



South Coast Repertory

Credit Cards and Payment Card Industry Data Security Standard (PCI-DSS)

20240522

To accept credit cards, SCR must follow standards developed by the credit card industry to protect cardholder data. These standards are most often known as “PCI compliance”, “PCI-DSS” or just “PCI”.

SCR’s ticketing system and credit card terminals meet those standards. We are required to re-certify our compliance every year. One of the requirements is that staff who deal with credit cards must have some sort of training.

You should know that SCR does not ever save or store credit card numbers. We have the ability to store card information in Tessitura, but the actual credit card number is not kept in our system.

Front of House Credit Card Handling Guidelines

At some point, all ushers might use a credit card terminal in Concessions or at the Theater Shop. Please be aware of these items:

- Because card “skimmers” can be attached on top of an existing terminal, credit card terminals in public areas should be periodically inspected for tampering.

Credit card information should never be saved in any way

- Credit cards should only be handled by those people who have the need to do so.
- Credit card information should not be written down. It should not be necessary for FOH staff to manually enter credit card numbers under any circumstances.

I have read and understand this document.

Print Name: _____

Signed: _____ Date: _____