



CITY PROCEDURE

SUBJECT: Point-of-Sale Credit Card Payments

No. F-6.0

Effective: May 1, 2002

Revised: October 1, 2007

Revised: July 1, 2008

Revised: October 14, 2013

Approved: Constance P. Sanchez
Constance P. Sanchez
Director of Financial Services

Date: 10-14-13

PURPOSE:

To document procedures for processing merchant credit card payments at the point of sale (excluding telephone credit card payments (IVR) and Internet credit card payments). No payments over the amount of what is due the City will be accepted.

POLICY:

The Director of Financial Services approves the sections that can accept payment by credit card. Responsibility for processing credit card payments correctly lies with the cashier who is responsible for accepting payment.

PROCEDURES:

When a customer presents a credit card for payment of services, these procedures must be followed:

- I. **Credit Card Receipt Posting** – All transactions should be entered into the cash register/Point-of-sale (POS) terminal before processing any credit card payments. This ensures that all credit card payments will be posted in the general ledger into the correct revenue and cash accounts.
- II. **Credit Card Modem and Printer** - Cashier must swipe card through the terminal.
 - A. If credit card is declined, the cashier must ask the customer for another method of payment (another credit card, cash or check).

B. If the credit card is accepted, the cashier must:

1. Obtain the customer's signature on the sales slip;
2. Verify signature on back of credit card to signature on sales slip and to a current driver's license, federal identification card or other picture identification;

COMPLAINTS / INQUIRIES:

Complaints or inquiries must be directed to a supervisor. If a supervisor is unavailable, the cashier needs to write the name, address, phone number and nature of the complaint/inquiry so a supervisor may contact the party.

VIOLATIONS OF THIS POLICY:

Failure to comply with this Policy will result in disciplinary action up to and including termination.

QUESTIONS REGARDING THIS POLICY:

Questions regarding this Policy shall be directed to the Director of Financial Services or designee, who may be contacted at (361) 826-3613.