

Office Procedures for Accepting Payment Cards

(department name)

Revision Date: *(date)*

1. Processing

a. Methods of Payment Card Acceptance

- i. Mail-
- ii. Phone-
- iii. Walk-in -
- iv. Web-
- v. Email- The *(department name)* does not accept any payment card data by email. It is against JMU procedures to accept payment card information from customers through email. If a payment card number is received by email, the *(department name)* will reply to the customer (removing the card number in the return email) stating email transactions may not occur but provide the customer with safe alternatives.
- vi. Fax-
- vii. Other-No other forms of payment for payment cards is accepted.

b. Procedures

- i. Mail Transactions-
- ii. Phone Transactions-
- iii. Walk-in Transactions-
- iv. Web Transactions-
- v. Email- The *(department name)* does not accept any payment card data by email. It is against JMU procedures to accept payment card information from customers through email. If a payment card number is received by email, the *(department name)* will reply to the customer (removing the card number in the return email) stating email transactions may not occur but provide the customer with safe alternatives.
- vi. Fax Transactions-

2. Transmitting

a. Third Party Vendors

- i. The *(department name)* contracts with the following third party vendors in transmitting payment card data:

3. Storing

- a. Physical Security-The *(department name)* does not store any sensitive payment card data. JMU policy states only the last four digits may be kept. Expiration dates, card verification code, payment card account numbers, or any portion of the magnetic stripe is never stored. If payment card information needs to be written down in order to process a departmental sale

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Table of Contents Sample Procedure Manual Secretary

1. Understanding the eBook Sample Procedure Manual Secretary
 - The Rise of Digital Reading Sample Procedure Manual Secretary
 - Advantages of eBooks Over Traditional Books
2. Identifying Sample Procedure Manual Secretary
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Sample Procedure Manual Secretary
 - User-Friendly Interface
4. Exploring eBook Recommendations from Sample Procedure Manual Secretary

- Personalized Recommendations
- Sample Procedure Manual Secretary User Reviews and Ratings
- Sample Procedure Manual Secretary and Bestseller Lists
- 5. Accessing Sample Procedure Manual Secretary Free and Paid eBooks
 - Sample Procedure Manual Secretary Public Domain eBooks
 - Sample Procedure Manual Secretary eBook Subscription Services
 - Sample Procedure Manual Secretary Budget-Friendly Options
- 6. Navigating Sample Procedure Manual Secretary eBook Formats
 - ePub, PDF, MOBI, and More
 - Sample Procedure Manual Secretary Compatibility with Devices
 - Sample Procedure Manual Secretary Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Sample Procedure Manual Secretary
 - Highlighting and Note-Taking Sample Procedure Manual Secretary
 - Interactive Elements Sample Procedure Manual Secretary
- 8. Staying Engaged with Sample Procedure Manual Secretary
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Sample Procedure Manual Secretary
- 9. Balancing eBooks and Physical Books Sample Procedure Manual Secretary
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Sample Procedure Manual Secretary
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Sample Procedure Manual Secretary
 - Setting Reading Goals Sample Procedure Manual Secretary
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Sample Procedure Manual Secretary

- Fact-Checking eBook Content of Sample Procedure Manual Secretary
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning
- Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
- Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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