

**Phone Order Procedures**

Often customers will purchase merchandise over the phone using their credit card. However; strict guidelines must be followed in order to prevent the company from any fraudulent actions. Please read over the procedures below at any time a deposit or order is taking over the phone.

**Deposits Taken over the Phone:**

Total the order and inform the customer that we require a 50% deposit to hold and/or order the merchandise. Explain to the customer that when they come to pick up the products, they must bring the original credit card and a valid ID. The name on the credit card must match the name on the ID. The balance can be paid in any format…however; the person whose name is on the credit card must be present and they must show proper identification in order to pick up any products.

If the customer wants to leave a full deposit over the phone…explain to the customer that it is against our policy to do so and we do this solely for the customer’s protection.   
**Never take a full deposit over the phone at any time!**

*Note: On all phone orders the salesperson must type in “ID” at the top of the invoice to flag the order as a phone sale. This will inform the salesperson to check the customers ID and verify the credit card when the customer picks up the merchandise at the store.*

When the customer arrives to pick up the merchandise the salesperson must ask the customer for the original credit card and for valid identification. To verify the credit card, type “F5” over the deposit line and verify the last 4 digits of the credit card.

*Note: If the customer pays the balance with the original credit card, simply swipe the credit card into the signature capture machine as normal. If the customer prefers to pay the balance with another credit card or cash…you must take an imprint of the last 4 digits from the original credit card directly on the invoice.*

**Drop Ship Orders over the Phone:**

If a customer wants to pay for the merchandise over the phone and have the product shipped to them…the merchandise can only be shipped to the billing address. To verify the customers billing address, ask the customer for the telephone number on the back of the credit card and call the credit card company. Explain to the credit card company that you are a merchant and you are verifying the customers billing address. If it matches…proceed with the order and enter the credit card as a manual transaction.

**Lastly, credit card and ID should also be verified on any ACS orders and the person whose name is on the credit card must be present in order to pick up any merchandise.**