**Capstone Theatre – processing of card payments**

**PDQ machines**

There is one portable PDQ machine stored on its charging station behind and below the counter of the reception desk in the room designated ‘CAP001 Reception/Box Office/Administration’, Capstone Building at Creative Campus. This room, which is behind a door marked ‘staff only’ and has a counter open to receive enquiries from students and visitors, is staffed during normal office hours by the Music Department administrator and is entered by various academic and support staff none of whom have use of the machine. Out of office hours the area functions as the box office for The Capstone Theatre on evenings when there is a scheduled event and is also the base for front of house staff on duty under the supervision of the Duty Manager. The PDQ machine is used to sell theatre tickets to members of the public for that evening’s event only, as an alternative to cash payment (advance sales are dealt with elsewhere by an external company). The person operating the machine can be any suitably trained member of front of house staff who is on a rota for box office duty.

The machine is also used on a less frequent basis, still from the reception desk, by box office staff from the University’s partner organisation Milapfest; their use of the machine is similar to the Theatre’s, the main exception being that advance sales and/or season tickets may be purchased during the annual Indika Festival toward the end of July/beginning of August. Milapfest subsequently invoice the University to enable transfer of funds and they have been issued with procedures for storage of merchant receipts.

In all cases the supervisory function of the machine is limited to the Theatre’s Front of House Duty Manager and the Venue Manager.

The box office assistant takes the payment card from a customer and inserts it into the machine having already entered the agreed amount; cashback is never given. The customer is handed the machine and asked to check the payment amount on the display before entering their Personal Identification Number (PIN). If a card is presented which cannot be accepted for some reason, a message such as ‘Remove Card Please’ is displayed and the assistant explains this to the customer, along with the reason if that can easily be identified (for example if it is American Express, which we do not accept). Under no circumstances should a chip and pin card be ‘swiped’ in order to obtain payment. The customer’s receipt and card is returned with the ticket(s) at the end of the transaction with a verbal statement from the assistant to that effect in order to reinforce the handing back of the card. The merchant copy is put into the till. At the end of the evening the merchant receipts are stapled to the duty manager’s log sheet of the event which is then filed away in a cabinet whose doors are shut in an office used only by the venue manager and assistant and which is locked when not in use.

**Phoning for authorisation**

After the PIN has been entered it is possible for a request to appear on the PDQ display for the operative to telephone for authorisation – the telephone number also appears. It is usual in these instances for the bank to ask to speak to the customer and certain security information is requested. Once these questions have been answered the bank will then speak to the cashier and the bank will advise one of the following

1. Payment authorised – the bank will give us an authorisation code.
2. Payment declined
3. The bank will ask us to withhold the card which should then be sent to the bank.

**Cardholder not present transactions**

These are not processed using this machine.

**End of day banking**

At the end of the day, or as soon as possible afterwards, the duty manager will ‘Z’ total the PDQ machine in order to ascertain how much has been taken for that day. The supervisor card is needed to ‘Z’ the PDQ machine and this card is store in a safe place in the venue manager’s office. The slips which are printed off with the ‘Z’ totals are stapled to the event log with the merchant receipts.

**Reconciliation of credit card machines and slips.**

At the end of each day, or as soon as possible afterwards, the ‘Z’ process will be run on the machine (see previous notes) which reports on the days’ takings. To date transaction volumes have been sufficiently low to allow a simple calculation to match the total taken on card to the manual tally recorded by the box office assistant, coupled with the cash takings in the till.

From time to time throughout the year a report will be obtained from Agresso detailing the amounts credited to the University and which have been applied to the Capstone’s cost centre in order for a further reconciliation to take place. Each year end all receipts older than 3 years will be disposed of in confidential waste.

**Refunds**

Refunds through the PDQ machine are only given when it has been ascertained beyond reasonable doubt using our stored payment information (see reconciliation of credit card machines and slips) that the card which the original payment was made on is being refunded. If there is any doubt the refund should be made by cheque or through the BACS system.

Once the card has been validated the credit card refund documentation should be completed and signed off by the Venue Manager or his selected signatory. The supervisor card is required in order to complete the refund.

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