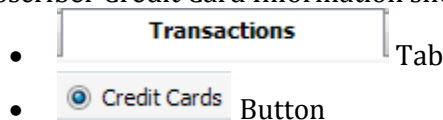**PCI Compliance**

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
        - Tab
        - Button
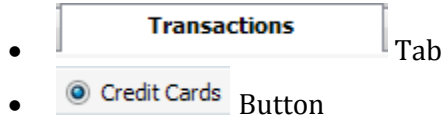
LPSR & PSR Work Stations:

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
                - Tab
                - Button
    - 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 Problem Bin

Folders

- Cancellations
- Transfers
- CYO4
- Special Patron Outbound Project
- KCG Parking

KCG Parking

KCG Parking for POA

- POA Subscribers that *did not have* KCG in FY14 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 FY14
        - 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