

## The Right Door for Hope, Recovery and Wellness

Chapter Title	Chapter #		Subject #
Fiscal Resources	F		225.5
Subject Title	Adopted	Last Revised	Reviewed
Credit Card Receipting	1/27/19	1/27/19	1/27/19; 8/13/20; 7/30/21; 6/24/22; 6/14/23; 6/17/24

### PROCEDURE

#### Application

This procedure shall apply to The Right Door for Hope, Recovery and Wellness.

#### 1. Intent

Credit Card Receipts will be accurately receipted and posted appropriately to person-served accounts (as applicable) and the General Ledger.

#### 2. Credit Card Processing Service

2.1. The Right Door has elected to utilize a Square.com account for Credit Card receipting.

2.2. Access to the Square Account will be configured as follows:

2.2.1. Primary Account User = CFO

2.2.2. Additional Account Users = Other Fiscal Staff as Deemed Appropriate based on the functional role.

2.3. Authorized users to the Square account will have access to run account deposit reports. Deposit Reports should be run weekly and reconciled, at minimum, monthly to the bank account activity.

2.4. Support for the Square account and equipment is available through the account portal page and may be requested by any authorized account user.

#### 3. Equipment

3.1. The Right Door will utilize Square Terminals, mounting brackets, network hubs, and receipt tape, which may be purchased directly from Square, at Ionia, Belding, and Portland locations for accepting Credit Card payments.

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3.2. The Right Door will not utilize the WiFi for the Square Terminals. A Hub adapter with RJ45 connection will be used to hardwire the terminal to the Right Door network for internet connectivity.

3.3. To the extent feasible, accessories for the terminal should be ordered directly from Square through the organizational account.

### 4. Credit Card Receipting Process

4.1. Clerical staff at each location shall determine the correct charge amount. This may include charges for trainings (i.e. CPR or First Aid), payments on account including copays and deductibles. Account receivable balance due should be confirmed in the billing system prior to processing the payment. Questions on an amount due for a person served account should be directed to Reimbursement staff.

4.2. Once payment amount is determined, the charge should be entered into the terminal using the pre-programmed button for the appropriate charge type. If necessary, the desired payment amount should be entered and verified by the paying party prior to processing the card. Terminal instructions are located in the Clerical area at each site.

4.3. Once the amount has been verified, the payment may be processed using the terminal payment instructions. The terminals can accept Credit Card swipe, chip, and tap transactions.

4.4. A credit card receipt should be provided to the paying party and the transaction should be entered into the Daily Receipt Log by the staff processing the payment.

### 5. Deposit Reporting

5.1. When notification is received of pending deposits, designated Fiscal staff will print a deposit report from the Square Portal.

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5.2. As applicable, the deposit report is provided to Reimbursement staff, along with the appropriate daily receipt log, to post against person served account receivable balances.

5.3. The report and receipt log will be filed with the deposit detail for the month and used to post the deposits to the General Ledger as part of the normal cash posting entry. The deposit report will be reconciled to the Bank statement activity prior to posting. The posting methodology shall be as follows:

5.3.1. Credit Card deposits will be posted in gross to the appropriate G/L accounts.

5.3.2. Credit Card processing fees will be posted as a separate amount to the appropriate account, resulting in the net cash activity to the cash account.

## 6. Additional Considerations and Requirements

### 6.1. PCI Compliance Overview – From Square.com

6.1.1. The Payment Card Industry Data Security Standard (PCI DSS) refers to payment security standards that ensure all sellers safely and securely accept, store, process, and transmit cardholder data (also known as your customers' credit card information) during a credit card transaction.

6.1.2. Any merchant with a merchant ID that accepts payment cards must follow these PCI-compliance regulations to protect against data breaches. The requirements range from establishing data security policies for your business and employees to removing card data from your processing system and payment terminals.

6.1.3. "Cardholder" or payment data covers information such as the full primary account number (PAN), the cardholder's name, and the credit card service code and expiration date. Sellers are also responsible for protecting sensitive authentication data in the magnetic-stripe data (e.g., CAV2, CVC2, CVV2, CID, PINs, PIN blocks, and more).

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### 6.1.4. PCI Compliance applies to:

6.1.4.1. Card readers

6.1.4.2. Point-of-sale systems

6.1.4.3. Store networks and wireless access routers

6.1.4.4. Payment card data storage and transmission

6.1.4.5. Payment card data stored in paper-based records

6.1.4.6. Online payment applications and shopping carts

### 6.1.5. Non-Compliance may result in fees and fines

## 6.2. Square and PCI Compliance

6.2.1. Per Square: Square complies with the Payment Card Industry Data Security Standard (PCI DSS) so you do not need to individually validate your state of compliance.

6.2.2. Square hardware/readers have end-to-end encryption out of the box with no configuration required and at no additional cost—without monthly fees or annual assessment requirements.

6.2.3. Square is the merchant of record for every transaction.

6.2.4. Square's technical approach to security is also designed to protect both you and your customers.

6.2.5. Additional PCI information: <https://squareup.com/guides/pci-compliance>

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Kerry Possehn, Chief Executive Officer	Date		