<u>The following procedures should be used to process:</u>
<u>Credit card transactions</u>

a. Confirm that the name on card matches the individual processing the card.
b. Swipe credit card through credit card machine.
c. When prompt – enter month/year of expiration of card.
d. When prompt – enter amount of charge
e. Enter 0.00 for the tax charge
f. Press enter for yes when asked if purchase is tax exempt.
g. Open Cash register, enter clerk ID number
h. Follow either of the appropriate procedures located below for processing a Primus Receipt Payment.
i. Write Primus receipt number on top of credit card receipt and your initials.
j. Have customer sign
k. Staple the (carbon) copy receipt to the primus receipt and issue to customer. Place the white (original) copy in cash drawer.

<u>Credit Card Authorization Form-</u>When a customer request to pay with a credit card via the telephone or the company has faxed an authorization form in for classes the following procedures shall be used.

a. Fax a copy of the credit card payment request form.
b. Upon receipt of form, make sure all information is properly filled out and a signature is on the form. Authorization amounts must be equal or greater than the purchase request. Run a copy of the authorization form.
c. Stamp both copies confidential with the confidential stamp.
d. Enter the credit card number manually into the credit card machine.
e. When prompt - enter the expiration date of the credit card.
f. When prompt – enter amount of charge
g. Enter 0.00 for the tax charge.
h. Press enter for yes when asked if purchase is tax exempt.
i. Write **Signature on form**, on the signature line of the credit card receipt.
j. Open Cash register, enter clerk ID number.
k. Follow either of the appropriate procedures located below for processing a Primus Receipt Payment.
l. Remove receipt and write Primus receipt number on top of credit card receipt and your initials.
l. Staple the carbon copy and the cash register receipt to one copy of the authorization form to be mailed to client. **Use black marker and white out to cover all but the last four numbers of the credit card.** Mail out copy to address listed on the form.
m. Staple the white (original) copy to one copy of the authorization form.
n. Place in folder marked confidential and put it in the cash drawer.

<u>Note: If credit card is "declined":</u>

- ❖ Write "declined" on authorization form and put with daily deposit to turn into the Accounting Department.
- ❖ Call the company to inform them that the card was declined and request another form of payment.

Note: <u>Do not</u> send the trainee up to class prior to receiving payment.
<u>All returns, voids, and/or credits must be done on the same day as the original transaction and are approved by s prior to transaction.</u>***