**Accommodation Office – processing of card payments**

**PDQ Machine**

There is one PDQ machine in the Accommodation Office, the machine is used by all members of the Accommodation Team (Janet Thomas, Mo Caldwell and Adelle Collins)

The PDQ machine is used to take payments for the following –

Room deposits

Guest rooms

Ad hoc payments for missing keys etc

Payments for deposits are taken via the PDQ machine; students are made aware of the amount of deposit required via their student portal and the majority of students pay their deposit online. However, there are ad hoc cases whereby students request to pay via card direct to the Accommodation Team; a receipt can be provided if required.

Payments for missing keys are occasionally taken via the PDQ machine, students will approach team to request a replacement key and they are given several options of how they would like to pay for their replacement key; one of which is via a card payment, a receipt can be provided if required.

Payments for guest rooms are also occasionally taken via the PDQ machine, students are required to fill in a form and they are then given the option to pay via card for the accommodation, a receipt can be provided if required.

**Cardholder present**

When the cardholder is present and wants to make a payment by credit or debit card the customer is given the relevant machine and they insert their card. The card is not handled by the University staff – the customer is expected to insert and extract the card from the PDQ machine themselves. The customer is asked to check the payment amount on the machine before entering their pin number.

If authorised payments are recorded as follows –

The customer is given the customer copy slip and the merchant slip is kept by the University and recorded on an excel spreadsheet which is stored on the accommodation J Drive, the following details are stored; date of transaction, name of customer, title of event, amount received, card type, authorisation code detailed on the slip, receipt number and also the cost codes that the payment is relating to. Once this information is stored, the slip is then filed by the accommodation team, in an office which is occupied during working hours and is locked overnight.

**Cardholder not present**

When we receive a telephone call from a customer who wants to make a payment by card; this is known as a cardholder not present transaction. The cardholder’s card details are requested over the telephone but are at no point written down and recorded, the details requested by the PDQ machine are as follows, which are entered into the machine as they are passed on over the phone -

16 digit PAN number

Expiry date

3 digit CV number

Amount to be paid

House number where bank statement is sent

Post code where bank statement is sent

**End of day banking**

At the end of each day we ‘Z’ total the PDQ machine, the machine asks for a 4 digit passcode before a ‘Z’ balance is provided; this passcode is known by the Accommodation Team. A ‘Z’ balance slip is then produced and we cross reference the amount on the slip with the excel spreadsheet, making sure that the total on the slip matches the total of the payments taken that day. We also store the total from the slip onto the excel spreadsheet for future reference. The ‘Z’ balance slips are then stored in a file in a cupboard in the Conference Office, the office is occupied during working hours and is locked overnight.

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