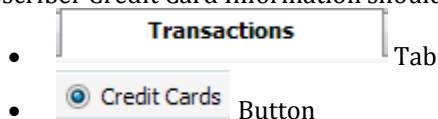


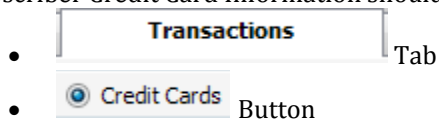
Problem Bin**PCI Compliance****Work Room**

- NO order should EVER be stored in the Problem Bin with full Credit Card Numbers showing
 - *Exception:* Problem Order Forms from that day's US Mail are permitted to be placed in Bin
 - DP and PSS will make sure credit card information is added to Tessitura and blacked out on form by end of day
- Credit Card Number minus the last 4 digits should be blacked out before placed in the Problem Bin
 - Subscriber Credit Card Information should be added to

**LPSR & PSR Work Stations**

This is so when a Subscriber does not call the PSR back directly, we can locate the Order and assist the Subscriber, especially if the LPSR or PSR is out of the office.

- Every LPSR or PSR should keep a folder for their problem orders called Subscription Problem Folder
 - Folder should be clearly marked as such
 - Folder should be stored ON TOP of desk
 - All Credit Card Numbers on forms should be blacked out minus the last 4 digits
 - Subscriber Credit Card Information should be added to



- LPSRs and PSRs should leave their Direct Line when working with Patrons
- LPSRs and PSRs should always re-verify credit card information from Tessitura

Work Room Bins**Problem Bin Folders**

- Cancellations
- Transfers
- CY04
- KCG Parking

Priorities Bin Folders

- Special Patron
- PBA | BWY Priority

KCG Parking**KCG Parking for POA**

- POA Subscribers that *did not have* KCG in previous seasons should be educated on this being a benefit for Maestro Circle Donors (would they be interested in becoming a MC Member?)
- If there is an accessibility issue or POA Subscriber *did have* KCG Parking in previous seasons
 - CSI, Notes Field of Order, note on Form (copy and place in Folder in Problem Bin)
 - "KCG Parking will be processed and charged to the patron's credit card used for the Subscription over the summer"

KCG Parking for Other Clients

- CSI, Notes Field of Order, note on Form (copy and place in Folder in Problem Bin)
- "KCG Parking will be processed and charged to the patron's credit card used for the subscription."