

CREDIT CARD PROCESSING GUIDELINES (BUS-G003)

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

DESCRIPTION:

This document outlines the guidelines for accepting payments by credit card. For the purpose of this document, "credit cards" not only includes traditional credit cards but it also refers to debit cards, reward cards, etc.

CREDIT CARD PROCESSING GUIDELINES:

General

Any CMCSS employee that has access to credit card processing must comply with the credit card processing policies (ref. BUS-A007) and guidelines by signing the Credit Card Processing Employee Agreement (BUS-F021).

CMCSS accepts a variety of credit cards which is based on the third-party processor system and their agreement with CMCSS. The School Board Accounts accept VISA, MASTERCARD, and DISCOVER cards only. Individual School Accounts accept VISA and MASTERCARD cards only. CMCSS reserves the right to accept or decline credit card payments for certain charges based on the risk associated with those charges.

In general, monies owed to the school board should be processed through the school board's third-party processor, and monies owed to the schools should be processed through the appropriate school's third party processor. However, if the amounts being paid by the customer are for both the school board and the school, then it is acceptable (but not preferred) for the CMCSS employee to take the payment in full and later send the money to the appropriate school or to the school board by issuing a check. Details of the payment must be sent with the check so it can be applied to the appropriate account.

Fees and Reconciliation

The school system is unable to absorb credit card processing fees in their budget. Therefore, the fees will be passed on to the cardholder pursuant to T.C.A. 9-1-108(c).

There will be a visible sign displayed in the office showing the processing fee and any associated charges so that customers are aware of the additional fees charged when using a credit card. Customers will also be notified before the transaction is processed of the additional fee amount.

(District level only) Each day there will be a reconciliation between the payments processed through the third party processor and the credit card payments entered in the financial accounting system.

(School level only) Due to the third party processor batching payments twice a month (on the 1st and 15th), reconciliations will be performed on those days. The reconciliations will be completed before importing the payments into the financial accounting software.

Cardholder Security and Processing

Access to Customer Credit Card Data

- Access is authorized to only those who are responsible for processing or facilitating credit card transactions.

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- Only authorized persons may process credit card transactions or have access to documentation related to credit card transactions.
- All authorized CMCSS personnel that process credit cards must sign and adhere to this policy.
- Signed policies will be maintained by CMCSS and held in the Business Affairs Department.
- All authorized CMCSS personnel that process cards will maintain the confidentiality of passwords.
- Full credit card numbers and cardholder data may not be emailed, faxed, or sent via any electronic messaging technologies.
- Full credit card numbers and CVV numbers are to never be written down or stored in any capacity by CMCSS employees.
- A phone number and/or email should always be provided by the cardholder.
- Store transaction documentation and merchant receipt in a secure area.

Credit Card Transactions taken in the office

- A picture ID is required at the time of transaction.
- Always provide a receipt to the customer.
- The cardholder is required to sign for authorization of payment either on the receipt (for ISA) or on the authorization form (for School Board).
- The actual credit card must be present for those making payments in the office.

Credit Card Transactions taken over the phone (for School Board)

- These transactions must be approved by a supervisor prior to processing the transaction.
- The credit card authorization form must be completed and signed by the cardholder before the transaction is processed.
- At no time will the full credit card number and CVV number be sent via email or fax or written down. It is only to be given over the phone at the moment the transaction is being processed.
- A copy of the cardholder's picture ID should be submitted with the signed authorization form.
- A receipt will be emailed or mailed to the cardholder, and must have the full credit card number truncated.
- Attach the receipt to the signed authorization form

Credit Card Transactions taken over the phone (for ISA)

- The credit card authorization form must be completed and signed by the cardholder before the transaction is processed.
- At no time will the full credit card number and CVV number be sent via email or fax or written down. It is only to be given over the phone at the moment the transaction is being processed.
- A copy of the cardholder's picture ID should be submitted with the signed authorization form.
- A receipt will be emailed or mailed to the cardholder, and must have the full credit card number truncated.
- These transactions must be approved by a supervisor.
- Attach the receipt to the signed authorization form.

Credit Card Transactions taken online

- For certain type of payments, customers can go to the appropriate payment website and enter their payment data.



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- Full credit card numbers and CVV numbers are never stored on the CMCSS server.
- Customers will receive a receipt automatically through email (as long as an email address was provided) with their credit card number truncated.

Refunds, Voids, and Credits

- In general, CMCSS has a “No Refund” policy for payments made by credit card.
- Refunds, voids, and credits must be authorized prior to being processed. School board refund authorization will be given by the Finance Director or designee. ISA refund authorization will be given by the principal or designee.
- The refund authorization form must be completed and signed prior to processing the transaction.

Associated Documents:

- BUS-A007 Credit Card Processing Policy
- ACC-P010 Credit Card Processing Procedure
- ACC-F012 Credit Card Payment Authorization Form
- ACC-F013 Credit Card Refund/Void Request Form
- BUS-F021 Credit Card Processing Employee Agreement
- ISA-F016 ISA - Credit Card Payment Authorization Form
- ISA-F017 ISA - Credit Card Refund Request Form

Revision History:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
1/22/19		Initial Release
4/11/2022	A	Added CVV number to multiple sections of Cardholder Security and Processing and corrected the Credit Card Processing Agreement Document Number.

*** * * End of Guidelines * * ***