What should I do when I receive credit card information over the phone?

POS Terminal: If you are using a POS terminal the following steps should be taken:

- Key in the cardholder's information into your POS terminal and obtain authorization from Global Payments.
- Record the authorization number in case of possible chargeback's.
- Always obtain authorization for all charges, regardless of the amounts.
- Then shred the information.

Manual Terminal: The majority of our departments have switched to POS terminals for processing. Which when proper guidelines are followed provides enhanced security and flexibility for clients. If you are among the remaining few who have not already done so, the following steps should be taken:

- Neatly record the card holder's information on a sales draft.
- Phone to obtain authorization.
- Record the authorization number in the space provided.
- Always obtain authorization for all charges, regardless of the amounts.
- Keep the card holder's information in a secure area until no longer needed, then shred.

Category:

- Treasury Operations FAQ [1]

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[1] https://www.uoguelph.ca/finance/category/category/revenue-control