

**UNIVERSITY OF KANSAS  
WATKINS HEALTH SERVICES  
BUSINESS OFFICE**

<b>NUMBER:</b> <p style="text-align:center"><b>BO-207</b></p>	<b>ISSUE DATE:</b> <p style="text-align:center"><b>09/30/04</b></p>
<b>TITLE:</b> <p style="text-align:center"><b>Credit Card Processing</b></p>	<b>REVISED:</b> <p style="text-align:center"><b>09/18/18</b></p>
<b>TITLE OF OWNER:</b> <p style="text-align:center"><b>Business Operations Manager</b></p>	<b>APPROVED:</b> <p style="text-align:center"><b>Associate Director; Director</b></p>

**PURPOSE:**

To have steps in place for the processing and protection of credit card information as provided to us by patient.

**POLICY:**

Credit card information that has been received in a variety of forms will be securely stored and processed in a timely manner. The information will be destroyed immediately after processing. No credit card numbers will be stored on any computer system per Comptroller policy "Internet-Based Credit Card Processing Policy" (a component of the eCommerce Infrastructure).

**PROCEDURES:**

1. Processing credit card payments when the patient is present:
  - 1.1. Check credit card for signature.
    - 1.1.1. If no signature ask for picture ID
  - 1.2. Scan credit card or enter number into the credit card machine.
    - 1.2.1. Input the information requested by the credit card machine.
  - 1.3. Write patient account #/Student ID# on the receipt.
  - 1.4. Have patient sign the receipt.
  - 1.5. Ring amount through cash register.
  - 1.6. Merchant receipt is kept in the cash register.
  - 1.7. The customer copy is given to the patient.
  - 1.8. Post payment to the student's account in Point-And-Click.
2. Payments collected at special events when payment is required at time of service are processed by the following:
  - 2.1. Credit card form (BO-207-1) is completed and kept with AD-309-2 form.
  - 2.2. Payments are stored in the Business Office safe and processed as soon as possible.
  - 2.3. Credit card information is manually input into the credit card machine.
  - 2.4. Payments are rang through the cash register
  - 2.5. Original receipts are kept in cash register.
  - 2.6. Payments are posted accordingly, to the PnC account.
  - 2.7. The credit card payment form is shredded
3. Credit card payments received by telephone are processed as follows.
  - 3.1. Credit Card form (BO-207-1) is completed.
  - 3.2. Process per # 2.3 through 2.7 above.

<b>NUMBER:</b> <b>BO-207</b>	<b>TITLE:</b> <b>Credit Card Processing</b>
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4. Credit card payments received through the mail by completing the top portion of the monthly invoice.
  - 4.1. Process credit card information per # 2.3 through 2.7 above.
  - 4.2. The top portion of the monthly statement with credit card information are put in the shred console in the Business Office immediately after processing.
5. Payments received for the Payment for Alcohol Sanctions Program (WR-113) are processed as follows.
  - 5.1. Alcohol Education Program Payment Form (WR-113-1) is completed with mode of payment (cash, check # or credit card)
  - 5.2. Completed forms with credit card information are processed per # 2.4 through 2.7 above, record on Cashier Clipboard (BO-202-2) and run through the register.
  - 5.3. The bottom part of (WR-113-1) form that has credit card information is put in the shred console in the Business Office immediately after processing.

**REFERENCES:**

Daily Handling of Funds (BO-202).  
Alcohol Sanction policy (WR-113)  
Internet-Based Credit Card Processing policy (a component of the eCommerce Infrastructure)

**This document is on file with the KU Policy Library.**