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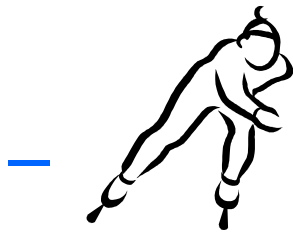
# **Credit Card Processing**

## **“Rules of the Road”**

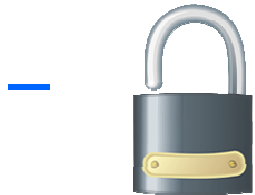
# Credit Card Processing



◆ There are two critical elements to remember when processing credit cards.



*Speed*



**Security**



# Speed



- ◆ People pay with a credit card for their ease and promptness.
  - All paperwork should be submitted to HQ within **2 weeks** of receipt of the data and preferably within *1 week*.
  - Delayed processing creates confusion and concern for the person submitting the card.
    - ◆ Results in lots of phone calls and emails.
    - ◆ Can delay processing if payer disputes the charge.

# Security



- ◆ Laws & regulations dictate how to store and retain full credit card data.
  - Fraud concerns require extreme caution about access to full data & retention.
    - ◆ Do NOT email data or forms.
      - Fax or mail are the preferred option.
      - HQ fax is (856) 423-3420
    - ◆ Save data on only 1 device.
      - Recommend using a chapter laptop.
    - ◆ Delete data upon receipt of payment from HQ.
      - Shred any retained paper copies.

# Timing of Reimbursements



- ◆ Talley only issues checks twice a month.
  - Pay dates are the 15<sup>th</sup> & 30<sup>th</sup>.
  - Talley will not reimburse the chapter until the credit card has cleared.
    - ◆ If multiple charges are on a form they pay only those that have cleared as of the accounting closing date.
  - This is another reason you should process your requests *promptly*.

# Obtaining An Advance



- ◆ We are developing a method to apply for an advance.
  - On occasion a chapter relies on credit card payments to pay for the event.
    - ◆ The first point of advance will be your region and then international.
    - ◆ The advance will be cleared first as HQ receives the credit card payments.
    - ◆ Any payments in excess after the advance is cleared will be paid to the chapter.

# Additional Resources



- ◆ If you would like to research this topic further you should visit:
  - PCI Security Standards Organization at:
    - ◆ <https://www.pcisecuritystandards.org/>
    - ◆ The site has videos and reference guides.