

## **FINCH ELEMENTARY PTO Credit/Debit Card Processing and Handling Policy**

Every business that accepts credit and debit card payments is required to comply with the Payment Card Industry Data Security Standards (PCI-DSS). To comply with the PCI-DSS, this policy applies to all Finch Elementary PTO Board members. Each Board member is required to review and sign this policy on an annual basis.

### **Policy Statement**

Finch Elementary PTO will take all appropriate measures to protect credit/debit card numbers used to make payments to the organization.

### **Method of Collection**

As of 3/11/14 Finch Elementary PTO became a Square merchant. This is the only collection method in place and these policies are based on that method. Should another form of collection be instituted in the future, this policy must be revised to support that collection method.

### **Procedures:**

#### **Access to Card Data**

- Access to the Square merchant website login is authorized only for Finch Elementary PTO Board members who are responsible for processing or facilitating card transactions.
- A copy of this policy shall be read and signed by all Finch Elementary PTO Board members annually.
- Signed policies shall be maintained in a binder by the Board Treasurer.

#### **Card Present Transactions - Transmission of Card Data**

- Square transactions are to be card-swiped using a Square reader attached to a Board member's smartphone or tablet enabled with the Square app. The card data is never stored on any device. Square encrypts transactions at the point-of-swipe and tokenizes data once it reaches Square's servers. Square prohibits the storage of card numbers, magnetic stripe data, and security codes on client devices. Square adheres to the PCI-DSS industry standards.

- If the customer is unknown to the Board member processing the transaction and/or the name on the card does not match the customer, picture ID with the same name is required.
- A digital receipt may be provided to the customer via email or text (phone number) provided by the customer using the Square system prompts at the end of each transaction.
- Should the customer require a written receipt no specific card data shall be documented on that receipt.

### **Online/Telephone Transactions**

- The card must be present for swiping. No online, email, or telephone card transactions are to be accepted. No written card data shall exist.
- Web-site sales are subject to Washington Department of Revenue Business and Occupation tax. Finch Elementary PTO is not registered with the WA DOR to pay these taxes. Should the Finch Elementary PTO accept web-site sales in the future, an account with the WA DOR must be created and the Credit/Debit Card Processing and Handling Policy must be revised to reflect the changes.

### **Refunds**

- Transactions swiped in the last 60 days may be refunded at full price. No partial refunds can be processed through the Square system.
- A partial price refund may be processed in the last 60 days if a full refund is processed and the card is re-swiped for the desired partial amount.
- Transactions to be refunded after 60 days or partial refunds after 60 days must be done by Finch Elementary PTO cash or check.

### **Retention**

- There shall be no physical retention of the card data. No written card data shall exist.

### **Payment Disputes and Chargebacks-The Dispute Resolution Process**

#### **Notification**

- Square notifies Finch Elementary PTO of a payment dispute via email and by posting notification on the merchant Square dashboard.

- Square defers the disputed funds in Finch Elementary PTO Square balance until the dispute is resolved or closed with the card-issuing bank.
- If the available funds in Finch Elementary PTO Square balance are less than the amount of the dispute, Square will debit the linked bank account to cover the difference.

### **Merchant Response**

- Finch Elementary PTO will have 10 days to respond by completing an Information Response Form, which describes the documentation necessary to best represent the case to the cardholder's bank.

### **Resolution**

- If the dispute is resolved in Finch Elementary PTO's favor, the deferred funds are released to the linked bank account in 3-5 business days.
- If the dispute is resolved in the cardholder's favor, the deferred funds are returned to the customer.

I have read the above procedures and agree to abide by them.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_