

**PURDUE UNIVERSITY
CREDIT CARD PROCESSING PROCEDURES**

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EDC TERMINALS AND PRINTERS

Terminals may be connected ONLY to DATA-SECURE telephone lines. Connection to any other line may result in lost data! Never connect any EDC (Electronic Data Capture) terminal to a telephone line which has not been certified as data-secure.

Always leave printer on while terminal is on.

If no receipt prints:

If transaction is executed and printer is then discovered to be off or disconnected, immediately TURN ON/CONNECT printer before initiating the next transaction. Customer receipt should print automatically.

If receipt still does not print, but the terminal operates normally, transaction has been captured. Follow these procedures to verify and to create an original receipt for the customer:

1. Immediately press ENTER and "6". When prompted, key in reference number and press ENTER.
2. A duplicate copy of the last transaction will be printed. Write ERROR across duplicate and retain (customer should not receive a receipt marked "duplicate").
3. Process a CREDIT for the transaction; write ERROR across the credit; staple to duplicate receipt and retain all copies; attach to pending copy of CCC/CCD.
4. Re-enter the transaction and proceed normally.

Data Capture Terminals must be secured during non-business hours. Lock terminal in a cabinet or drawer unless entire office area is adequately secured.

NOTE: NEVER unplug Data Capture Terminal without first taking totals and transmitting.

PROCESSING DURING BUSINESS HOURS

- Always process the charge transaction immediately (in customer's presence, or while customer is on telephone).
- Retain card until customer has signed receipt.
- Compare signatures (unless phone order). If card is unsigned, do not accept it unless signature matches another signed credit card or driver's license.
- Return credit card and yellow (carbon) copy of receipt to customer.
- If instructed to HOLD/CALL, retain the card ONLY if no personal risk is involved.
- - Always complete and transmit the current batch before moving/relocating your Electronic Data Capture (EDC) terminal.

TO START UP NEW BATCH

There is no action required from the operator to start up a new batch. A new batch will automatically start after the prior batch has been balanced and transmitted.

**SALE - CUSTOMER HAS CARD
* MAGNETIC STRIP READABLE ***

OPERATOR ACTION

Ready (Idle Prompt)

Press CLEAR

Swipe Credit Card

Key in last four digits of the credit card number, press ENTER

Key in the purchase amount and press ENTER

No action is necessary while transaction is processing.

Approval code displays and receipt prints. Press CLEAR

Retain card until customer has signed receipt.

Compare signatures (unless phone order). If card is unsigned, do not accept it unless signature matches another signed credit card or driver's license.

Return credit card and yellow (carbon) copy of receipt to customer.

Retain all originals of receipts in a secure place until ready to balance and transmit a batch.

NOTE: If printer is disconnected or works improperly during a sale, the transaction will still be executed and captured. Follow instructions on page 2 to correct and print a receipt.

If the CLEAR key is pressed while the terminal is printing a transaction or if the printer works improperly, the printing will cease, but the transaction is still captured. Follow instructions on page 2 to correct and print a receipt.

**SALE - CUSTOMER HAS CARD
* WITHOUT READABLE MAGNETIC STRIP ***

OPERATOR ACTION

Ready (Idle Prompt)

Press 1 SALE

Manually Key in card number and press ENTER

Key in expiration date in MM/YY format and press ENTER

Key in the purchase amount and press ENTER

No action is necessary while transaction is processing.

Approval code displays and receipt prints. Press CLEAR

Retain card until customer has signed receipt.

Compare signatures (unless phone order). If card is unsigned, do not accept it unless signature matches another signed credit card or driver's license.

Return credit card and yellow (carbon) copy of receipt to customer.

Retain all originals of receipts in a secure place until ready to balance and transmit a batch.

NOTE: If printer is disconnected or works improperly during a sale, the transaction will still be executed and captured. Follow instructions on page 2 to correct and print a receipt.

If the CLEAR key is pressed while the terminal is printing a transaction or if the printer works improperly, the printing will cease, but the transaction is still captured. Follow instructions on page 2 to correct and print a receipt.

TELEPHONE & MAIL ORDERS

OPERATOR ACTION

Ready (Idle Prompt)

Press 1 SALE

Manually Key in card number and press ENTER

Key in expiration date in MM/YY format and press ENTER

Key in the purchase amount and press ENTER

No action is necessary while transaction is processing.

Approval code displays and receipt prints. Press CLEAR

Print customer's name, mailing address and phone number on receipt.

On signature line, write "Telephone OR Mail Order" and initial.

Mail yellow (carbon) copy of receipt to customer. Retain all originals of receipts in a secure place until ready to balance and transmit a batch.

NOTE: If printer is disconnected or works improperly during a sale, the transaction will still be executed and captured. Follow instructions on page 2 to correct and print a receipt.

If the CLEAR key is pressed while the terminal is printing a transaction or if the printer works improperly, the printing will cease, but the transaction is still captured. Follow instructions on page 2 to correct and print a receipt.

ERROR CORRECTION/CREDIT

Correction – CARD Present

Press 3 (RETURN)

Swipe Credit Card

Key in last four digits of the credit card number, press ENTER

Key I refund amount and press ENTER

No action is necessary while transaction is processing.

Amount displays and receipt prints. Press CLEAR

Correction – CARD NOT Present

Press # (RETURN)

Manually key in card number and press ENTER

Key in expiration date in MM/YY format and press ENTER.

Key in refund amount and press ENTER

No action is necessary while transaction is processing.

Amount displays and receipt prints.

NOTE: No approval code will be issued on credits.

- Write ERROR across the credit.
- Staple both copies of credit to original transaction being corrected.
- Retain all copies; attach to department copy of CCC/CCD.
- RE-ENTER transaction and process normally.

CREDIT/REFUND

CREDIT – CARD Present

Press 3 (RETURN)

Swipe Credit Card

Key in last four digits of the credit card number, press ENTER

Key I refund amount and press ENTER

No action is necessary while transaction is processing.

Amount displays and receipt prints. Press CLEAR

CREDIT – CARD NOT Present

Press # (RETURN)

Manually key in card number and press ENTER

Key in expiration date in MM/YY format and press ENTER.

Key in refund amount and press ENTER

No action is necessary while transaction is processing.

Amount displays and receipt prints.

NOTE: No approval code will be issued on credits/refunds. Credits must be signed by area supervisor or designee. The yellow copy goes to the customer. The white copy is retained in the department.

**WHEN TERMINAL SAYS
"CALL" OR "HOLD/CALL"**

An authorization request resulting in a response of "Call" or "Hold/Call" will require a voice authorization request. If voice center approves the transaction, an off-line entry must be performed to capture the transaction. See OFF-LINE ENTRY pg 11.

See phone numbers for voice authorization on Contacts list.

If approved, follow directions for off-line entry.

If instructed to HOLD the card, RETAIN the card ONLY if no personal risk is involved.

NOTE: Off-line entries may be made only by area supervisors. Follow your departmental procedures. Sale is not final until entered as an off-line transaction. This should be done with the customer present. The customer needs to sign the receipt and receive his copy.

**OFF-LINE ENTRY
(PRIOR SALE OR FORCE)
*SUPERVISORS ONLY***

All transactions that were approved but were not captured will require re-entry as an off-line transaction to complete the capture.

NOTE -- Only the department supervisor or his designee is allowed to enter transactions off-line.

Ready (Idle Prompt)

Press 4

Swipe Card and then enter last four digits when prompted or enter manually (if manually entered, the expiration date must also be entered)

Key in total amount and press ENTER

Enter Auth Code, and press ENTER

Approval code displays and receipt prints.

BATCHING & TRANSMITTING *** BALANCING YOUR BATCH ***

Keep batches to manageable numbers of transactions to aid in balancing.

Every transaction must be transmitted within 24 hours of its capture. Establish procedures for transmitting at the same time(s) each day.

Always complete and transmit the current batch before moving/relocating your Electronic Data Capture (EDC) terminal.

Always complete and transmit batches at shift/operator change.

A. To complete and balance a batch on EDC Terminals:

1. Prepare an adding machine tape of all receipts.
2. Compare tape to EDC batch total report:

Get Batch Total by doing the following:

Press ENTER and then press 3

“Local review” displays and when terminal displays “Enter Batch #”, press ENTER

Press 1 (to print reports) and ENTER

Terminal will display 0=Total and 1= Detail

Press 1 and ENTER

Batch Report Prints

- c. Compare adding machine tape total to Grand Total on the Detail Report.
If totals do not match, follow instructions on page 13. If totals do match, follow instructions on page 14 (do not tear reports off printer).

BATCHING & TRANSMITTING
*** WHEN TOTALS DON'T MATCH ***

Compare adding machine tape total to Grand Total on the Detail Report Totals report. If totals do not match, follow instructions below:

1. Verify each charge receipt against Detail Report, paying special attention to transaction codes (sale/credit).
2. If error is in adding machine tape, prepare a corrected tape, then proceed with Batching & Transmitting, page 14.
3. Any missing charge receipt must be substantiated with form CC-3, "Lost/Destroyed Charge Receipts" (copy attached). Use CC-3 in place of the missing receipt; proceed with batching & transmitting, page 14.
4. In the event that a balancing error cannot be detected in the adding machine tape or in the charge receipts, contact Credit Card Operations Clerk (47378) for assistance.

**BATCHING & TRANSMITTING
(DEPOSIT/SETTLEMENT)
* TRANSMITTING BATCHES ***

Follow these instructions after each batch has been balanced (see page 12).

Do not transmit until the batch is balanced!!

NOTE: Transaction Totals and Detail Reports should still be present on the terminal printer.

Press 9 (Deposit) and then ENTER

Press) and ENTER for Deposit

No action needed while terminal is dialing.

Batch will be released and settlement (deposit report) report will print. Press CLEAR

After transmission, follow these instructions:

1. Tear Transaction Totals, Detail and Settlement reports off printer as a single unit.
 2. Send all documentation to document preparer.
-

PREPARING ACCOUNTING DOCUMENTS

Each batch contains one batch total that must be divided up by each type of card to be recorded on individual accounting documents. Only VISA and Mastercard are combined into one document.

The total amounts by card can be found in the last few lines of the Transaction Totals report from the terminal printer. An example follows:

MID #9999999999			
BATCH: 001			
PU SALES			
1062 FREH-CREDIT CARD RECON			
WEST LAFAYETTE , IN 47907			
PHONE # 9999999999			
DEPOSIT REPORT			
MERCHANT TERM BATCH			
0001 999999999 001 001			
DATE: 11/11/99 3:52 PM			
REF #	:	001 TO 004	
FROM	:	11/11/99 AT 13:00	
TO	:	11/11/99 AT 15.52	
VISA/MC			
SALES	002	\$	2.00
RETURNS	000	\$	0.00
NET	002	\$	2.00
DISCOVER			
SALES	001	\$	1.00
RETURNS	000	\$	0.00
NET	001	\$	1.00
GRAND TOTALS			
TOTAL SALES	003	\$	3.00
TOTAL RETURNS	000	\$	0.00
TOTAL NET	003	\$	3.00
BATCH RELEASED			
BATCH IN BALANCE			

On the Deposit Report, you will see the breakdown between VISA/MC and Discover, implying the need for two accounting documents; one for VISA and Mastercard, and one for Discover. If the NET TOT is positive (which is generally the case) a Charge Card Credit (CCC) is prepared. A negative amount requires a Charge Card Debit (CCD). The total of all accounting documents for a batch must equal the Grand Total on the Transaction Totals report (less American Express merchant discount, if applicable).

One document will include a copy of the Deposit Report (generally the VISA/MC document). All other documents tied to the same batch will a reference to the Deposit Report..

Procedures for preparing CCC's & CCD's:

1. Enter the preparer's name, phone and date of preparation in the appropriate cells.
2. At the top of the "Source and Description" column enter the following information:

<u>Information</u>	<u>Example</u>
Card Type	VISA/MC
Paymentech Merchant ID #	TERM # 999999999
Batch Number	BATCH # 001
Transmission Date	TRANS DATE 11/11/99

3. Enter accounting entries as required by your department.
4. If preparing an American Express document, add the necessary debit entry (entries) for the expected merchant discount.
5. To tie together documents to one batch total, put an appropriate note at the bottom of the description column:

Example note for the document with the original terminal reports attached:

"Detail transactions attached also pertain to Discover CCC from this department on this date with this batch number."

Example for all other documents:

"Detail transactions are attached to VISA/Mastercard CCC from this department on this date with this batch number."

All documents for a batch must cross-reference each other.

6. Fill in the "CASH IN BANK" total.
7. Make one pending copy for attachments and receipts that the department will retain.
8. Staple a copy of the Detail and Deposit Report to the primary CCC/CCD (the original).
9. Staple all receipts and back-up documentation to the pending copy unless your department has other procedures for document storage.
10. Send original CCC/CCD's to the Reconciliation Clerk, ACCT/FREH.

NOTE: Documents MUST be received the business day following transmission of the batch.

BALANCING AND CONTROL PROCEDURES

Each batch must be balanced before transmitting (see page 12).

Signed receipts must be attached to the pending copy of the CCC/CCD held within the department.

Departmental copies of CCC/CCDs (with receipts and balancing tapes) are to be retained in a secure location within the department in accordance with the annual File Retention Memorandum.

Departments are responsible for verifying their deposits and balancing their credit card revenue accounts on a monthly basis:

1. Each batch must be substantiated by a CCC/CCD document.
2. Processing of each CCC/CCD must be verified either by comparing outstanding documents to the monthly report of revenue transactions (or to pending copies of CCC/CCDs), or by means of on-line inquiry. NOTE: This reconciliation must be completed and problems resolved by the 5th working day of the following month.
3. It is the responsibility of the initiating department to pursue and resolve any problem with unposted CCC/CCDs. First verify with Accounting Services (47378) that the missing CCC/CCD was received and then request research on the batch from ACCT.

Departments are also responsible for reconciling credit card service fees on a monthly basis:

1. On Form CC-4 ("Credit Card Processing Procedures, Reconciliation of Bank Charges"), add daily sales dollar totals and multiply by discount rate to determine transaction charges; multiply the number of rented terminals by the rate per terminal; add to determine total anticipated bank charges. Also, include the per transaction fees for the Discover transactions processed during the month.
2. Upon receipt of departmental copies of the CCDs charging fees: Compare actual charges to calculations; resolve problems or dispute overcharges by the end of the month.
3. If applicable, American Express charges a \$.65 fee for each authorization approval requested by telephone. This does NOT apply to calls you make to American Express for referrals (response to "Please Call"), fraud calls, emergency check-in situations, or if your direct link to American Express is temporarily unavailable. Call Credit Card Operations Administrator (49-47261) to remove charges that fall into the aforementioned categories.

CCC/CCDs will be matched to daily bank deposits by Accounting Services and dated to match the date of the banking event, with the exception of deposits credited to Purdue's account the last working day of each month. Deposits credited the last working day will be handled as a reconciliation item each month.

Accounting Services will maintain and archive a reconciliation log by batch number for each authorized Electronic Data Capture terminal for all CCC/CCD documents. Follow up on missing batches (CCC/CCDs) will be initiated immediately; questions must be resolved within 24 hours.

DEPARTMENTS/AREAS WHICH DO NOT COMPLY WITH THESE CONTROL GUIDELINES WILL HAVE CREDIT CARD AUTHORIZATION WITHDRAWN IMMEDIATELY. CREDIT CARD ACTIVITY IS CONTROLLED BY THE CREDIT CARD OPERATIONS AREA WITHIN THE COMPTROLLER'S AREA; DECISIONS OF THAT OFFICE ARE FINAL.

NOTE --It is NOT the policy of Purdue University to retain a database of clients' card numbers for future use. This is a violation of the Merchant Credit Card Agreement and regulations of MasterCard and Visa. A credit card number may be retained if a card is to be charged on a regular basis (e.g. monthly) to satisfy a pledge or a regularly scheduled billing. However, BEFORE the card number may be retained, an agreement must be signed by the cardholder. The agreement is a standard one developed and approved by MasterCard and Visa, which states the amount and time frame for the charges. The card number may then be retained for the stated period, but the merchant must have a means to purge records in compliance with the agreement. If you have a need in this area, contact the Credit Card Operations Administrator (49-47261).

SYSTEM MESSAGES

If a transaction is approved or declined, the terminal displays the response continuously. The terminal generates status displays and prompts for each step of a transaction or programming sequence. The prompts are self-explanatory and are discussed below.

VERI-FONE SYSTEM RESPONSES

<u>MESSAGE</u>	<u>RESPONSE/FURTHER ACTION NEEDED</u>
Amount Error	The transaction amount cannot be processed as it was entered. Reinitiate the transaction.
APXXXXX REFXXXX	Transaction is approved. Enter approval code on draft along with reference number.
Bad Acct Number	The account number may have been encoded improperly on card or entered incorrectly through the keyboard. Re-enter the number. If the transaction cannot be processed through the terminal, call the voice-assisted authorization center and enter as off-line transaction into terminal if approval number is received.
CALL	Transaction must be authorized through a voice-assisted authorization center.
Cannot Correct	Performing the tip function on a credit, cash advance, mail/phone order or on a transaction that the tip has already been added.
Card No Error	The account number may have been encoded improperly on the card or entered incorrectly through the keyboard. Re-enter the number. If the transaction cannot be processed through the terminal, call the voice-assisted authorization center.
Date Error	The expiration date contains an error. Re-initiate the transaction.
Decline	Transaction is not authorized.
Must Settle Soon	The terminal is beyond 80% capacity to store captured transactions. You should balance and transmit the batch immediately before terminal reaches full capacity. See "Balancing and Transmitting", page 12. No other warning messages will be indicated.
Hold/Call	HOLD the card and call the voice-assisted authorization center. RETAIN the card ONLY if no personal risk is involved.

Host Disconnect	The host disconnected telephone communications or there are telephone circuit problems. Reinitiate the transaction.
Lost Comm W/Host	The line is busy at the host or there are telephone circuit problems. Reinitiate the transaction.
Must Check Tots	Totals must be checked prior to any transmission.
Must Do Start Up	Start up function must be initiated after each successful/unsuccessful transmission. This function is required prior to performing any other functions.
No Answer	Dialing into host but host is not answering. Reinitiate the transaction. If the same response occurs, call the voice-assisted authorization center.
No Reply	The processor failed to respond. Use the voice-assisted authorization center.
No Response Msg.	The host disconnected telephone communications or there are telephone circuit problems. Reinitiate the batch transmission.
No Transactions	Data capture storage is empty.
Not Found	The data was entered in error during a transaction.
Programming Error	Terminal has lost all its memory and must be reprogrammed through your Service Representative. To clear "Programming Error" off terminal screen depress the "1" key and Enter at the same time and hold them down until a date and time appear on your screen.
Serv Not Allowed	Service not allowed for that card type.
Term ID Error	Error made in programming the terminal ID. Contact your Service Representative.
Tip Over 20%	Tip amount entered exceeded 20% of original dollar amount. Press Enter to adjust amount.
Waiting For Line	Check for dial tone and all telephone connections. Then reinitiate the transaction. Phone line may be dead.

**ECOMMERCE & CREDIT CARD OPERATIONS
ECCO/ FREH
CUSTOMER SERVICE CONTACT INFO**

For assistance with terminal/printer issues, card processing issues, ordering supplies, etc.

Please call the 24 hour help desk at:

1-800-354-8893

For assistance with general merchant card questions, ReconNet Web Entry, statement and fee issues, etc.

Please e-mail ECCO, at ecco@purdue.edu

To establish a new Merchant location, please contact the ECCO Manager at 765-496-7873 for additional information.

For Voice Authorizations – Please call

Visa/MC Authorization - 1-800-555-5707

Discover Authorization - 1-800-347-1111

AMEX Authorization - 1-800-528-2121

**CREDIT CARD PROCESSING PROCEDURES
ELECTRONIC DATA CAPTURE TERMINALS
AUTHORIZED USERS**

To be completed by EDC Terminal Supervisor:

Department: _____

The individuals named below have my authorization to operate one or more Purdue University Electronic Data Capture Credit Card Processing Terminals. These staff members understand the responsibilities of operating an Electronic Data Capture Terminal, and are prepared to comply with the guidelines and procedures set forth in the Purdue University Credit Card Processing Procedures Manual.

- OPERATOR _____
- OPERATOR _____
- OPERATOR _____
- OPERATOR _____
- OPERATOR _____
- OPERATOR _____
- OPERATOR _____
- OPERATOR _____

AUTHORIZED SIGNATURE _____

DATE _____

Please return to: Credit Card Operations Administrator/Accounting/FREH

CREDIT CARD PROCESSING PROCEDURES
ELECTRONIC DATA CAPTURE TERMINALS
COMPLIANCE STATEMENT

To be completed by EDC Terminal User:

NAME _____

DEPARTMENT _____

I hereby acknowledge that I have read the Purdue University Credit Card Processing Procedures Manual. I certify that I have reviewed the policies and procedures outlined therein, and agree to comply with those policies and procedures that apply to my work at the university.

Signed _____

Date _____

Please return to: Credit Card Operations Administrator/Accounting/FREH

**CREDIT CARD PROCESSING PROCEDURES
LOST/DESTROYED CHARGE RECEIPTS**

Reference Number _____

Credit Card (e.g. VISA) _____

Card Account Number _____

Sale or Credit _____

Date of Transaction _____

Amount of Transaction _____

Staff Member Accepting
the Transaction _____

Explanation:

Batch prepared by _____
signature

Retain with departmental CCC/CCD

**CREDIT CARD PROCESSING PROCEDURES
RECONCILIATION OF BANK CARD CHARGES**

<u>Day</u>	<u>NOVUS</u>	<u>VISA/MC</u>	<u>American Express/NOVUS</u>
Month/Year _____			(# of transactions)
1	_____	_____	_____
2	_____	_____	_____
3	_____	_____	_____
4	_____	_____	_____
5	_____	_____	_____
6	_____	_____	_____
7	_____	_____	_____
8	_____	_____	_____
9	_____	_____	_____
10	_____	_____	_____
11	_____	_____	_____
12	_____	_____	_____
13	_____	_____	_____
14	_____	_____	_____
15	_____	_____	_____
16	_____	_____	_____
17	_____	_____	_____
18	_____	_____	_____
19	_____	_____	_____
20	_____	_____	_____
21	_____	_____	_____
22	_____	_____	_____
23	_____	_____	_____
24	_____	_____	_____
25	_____	_____	_____
26	_____	_____	_____
27	_____	_____	_____
28	_____	_____	_____
29	_____	_____	_____
30	_____	_____	_____
Totals	_____	_____	_____

CHARGES TIME RATE PLUS ANY PER TRANSACTION FEE = DISCOUNT FEE
