.4.3 Another copy is made and is part of the backup provided to the Montgomery County Accounts and Budgets as part of their deposit backup they keep.
- 5.5 The Accounting Technician completes the bottom section of the Credit Card Payment Authorization Form (ACC-F012) and gives it to the Assistant Finance Director.
- 5.6 The Assistant Finance Director or designee reviews the information on the Credit Card Payment Authorization Form (ACC-F012) for accuracy and completeness.
 - 5.6.1 The Assistant Finance Director or designee approves the form so the payment can be recorded into the financial software.
 - 5.6.2 The form is given back to the Accounting Technician to hold until payment is ready to be entered into the financial software.
- 5.7 At the end of each day, the Accounting Technician adds up the printed signed receipts and determines the total amount for each general ledger account. The processing fee is to be posted to a separate revenue general ledger account.
- 5.8 The Accounting Technician creates a deposit batch for that day's payments in the financial software for the payments that were processed.
 - 5.8.1 The customer referenced in the financial software will not be the cardholder's name. The payment processor company name will be used instead.
 - 5.8.2 Amounts are to be posted to the general ledger accounts as calculated from the printed receipts.
 - 5.8.3 The batch is not released until the following morning as the payment processor batches the payments in the evening. Reports can't be obtained until the payments are batched.
- 5.9 The following morning, the Accounting Technician logs onto the payment processor website and prints the previous day's daily reports (both in summary and in detail) and compares them to the deposits in the financial software.
 - 5.9.1 Any differences are investigated and updated in the financial software.
 - 5.9.2 The payment processor daily reports, the individual signed receipts, and the deposit in the financial system must all match.
- 5.10 The deposit batch is released. The Accounting Technician then follows the procedures as outlined in Preparation of Deposit (ACC-P004).
- 5.11 If a refund or void is requested, the request is first discussed with the Assistant Finance Director. Once it is determined a refund or void is due, the Accounting Technician, Accountant, or Assistant Finance Director completes the top portion of the Credit Card Refund/Void Request Form (ACC-F013) as the requestor.



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- 5.11.1 Refunds/Voids should always be credited to the original card that was charged. The only exception is if the card is no longer active for some reason.
- 5.11.2 The proof of previous payment in the payment processing system must be attached to the Credit Card Refund/Void Request Form (ACC-F013).
- 5.12 The refund/void must be approved by the Finance Director or designee by signing the Credit Card Refund/Void Request Form (ACC-F013). The signed form is then given to the Assistant Finance Director or designee to process the refund/void on the payment processing website.
 - 5.12.1 A copy of the refund/void receipt is printed and attached to the refund/void request form.
 - 5.12.2 The cardholder is provided a copy of the refund/void by email. If the cardholder is present, a hard copy should be printed as well.
- 5.13 After the refund/void is processed, the bottom portion of the Credit Card Refund/Void Request Form (ACC-F013) is completed and given to the Accounting Technician to include with the daily credit card payments received.
 - 5.13.1 All refunds are entered as a separate line in the deposit batch. They are not to be netted with the payments.
 - 5.13.2 If there is only a refund/void for that day, a deposit batch in the financial system is still required as the County Trustee needs the information so they can enter the information in their financial software in order to balance to the bank account.

6.0 ASSOCIATED DOCUMENTS:

- 6.1 Credit Card Processing Policy ([BUS-A007](#))
- 6.2 Credit Card Payment Authorization Form ([ACC-F012](#))
- 6.3 Credit Card Refund/Void Request Form ([ACC-F013](#))
- 6.4 Preparation of Deposit ([ACC-P004](#))

7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Credit Card Payments attached to Deposit batches	Current & previous fiscal years kept in Sr. Accountant Office, then moved to storage area	6 years	Shred	Secure Building



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8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
11/6/18		Initial Release