



## Kohl Center Concessions

### Credit Card Security Awareness

In order to provide convenience to our customers and improve sales for our operators, the National W Club will accept credit cards as a form of payment at this concession stand. With this new opportunity comes responsibility. Care must be taken to assure that credit card acceptance is safe and that Payment Card Industry security standards are met. The following guidelines have been devised to protect our customers from theft, fraud and identity theft. All Kohl Center concessions staff members must read the following and acknowledge that they understand and agree to rules regarding credit card security with their signature.

### Concessions Credit Card Security Guidelines

1. Credit card numbers should never be written down.
2. All credit cards must be swiped through the credit card terminal.
3. Never key a credit card number into the terminal.
4. Credit cards that cannot be read by the terminal will not be accepted. Ask for another form of payment if that happens.
5. Never verbally communicate a customer's credit card number.
6. If the back of a customer's credit card is not signed, customer must prove identification and sign the card before transaction is processed.
7. Never capture an image (photographic, digital image, Xerox, card impression, etc.) of a physical credit card.
8. Credit card terminal should never be moved or removed from its designated location.
9. Should the terminal be lost or stolen contact your W-Club supervisor.
10. Credit card reader will be set up, closed and removed by a W-Club employee only.
11. Purchases of \$25 or less do not require a signature. Printed and signed receipts for purchases over \$25 must be placed immediately in the cash drawer.
12. Should a customer's lost card be found at your stand, it should be given to the W-Club Manager immediately.
13. You must be at least 16 years of age or older to work in a concession stand.

Only authorized users may transact sales on the credit card terminal. Authorized users are those people approved by the National W Club and acknowledge with their signature below that they have read and understand the above procedures, as well as the security policies provided.

Name (printed): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Group: \_\_\_\_\_