

Departmental Credit Card Processing

Purpose and Scope

This procedure outlines the method of physically handling and accounting for credit card transactions processed by Departmental Personnel.

Reference

None

NOTE: All links for [supporting documents](#) are found at the end of this policy.

Responsible Area

Business Affairs

Procedure

Budget Unit Head or Designee

1. Departments approved to collect cash may accept credit card payments. Department contacts the Business Affairs – Cashiering Section for set up instructions.

Budget Unit Head or Designee

2. When a student elects to make a payment using their credit card, verifies that the name on the credit card matches that of the student presenting the card. If name is different, questions student regarding the identity of the cardholder. If appears to be parent or guardian (same last name, etc.), proceed with processing. If there is reasonable grounds to believe that the card is counterfeit, fraudulent, or stolen, recover the card and contact the Authorization Center at the phone number listed on the machine or contact the Business Affairs – Cashiering Section for the Merchant Services toll-free phone number.
3. Process credit card and complete a “Departmental Cash Receipt” in accordance with the **Department Cash Receipts – Cashnet Cashiering System** or the **Off-Campus Departmental Cash Receipts – Cashnet Cashiering System Local Bank Deposits** of the Banner Fiscal Policy and Procedure User Guides.
4. Require student/customer to sign the sales slip next to “Sign Here X” on bottom of credit card receipt.

Note: Black out all but the last 4 digits of credit card number on the form once the receipt is entered in the Cashnet Cashiering System.

Mail/Fax Payments

5. Credit card transactions may be processed in accordance with Mail or Telephone Instructions from a customer by:
 - a. If customer requests to pay via mail/fax, forwards a blank **Credit Card Authorization Form** to customer for completion or customer may obtain a copy of the form from the online schedule of classes. When received, completes a credit card sales slip and a receipt in accordance with above policy and procedure.
6. After credit card receipt is completed in the Cashnet Cashiering System, black out all but the last 4 digits of the credit card number on the form. Files authorization form slip in department for future reference.
7. If authorization is not granted, makes at least one attempt to contact customer to advise of status. Documents call on Credit Card Mail/Telephone Authorization Form. Black out all but the last 4 digits of the credit card number on the form. Files authorization form slip in department for future reference.

Supporting Documents

[Credit Card Mail/Telephone Authorization Form](#)

***NOTE:** Supporting Documents can also be found on the Business Affairs website listed under the [Documents/Forms Link](#).*