

## **17.27 Methods of Payments**

### Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc. to accept cash, checks, VISA, Discover, MasterCard charge and debit cards and, for certain purchases, to offer assistance with other, third-party financing options.

### Procedure:

#### **Checks**

- Checks may not be written for more than fifty (50.00) dollars.
- Checks must be made payable to Licking/Knox Goodwill Industries, Inc.
- The customer will be asked to show valid, current photo identification along with another legitimate form of identification.
- No starter checks or counter checks will be accepted.
- Checks must be for the amount of purchase only.
- The name and address printed on the check must be verified to the customer's photo ID. If it is not printed on the check, the cashier must print a valid phone number along with an Ohio Driver License number or Ohio ID number on the **FRONT** of the check. The reverse side of the check is for endorsement only.
- The returned check list will be checked by the cashier.

#### **Charge & Debit Cards**

- Only authorized cashiers shall process a credit card transaction.
- Licking/Knox Goodwill Industries, Inc. currently uses stand-a-lone terminals that are not connected to an internal or external Internet.
- Debit cards shall be processed as charges.
- If a charge is declined, the customer shall be asked to present another card or cash. A personal check may not be accepted from a customer whose card is declined.

#### **Charge and Checking Account Security**

- In the event that a customer's charge account must be entered manually, care shall be taken by the cashier to shield the terminal display from other customers and employees.
- Under no circumstances is customer account information to be stored, retained, disbursed, or transmitted electronically to anyone.
- Signed charge slips and checks are secured in the store register until the end of the day. Signed charge slips, daily sales information and other finance documents are routed to the Finance Department in locked bags, stored in secured areas of Administration, and available only to authorized employees.

- Signed charge slips and any other account information shall be identified as confidential when routed or stored.
- All retail sales information is retained for a period of five years and then shredded.
- The Director of Communications and/or the Director of Safety & Security should be notified immediately of any suspected or real information or technology incidents, including those involving cardholder data. Refer to Policy & Procedure 21.12, *Incident Response Policy*.
- Any employee found guilty of retaining checking or credit card account information for personal use shall be immediately terminated and, if the situation warrants, appropriate law enforcement notified.

**Finance Plans**

- Customers desiring to purchase certain, large ticket items may complete a third-party credit application to be immediately forwarded to the customer's chosen finance company
- Licking/Knox Goodwill Industries, Inc. does not request credit or underwriting information from third parties nor does it participate in the underwriting process
- Credit decisions are determined solely by the chosen finance company and without input from Licking/Knox Goodwill Industries, Inc. or its employees
- Credit applications and accompanying documentation shall be treated as confidential and secured at all times while under the control of Licking/Knox Goodwill Industries, Inc. and/or its employees
- Funds shall be disbursed by the chosen finance company directly to Licking/Knox Goodwill, Industries, Inc.
- Repayment shall be made directly to the chosen finance company as per the financing agreement
- All credit applications and accompanying documentation shall be destroyed after determination, denial, or disbursement of funds