



Date Issued: January 2011	Policy Number: 103
Date Revised/Reviewed: November 2016	
Section: Operations	
Subject: Processing Credit / Debit Cards	

Processing Credit / Debit Cards:

In order to ensure PCI compliance and consistency across all Dining Services, these procedures will be followed by all employees processing credit or debit cards.

Procedure:

1. All employees processing credit cards are required to have PCI Compliance training provided through Dining Services management BEFORE being issued a cash register login. Refer to Policy 220 for information on PCI Compliance Training.
2. All cashiers are required to be logged in with their own login before processing any transactions.
3. For credit card transactions that are less than \$25.00, no signature is required. If the transaction is \$25.00 or greater, the receipt must be signed. The computer system cannot force the customer to sign the receipt; therefore, the cashier is responsible to ensure this happens. If there are ANY questions, the cashier should check with their manager or supervisor.
4. The receipt, whether signed or not, should be put in the appropriate place depending on your operation. Cashiers are responsible to ensure that receipts are secure.
5. Offer the customer a copy during the transaction. If the customer desires a copy of the receipt, push the 'Last Transaction' button immediately after the transaction and a second copy will print. If the customer requests a copy after the next transaction has already begun, a receipt cannot be printed from the register. Either make a copy of the original receipt or get the customer's name and email address so that a copy can be emailed later.

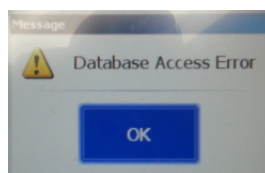
Offline Transactions

If the credit card transaction times out, you will be prompted to enter an Offline Authorization Code. There are many reasons this could occur. When it happens you must do the following:

1. Enter the Offline Transaction Code: 662537
2. Refer to Policy 119 BBTS for trouble shooting options.
3. Let your supervisor know if you cannot correct the problem yourself.

Database Access Errors

If there is a problem recording a Transaction in the Blackboard System you will receive a message like this:



Typically, this will happen if a transaction is completed within the first few seconds of logging on the computer. When you receive this message it means that the transaction was not recorded in the Blackboard Database. Please follow these steps to correct the problem:

1. If error occurred within the first few seconds of logging on, Print the receipt and write DATABASE ACCESS ERROR on the top.
2. If the error did not occur within the first few seconds of logging on, write down anything that might have been unusual about the transaction.
 - a. **Supervisors: Email Details of unusual transactions to Blackboard Transact Lead Brian Rasmussen:**
 - To: brian.rasmussen@usu.edu
 - Cc: john.bostock@usu.edu
3. For NON-Credit card transactions (cash, Aggie Express, Meal Plan, etc.) re-enter the transaction using the correct tender type.
4. **For Credit Card Tender:**
 - a. If you received this error for a Credit Card payment, **Do Not Swipe Card Again. The Card has already been charged.**
 - b. Re-enter the transaction and select *CC Error Reconcile* tender type. This will submit the transaction as normal and it will be recorded in the Blackboard Transact system without charging customer's credit card again.
 - c. When reconciling the register at the end of the night the tender will print as "CC Check." Add this amount to the Credit Card total on the deposit form.