

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

Regulation Number: AR- 2001

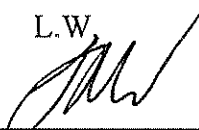
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**TITLE: CHECKS, MONEY ORDERS AND CREDIT CARD
ACCEPTANCE PROCEDURES**

Procedure History

REVISION DATE	SUMMARY OF REVISION	APPROVED
August 1995	Revise format without content change	
04/24/03	New title without content change	L.W.
9/26/03	Add new accepted ID	E.R.
01/15/08	Revise content	L.W.
05/25/10	Add credit cards accepted / Revise policy for content	

I. POLICY

- 1.01 It is the policy of the Santa Cruz Metropolitan Transit District (METRO) that customers may pay for bus passes in the form of cash, personal check, traveler's check, money order, or select credit cards.

II. APPLICABILITY

- 2.01 This policy is applicable to Customer Service Representatives in the Customer Service Department, and when bus passes are purchased on METRO's website (www.scmttd.com).

III. PROCEDURE FOR ACCEPTING PERSONAL CHECKS

- 3.01 Name, address and check number **MUST** be imprinted on the check. **NO** temporary checks are allowed. Make sure the address is the current mailing address.
- 3.02 Check must be for the amount of purchase **ONLY** and made payable to Santa Cruz METRO.

Procedures for Accepting
Checks or Money Orders

Page 2

- 3.03 Checks must be local to METRO's service area including counties that are contiguous to Santa Cruz County.
- 3.04 Checks must be properly signed and dated.
- 3.05 Checks must be stamped on the back with the deposit stamp provided.
- 3.06 The following must be recorded on the back of the check from a **presented** Valid California Drivers License, California State Identification Card (issued by DMV), or Valid Mexican Consular (or "Matricula Consular") Identification:
 - a) Today's date
 - b) Amount of purchase
 - c) License number, Identification Card number, or Identification number
 - d) Date of birth
 - e) Expiration date
 - f) Daytime phone number (if it is not imprinted on the front of the check)
 - g) A Customer Service Representative or their designated representative's initials.
- 3.07 If a customer is purchasing a discount pass, they need only show one of the following forms of identification:
 - a) METRO Discount Photo ID Card;
 - b) METRO ParaCruz ID Card;
 - c) Paratransit ID Card issued by another transit agency;
 - d) Senior Citizen ID Card;
 - e) Discount Photo ID Card issued by another transit agency;
 - f) Identification that displays "Date of Birth" (i.e., passport or birth certificate);
 - g) Current State Driver's License, or current State ID Card;
 - h) Medicare ID Card;
 - i) ID Card for a California Disabled parking placard;

- j) Proof of Veteran's disability (a copy of valid Service Connected Disability ID Card or a Veterans Administration Certification demonstrating a disability rating for aid and attendance or a service-connected disability with a rating level of 50% or higher).
- 3.08 A Credit Card is not accepted as identification.
- 3.09 Children purchasing passes with a check from their parents must present a school ID card and the check must meet the above criteria.
- 3.10 Cashing a METRO employee's personal check is strictly prohibited.
- 3.11 METRO employee checks may be accepted for the purchase of passes ONLY; (not for cash).
- 3.12 METRO will assess the customer a service charge for all returned checks regardless of the amount of the check.
- 3.13 If you have any concerns or suspicions about a particular piece of identification, contact your supervisor for direction.

IV. PROCEDURE FOR ACCEPTING TRAVELER'S CHECKS

- 4.01 ONLY Traveler's checks issued from a major bank or organization will be accepted (American Express, Bank of America, etc.)
- 4.02 Traveler's checks signed and countersigned at the time of presentation are to be rejected. Customer must countersign the check in your presence.
- 4.03 Verify that the signature matches with a valid Driver's License or valid Picture ID, and that countersignature matches the signature on the Traveler's check.
- 4.04 One form of a current photo ID must be presented (passport, driver's license, Matricula Consular, etc.)
- 4.05 If you have any concerns or suspicions about a particular piece of identification, or check being presented, contact your supervisor for direction.

- 4.06 Customer Service Representative must initial the back of the check.

V. PROCEDURE FOR ACCEPTING MONEY ORDERS

- 5.01 Money orders must be for exact amount of purchase and made payable to Santa Cruz METRO.
- 5.02 If you have any concerns or suspicions about a particular piece of identification or check being presented, contact your supervisor for direction.
- 5.03 Customer Service Representative must initial the back of the money order.

VI. PROCEDURE FOR ACCEPTING CREDIT CARDS

- 6.01 ONLY Visa and MasterCard credit cards will be accepted for the purchase of METRO bus passes at the Customer Service Booth and on METRO's website. METRO is not responsible for lost or stolen cards or additional charges imposed by the credit card issuer.
- 6.02 The charge transaction must be for the exact amount of the purchase.
- 6.03 The Customer Service Representative will ask for a photo I.D. when using a credit card to purchase bus passes. The Customer Service Representative must ensure that the name embossed on the credit card and signature on back coincides with the name and signature on the photo ID, and verify the credit card expiration date.
- 6.04 If an employee has concerns or suspicions about a particular credit card, or photo identification, contact your supervisor for direction.

VII. QUESTIONS AND CONCERNS

- 7.01 Persons with concerns about METRO's Checks, Money Orders and Credit Card Acceptance Policy should be directed to the Ticket and Pass Specialist at (831) 425-3822 or (831) 425-8600, or the California Relay Service (CRS) 711.