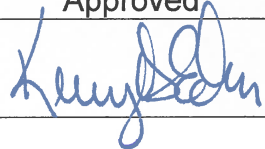





## Administrative Policy

<b>Title: Electronic Revenue Collection</b>				
Administered By: Administrative Services (Finance)				
New Policy No.	Issue Date (Last Revised)	Renumber Date	Department Head Approved	City Manager Approved
01200.401	07-07 (10-20-10)	01-03-17		

This Policy had been numbered Policy 300.10. Effective on the Renumber Date noted above, this Policy is hereby renumbered as the Policy Number noted above.

The latest version of the Policy is attached hereto and incorporated herein by reference.

Attachment: Policy 300.10  
 Issued: 07-07  
 Revised: 10-20-10

## ADMINISTRATIVE POLICY



Policy: Electronic Revenue Collection					
Responsible Department: Finance					
Section No.	Policy No.	Issue Date	Revision Date	Dept. Head Approved	City Manager Approved
300	.10	Prior to 07/2007	10/20/2010		

### **POLICY**

The City Council has approved the acceptance of MasterCard, Visa, and Discover credit cards as an alternative method of payment for City services. The City also accepts automated clearing house (ACH) payments as an alternative method of payment for City services solicited through the Corona Store, via the City website for internet business.

### **PROCEDURES**

The City of Corona accepts only Visa, MasterCard, and Discover credit cards at this time. The minimum credit card charge is established at five dollars (\$5.00). Credit cards must be checked for the following:

#### VISA:

- All Visa account numbers begin with a 4.
- The last 4 raised card numbers may appear on top of a dove (bird) hologram label. The three-dimensional dove (bird) hologram should reflect light and seem to change as the card rotates.
- All or part of the account number on the front of the card must match the printed account number on the sales receipt.

#### MASTERCARD:

- All MasterCard account numbers begin with a 5.
- The global hologram is three dimensional with a repeat "MasterCard" printed in the background. When rotated, the hologram will reflect light and appear to move.

- The 4 digits printed on the signature panel must match the last 4 digits of the account number, followed by the 3 digit indent printed CVC2 number.

#### DISCOVER:

- On the back of the card in the area for the cardholder's signature, there are three series of numbers printed. The first set is the Discover card series sequence number. This sequence number will always begin with the letter "A". The second series will be the last four digits of the card account number and the third series number is the cardmember identification number.

#### ALL CREDIT CARDS:

- The card is not physically altered in any way. The account number must appear clear, clean and uniform.
- The first four digits of the card number must match the four digit preprinted Bank Identification Number printed below it.
- The transaction date falls between the effective date and the card's expiration date. If the current date is not within the specified range, do not accept the credit card.
- If any of the above criteria is missing, do not accept the credit card.

#### IN-PERSON METHOD OF AUTHORIZATION:

- Credit cards will only be accepted by the cardholder whose name is embossed on the card.
- All transactions will be swiped using a credit card swipe device.
- The card will remain in the possession of City personnel at all times until the card transaction is either approved or denied.
- The back of the credit card must be signed. Cards signed 'Check I.D.' or 'See I. D.' in lieu of a signature are acceptable.
- Cashiers must request one form of signed picture identification to validate the card to the user. (Driver's license, military I.D. or State I.D.)

#### MANUAL KEYED TRANSACTIONS THAT ARE ACCEPTABLE:

- If the credit card cannot be read automatically, (i.e., damage to the card strip).
- Parks and Recreation mail-in priority registration with signed credit card use authorization form. *Must submit an internal control policy for handling of credit card authorization form.*
- Utility Billing Auto-bill-pay program with signed credit card use authorization form. *Must submit an internal control policy for handling of credit card authorization form.*
- Debt collection over the telephone – A credit card payment taken over the phone is allowed if a debtor responds that they are willing to pay an outstanding City of Corona debt immediately with their credit card. (Secured transaction verification will be required).
  - *Contact Finance Budget/Revenue for online access and procedure.*

### CREDIT/REFUND TRANSACTIONS:

- Per the Merchant Card Processing Agreement, the City will not make a refund or adjustment for a charge in cash, but will deliver a credit for a refund (or adjustment to the cardholder account) within three (3) days of the refund (or adjustment).
- The Cardholder will receive a copy/notification of the credit transaction at the time the refund (or adjustment) is made.

### OTHER PROCEDURES

In addition, the following shall be adhered to:

- Enter the credit card transaction into the computer/cash register according to Finance and local department procedures.
- Credit card sales shall not be split between credit cards or split to circumvent credit card limits.
- At the end of each day, a reconciliation of the day's credit card receipts must be completed between the computer/cash register and the City authorized card merchant to ensure that all credit transactions have been properly accounted for.
- All credit card transactions by merchant I.D. are automatically settled at the end of the business day as determined by department preference. Each department is responsible for printing their individual merchant I.D. report to submit with their daily deposit to Finance Budget/Revenue.
- Department exceptions to point-of-sale transactions must receive prior approval from the Finance Director and once approved must submit their individual department procedures as an attachment to this City policy.
- All department questions and/or any charge backs questions regarding the merchant accounts are to be referred to Finance Budget/Revenue, who will act as liaison between the department and the credit card processing center. The exception to this procedure is the Department of Water and Power who has its own liaison person.