

### INTRODUCTION

1. This chapter outlines the policies and procedures for the application and control of credit sales at all Non-Public Property (NPP) entities under the authority of the Chief Financial Officer (CFO) as the administrator of the Canadian Forces Central Fund (CFCF). This includes the procedures for requesting and returning credit / debit card devices and processing Visa®, MasterCard®, and American Express® customer payments at the local NPP level.
2. The acceptance of Visa®, MasterCard®, and American Express® credit cards from customers is authorized for utilization at all NPP entities unless otherwise specified by the NPP entity/outlet management. [Annex A](#) provides mandatory procedures for all entities on the debit/credit terminal requests, reconciliation, and returns.
3. All debit/credit terminal requests must be done through the National Accounting office via [reconciliations@cfmws.com](mailto:reconciliations@cfmws.com) with a copy to your local NPP Accounting Manager.
4. Any individual who accepts customer credit card information (either in person or via internet payment) must take the NPP Credit Card Management course available on the Defence Learning Network (DLN) annually. More information on the acceptance of customer credit card information shall be found within the [NPP Policy on Credit Card Management](#).
5. Details regarding the types of credit sales available for all NPP entities (including CANEX) can be found in [Chapter 39](#).

#### [Annex A](#) - Debit/Credit card services

[Appendix 1](#) – Terminal Action Request

[Appendix 1B](#) – Terminal Action Request – Web Based

[Appendix 2](#) - Additional Location Setup Form

[Appendix 3](#) – POS Pick Up Request Form

[Appendix 4](#) – Request to Change Profile Information Form

[Appendix 5](#) – Request to Change Address Form