

<b>NUMBER:</b>	<b>1.12</b>
<b>SUBJECT:</b>	<b>PROCESSING CREDIT AND DEBIT TRANSACTIONS</b>
<b>CATEGORY:</b>	<b>ADMINISTRATIVE / DIVISION-WIDE</b>
<b>DATE:</b>	<b>SEPTEMBER 25, 2008</b>
<b>DATE REVISED:</b>	<b>MARCH 13, 2018; MARCH 26, 2018</b>
<b>RELATED SECTIONS:</b>	<b>FRONT COUNTER PROCEDURES (1.8)</b>
<b>IN COMPLIANCE WITH:</b>	<b>SHERIFF'S DEPARTMENT POLICY AND PROCEDURE, SECTION (6.26) FEES FOR DOCUMENTS AND SERVICE</b>

**PURPOSE AND INTENT:**

To establish standard procedures for accepting and processing Debit/Credit Card transactions received in payment for services rendered by the Records & Identification Division.

**BACKGROUND:**

To provide detailed procedures for the Records & Identification front counter staff to service external customers when using a credit or debit to service rendered.

**POLICY:**

**PROCEDURE:**

**DEBIT CARD & CREDIT CARD TRANSACTIONS –**

1. Press F2 to activate the credit card machine for the Main Menu
2. Inform the cardholder of the VitalChek (VCN) fees
  - a) \$2.50 for each debit card
  - b) \$3.00 for each credit card
3. Enter your ARJIS number for the Operator ID. Press the green Enter button. Note: If the Operator ID is entered incorrectly or does not have the authority for the transaction, an error message will be displayed.
4. Select Operation: Press number 1 for payment, then the green Enter button.
5. Reference number: Not applicable, press green Enter button.
6. Enter Payment Amount \*enter the amount of the payment, then press the green Enter button. {Do not include the VCN fee. The VCN will be added automatically}
7. Have customer swipe their card through the pin pad and follow the prompts. Customer will select F1 for Debit or F4 for Credit, then press the green Enter button.  
Note: If the magnetic stripe on the card is worn or damaged it will not work. The card will need to be processed through the VitalCheck website as a credit transaction.  
See instructions below
8. If Debit was selected in step 7, the cardholder will be prompted to enter their PIN number and press the green Enter button on the pin pad.

9. Total Amount: Customer will select F1 (Yes) to approve payment or F4 (No) to cancel payment then press the green Enter button. Note: the total amount displayed is the amount of the transaction plus the VCN fee.

10. The Agency receipt will print. Press "Yes" for merchant receipt or "No" if customer receipt is not needed then press the green Enter button to complete the transaction.

Note: The payment confirmation number and the agency reference number are printed on receipt. Keep the merchant copy and provide the customer copy to the cardholder.

11. If customer uses credit have customer sign merchant copy then Enter

12. Reference Policy & Procedure ?? to enter a credit or debit transaction into the cash register.

13. Enter the transaction on the Daily Transaction Log.

### **PROCESSING CREDIT CARD THROUGH VITALCHECK WEBSITE**

Follow this procedure when credit card will not work at the front counter terminal or for phone transactions.

1. Log into the LexisNexis Vital Check Website:  
<https://agency.vitalchek.com/vpsweb2/home.xhtml>
2. Enter your username (SDSO Email Address) and password.
3. Hit <Enter> or click on "Login".
4. On the LexisNexis payment solutions page top menu, click "Order" to bring up the drop down menu
5. Click on "Create" to bring up the *Order Details* page
6. Leave *New Product Field* as "MISC".
7. Click "Add" button to bring up the Product Information Box.
8. Enter the requested information.
  - Amount: enter the total amount of the transaction.  
Do not include the \$3.00 processing fee.  
Do not include special characters when entering the amount
    - For example: 10 background = 280.00.

- Reference #: Enter name of service provided; i.e., Background Check/Case Copy/Subppoena/Repo Release etc.
    - More than one service can be listed, must abbreviate.  
No special characters are allowed.
  - Click "OK" to populate the order, create the *Order Confirmation #* and activate the payment field.
9. Entering errors:
- Click on the "Trash Can" icon to delete the entire line entry.
  - Click on the "Pencil" icon to edit/correct the line entry.
10. Select *New Payment* which is defaulted to "Credit Card".
- Click on the "Add" Button, to bring up the *Payment Box*.
11. Complete the "Yellow" highlighted mandatory fields.
- Enter 16-digit credit card number. Run numbers together, no spaces or dashes allowed.
  - Enter expiration date. Must be entered as 2-digit month/4 digit year (MM/YY).
  - Enter last name and first name as they appear on the card. For company credit cards, business name should be split between the name fields.
  - Click "OK".
  - Credit Card information is populated.
12. The *Card/Acct* field should have the type of credit card (MC/Visa/Amex) and the last 4-digits of the credit card number.
13. Click on "*Authorize Payment*" to complete the transaction.
14. Click on "*Update/Save*"
15. Click on "*Print Receipt*"
16. See P&P ?? Cash Register Instructions to enter transactions into the Cash Register.

### **TO SEARCH FOR A TRANSACTION**

1. On the LexisNexis payment solutions page top menu, click on "Orders" to bring up the drop down menu.
2. Click on "Search", to bring up the Search Order page.
3. Enter search perimeters.
  - Enter Order # (optional). Only that transaction will populate.
  - Change *Order Status* field from "All" to "Closed". – This will populate all transactions for the last 31 days that are closed.
  - If you want to search any transactions from the current day, choose "*Open*".

## **PROCESSING VOIDED TRANSACTIONS**

How to process a void transaction (follow prompts on screen display).

1. User Inputs Operator ID, then press the green Enter button. Note: if the Operator ID was entered incorrectly or does not have the authority for the transaction, an error message will be displayed.
2. Select Operation –VOID. User press number 2, then the green Enter button to perform a void.
3. Enter the confirmation number located on the receipt, then press the green Enter button.
4. Verify the amount on the terminal, press "Yes" or "No" to confirm amount, then press the green Enter button.
5. Swipe the same card used for payment on the pin pad.
6. The agency receipt will print. The user will press "Yes", then the green Enter button to print the customer receipt. If the customer receipt is not needed, the user will press "No", then the green Enter button to complete the transaction.
7. Keep the receipt for our records and enter the void transaction on the Daily Transaction Log.
8. If the debit/credit card transaction has been entered in the cash register, follow the cash register procedures on how to void a transaction.

## **CLOSE END OF DAY TRANSACTIONS**

(This is only done if there are debit and/or credit card transactions for the day)

1. Around 1600 hours every Monday to Friday (Excluding Holidays) Follow the End of Day procedure regarding Credit and Debit Charges located in Policy and Procedure 1.8 Front Counter Procedure & 1.10 End of Day??
2. Access VPS Web Link: <https://agency.vitalcheck.com/vpsweb2/>  
Enter User ID (your email address), then enter password
3. Click on Login
4. Click on Closeout and select Perform End of Day
5. Enter the daily check # (all digits – no spaces) i.e.; 214159
6. Once check # has been entered, click on Process Close, after 15 seconds, click on Refresh
7. Click on Print Summary Report.  
Note: At the bottom of the screen, it will ask you if you want to open it, so click on open.
8. Once the Summary Report appears on the screen, select a printer and press print. (It only needs to print on regular white paper)
9. Once the Summary Report has printed click on the "X" to close out of the screen only.
10. Select Approve Close

11. Click on Print Check.

Note: At the bottom of the screen, it will ask if you want to open it, click Open. Once the check appears on the screen, select a printer. Place the check face up in the printer and press print. Once the check has printed, select {OK}

12. Drag cursor to your email address (located top right corner)

13. Select Log Out

NOTE: If you press {OK} prior to pressing {PRINT CHECK}. The Close Out will not work successfully. In this case, call the Helpdesk @ 1-866-628-9244, so they can reset it.