**Catering Department – Processing Of Card Payments**

**PDQ Machines**

There are 17 PDQ machines in the catering department – the machines are located at the till points and can only be accessed by authorised personnel. All the machines are integrated to the till.

When a customer wants to make a payment by credit/debit card then the customer is given the relevant machine and they insert their card. The card is not handled by 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. Under no circumstances should chip and pin card be swiped in order to obtain payment. We [print off a receipt for the customer and retain the first copy from the chip and pin machine. The first slip which is kept by the University is placed in the cash box and this box is kept in the safe overnight.

**Phoning for authorisation**

There are occasions when after the customer has entered their pin a message on the PDQ machine asks the operative to telephone for authorisation – the telephone number that needs to be rung also appears. It is usual in these instances for the bank to ask to speak to the customer and various security information requested. Once these questions have been answered the bank will then speak to the cashier and the bank will advise one of the following:

Payment authorised – the bank will give us an authorisation code.

Payment declined

The bank will ask us to withhold the card which should then be sent to the bank

**Cardholder not present**

We do not process any transactions without the card holder being present.

**End of day banking**

At the end of the day we Z total all 17 PDQ machines – this allows us to identify how much has been taken for that day. The supervisor code is needed to Z the PDQ machine. The slips which are printed off with the Z totals are stored in the safe overnight with the customer’s slips.

**Reconciliation of credit card machines and slips**

At the end of each day we Z the machines (see previous notes) which tells us how much we have taken that day.

This information is then recorded in our catering income records and kept in the catering office.

We the put the credit card slips into numerical order for all the PDQ machines ensuring there are none missing. These are then securely stored in the catering office for one week before being securely destroyed.

**Refunds**

We do not offer refunds back on cards from the till point

**Reconciliation Bank Statements**

On Monday of each week Finance Department send us a spreadsheet of all the credit card transactions that they have to reconcile to the bank statement. We check that all the amounts we have taken on the machines tally with the amount that come through from the bank. If this all agrees then the slips we help in a secure place can then be shredded. If we have any discrepancies Finance will query these with the bank.

**Staff that use credit card machines and take payments.**

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| Gary Pace |
| Julie Skinner |
| Kirsty Cooper |
| Kirsetn Davis |
| Vernon Frost |
| Karen Hankin |
| Sharon Oakes |
| Victoria Watts |
| Irene Ambrose |
| Fiona Antrobus |
| Sean Atherton |
| Lisa Bennett |
| Julia Boden |
| Alex Brown |
| Cheryl Campbell |
| Jessica Clayton |
| Marie Coltman |
| Jonathon Coltman |
| Sylvia Connolly |
| Lesley Dalzell |
| Michelle Devine |
| Joanne Ellicott |
| James Farrow |
| Angela Heath |
| Rochelle Hignett |
| Jackie Hitchmough |
| Joanne Hodges |
| Jessica Hughes |
| Rachel Jamieson |
| Laura Jones |
| Debbie Kelly |
| Tori Lambert |
| Jaqueline Lloyd |
| Annmarie Long |
| David Loughbrough |
| Michaela Martin |
| Emma Maxwell |
| Shirley Mccalle |
| Patricia Mckeever |
| Gail Mcnicholas |
| Claire Melly |
| Bethany Nelson |
| Katie Nolan |
| Kathryn Ramsden |
| Emma Rittenburg |
| Nicholas Robinson |
| Emma Stanton |
| Pauline Strong |
| Lorraine Tootle |

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Process tested 25.03.15 by S Jolley