

Welcome to the Commerce Bank family of merchants.

Before reading through this Resource Guide, please take a moment to read through your Merchant Agreement. Commerce Bank wants to ensure you understand and comply with all aspects of your Merchant Agreement, as well as the major card company acquiring regulations. If you need a copy of your Merchant Agreement, please refer to https://commercebank.com/merchantagreement.

We are dedicated to providing the best customer service and expertise in hopes of helping you succeed and reach your own business objectives.

This Resource Guide is filled with answers, tips and industry knowledge you will need to begin processing transactions with Commerce Bank. Just refer to the Table of Contents for specific areas of interest.*

Commerce Bank is here to answer any of your questions; please contact us:

Merchant Support Center: (800) 828-1629 7 a.m. - 6 p.m. Monday - Friday (Central Time)

Important In	ormation
Merchant ID	

^{*}This book does not fully encompass all processing rules and regulations. Such rules and regulations are frequently changed by the card companies. For a more complete listing, please refer to the various card company websites and your Merchant Agreement. You can also call the Merchant Support Center at (800) 828-1629 with any questions.

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Who to Contact

At Your Service

When you have questions, help is at your fingertips. Our support and customer service are unmatched. Take advantage of free online management tools and rest assured that help is always a phone call away.

Commerce Bank Merchant Support Center:

Phone: (800) 828-1629 Fax: (816) 234-2181

7 a.m. – 6 p.m. Monday – Friday (Central Time)

Talk to a live Commerce Bank customer service representative – please have your Commerce Bank merchant number ready when calling.

- Service Change
- Statement Questions
- Supply Orders
- Equipment Troubleshooting and Replacement
- Interchange Management
- Using Business Track
 Online Reporting

- Visa®, Mastercard®, American Express® and Discover® Network Processing Questions
- Payment Card Industry Data
- Security Standards (PCI DSS)
 Payment Acceptance Product Inquiries
- General Chargeback Questions

After Hours Emergency Support Desk: (800) 876-0026 (additional fees apply)

If you need us when we're not here, don't worry; help is still a phone call away.

- Visa, Mastercard, American Express and Discover Network Processing Questions
- Equipment Troubleshooting

Business TrackSM: BusinessTrack.com 24-hours-a-day, 365-days-a-year Free of charge, online reporting and payment management tools

- Transaction Payment Processing Information
- Scheduled Reporting
- Dispute and Chargeback Management Tools
- Tools to Customize Reports for Your Business
- Fee and Rate Information
- Statement History
- Tax Reporting

Other Important Numbers

Voice Authorization Center for Visa, Mastercard and Discover Network: (800) 228-1122

Call for voice authorization or in response to a "Call Center" message. Write the authorization number provided in the appropriate section of the sales slip and if a voice authorization is granted, obtain an imprint of the card and include the voice authorization number when running the "Ticket Only/Force" transaction on your POS solution. Voice authorizations are not supported for American Express transactions; an electronic authorization must be obtained.

Voyager Authorizations and Customer Service: (800) 987-6591

Please have your Voyager merchant number ready when calling Customer Service

- Voyager Processing Questions
- General Voyager Merchant Account Inquiries
- Voyager Service or Statement Questions

If you'd like to set up payment acceptance for Voyager, please call the Commerce Bank Merchant Support Center at (800) 828-1629.

Wright Express (WEX) Authorizations and Customer Service: (888) 660-894

Please have your WEX merchant number ready when calling Customer Service

- WEX Processing Questions
- General WEX Merchant Account Inquiries
- WEX Service or Statement Questions

If you'd like to set up payment acceptance for WEX, please call the Commerce Bank Merchant Support Center at (800) 828–1629.

Need New, Additional or Replacement Equipment? No Problem!

When a terminal is purchased from Commerce Bank, we are dedicated to ensuring you have payment processing capability. Should you encounter any concerns with your equipment, our experienced and knowledgeable representatives are here to troubleshoot and resolve issues. If the Commerce Bank Merchant Support Center should ever find your equipment defective, we offer a worry-free replacement service.

A replacement terminal will be shipped to you quickly and our representatives will assist you with the procedures for returning the defective equipment. Replacement equipment will be shipped to you overnight to minimize down-time.

New terminals requiring maintenance or replacement within 90-days of your purchase are taken care of by Commerce Bank at no cost to you. After 90 days, a nominal fee will be charged to replace equipment. Contact the Merchant Support Center at (800) 828–1629 to initiate the replacement process.

Terminal Communication Types

Terminals deployed by Commerce Bank can communicate via multiple methods, depending upon the model.

- Dial Your POS terminal connects and communicates via a telephone line. Analog lines are recommended over digital lines based simply on how data is transmitted. Digital lines use binary code to transmit information at a higher rate of speed, which can cause credit card machines to experience compatibility issues and not function reliably. To ensure your terminal processes without interruption, an analog line is recommended.
- Internet Protocol (IP) The POS terminal connects to your internet using an Ethernet cord attached to the back of the terminal. Terminals are deployed with DCHP (dynamic host configuration protocol) but can be programmed for static IP. Our Merchant Support Center can assist you in adding the Static IP information.
- **Cellular** Cellular terminals use 3G technology to connect wirelessly over a GPRS or CDMA cellular network, giving merchants the ability to accept payments anytime, anywhere that a cellular signal is available. Contact the Merchant Support Center for information on cellular options.
- **Wi-Fi** Some terminals can process and communicate using a Wi-Fi signal and do not require an Ethernet cord to be connected. These terminals do not have the ability to search for an available network. Anytime the device needs to be connected to a Wi-Fi network, this information will need to be known and entered into the device.

You must have the following information:

- Security Mode: Specific security mode your network uses to encrypt network information. The device supports the following modes: WPA & WPA2.
- **Network Key:** Password required when connecting to your network. This can often be found on the modem or router that the network originates from, if the network has not been altered since its setup. It is highly suggested that the merchant change their password upon setting up the network, as well as when an employee leaves the company, to lessen the risk of fraud and maintain PCI requirements.
- **SSID:** Name of the network, as recognized by other devices using the network. For example, when connecting to your network using a phone or laptop, if the Wi-Fi name is "ABC Co Internet", that is the SSID. Likewise, for those that have not altered their network, it may show up as a generic name reflecting the modem/router being used, like "2WIRE497".

Contact the Merchant Support Center at (800) 828–1629 for questions regarding your terminal using Wi-Fi connections.

Making a Change to Merchant Account Information

Please contact our Merchant Support Center if you need to make changes to your account, including the ability to accept additional card types. Because your privacy is our primary concern, we will verify your information and request that you submit any account changes to us in writing. The necessary forms will be provided to you once we have been contacted. Additional documentation may also be required.

Send requests to: Fax: (816) 234–2181 Attn: Merchant Services

email: merchant@commercebank.com

Mail: Commerce Bank Attn: Merchant Services PO Box 414084, KCBC-1 Kansas City, MO 64141–1036

Please allow up to three business days for us to process the request once it is received. When changing a deposit account, do not close your existing deposit account until the new account changes have been processed. This prevents unnecessary funding delays.

If you are accepting card types not funded by Commerce Bank, you will need to contact those companies to inform them of the changes as well.



Processing Basics

Card Present Transactions

Card Present merchants are responsible for ensuring the validity of all card transactions. Check security features, such as holograms, to make sure the card has not been altered. Always swipe or insert the card through your Point-Of-Sale (POS) solution, and always request a signature, when required, on the transaction receipt. Be sure the customer's signature on the card matches the one on the receipt; keep in mind not all cardholders will sign the back of the card. If the card cannot be swiped or inserted, an imprint should be obtained, thus decreasing possible chargeback losses. When you opened your account with us, we sent an imprinter plate designed for your business. Affix this new plate to your current imprinter. It identifies your business location and your new merchant account number. Discard your old plate.

Don't have an imprinter? Simply order one by contacting our Merchant Support Center at (800) 828–1629. It is important to have a working imprinter at all times for instances when the card cannot be read by your POS solution. You must obtain an imprint of all embossed cards to prove the card was present at the point of sale to protect yourself against a chargeback.

Card Not Present Transactions

In environments where the card information is being captured over the phone, mail or internet, the risk becomes greater due to the potential for fraud, as the card information that is normally read from the magnetic stripe or chip is not available. Merchants that accept cards through these channels are 100% liable for any chargebacks. Not all fraud can be avoided; it is in your best interest to employ security measures, such as asking for the 3-digit security code and providing address verification information to help mitigate the chance of fraud.

Voiding Transactions before Batch Settlement

Any transaction in an open batch can be voided. The void will remove a transaction from the open batch before settlement. Keep in mind, even though a void occurred, the funds are still held against the cardholder's line-to-buy until the authorization falls off, which is up to the bank that issued the card. If a transaction or batch is settled, you must complete a Credit/Return. If a transaction was processed as a return, fees for the original transaction and the return may apply.

If you are enabled to process PIN debit transactions, please note that those transactions are considered the same as cash. At the time of authorization, the funds are removed from the cardholder's account. Therefore, a refund or void cannot be processed for PIN debit transactions. If a refund is needed, you must issue a cash or check refund.

Settlement/Closing Procedure

Be sure you settle/close your card batch within 48 hours of the first transaction being entered. By doing this, you reduce the chances of a transaction being charged back to you or the funds no longer being available. Your terminal can be programmed to automatically close batches. Simply contact the Merchant Support Center to turn on this convenient feature. Batches should be closed daily in order to help reduce interchange costs and receive your funds as soon as possible.

Running a Totals Report before closing your batch will help you to settle quickly and efficiently. Should you ever need assistance with this, contact the Merchant Support Center at (800) 828–1629.

Voice Authorization Procedures

If you are unable to obtain electronic authorizations or you receive a "Call Center" message on your POS solution, you will need to obtain a voice authorization. This is for your protection in the event of a chargeback, to ensure the card has available credit and has not been reported lost or stolen at the time of the transaction. **Obtaining an authorization is not a quarantee of payment.**

To receive a voice authorization for Visa, Mastercard, and Discover Network transactions, call the Voice Authorization Center at (800) 228–1122. When the automated system answers, have the following information available:

- Your Commerce Bank merchant number.
- Cardholder account number
- Card expiration date
- Dollar amount of sale

The system will respond with an authorization code which you will need to record on an imprinted sales slip. To complete the transaction, complete a "Ticket Only/Force" on your POS solution. Voice Authorizations are not supported for American Express transactions; an electronic authorization must be obtained.

It is important to keep in mind that valid authorizations will either come from your POS solution when you initiate a transaction or the Voice Authorization center. Never accept a card authorization code provided by the cardholder. This is not valid. If you receive a chargeback, the amount will be debited from your account and you will not be able to recoup the funds.

When all transactions are entered, close your batch. Securely store all slips. For voice authorizations of other card types, please call the appropriate number below.

Voyager	(800) 987-6591
WEX	(888) 660-8941

If you have any questions or difficulties with voice authorization, call the Merchant Support Center at (800) 828–1629 for assistance.

When Are Funds Available?

Commerce Bank funded transactions are typically available within 24-72 business hours, if settled before processor cut-off times. You are responsible for closing the batch each day to ensure proper funding of transactions.

As previously mentioned, auto-settle is an available option for terminals and other solutions that support this feature.

For example:

- Transactions settled on Monday will be deposited Tuesday, transactions settled on Tuesday will be deposited Wednesday, and so forth.
- Transactions settled on Saturday and Sunday will be deposited on Monday.
- Bank holidays are not processing days, therefore funds would be available in two business days.

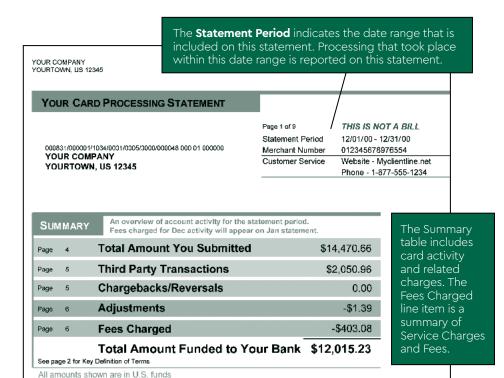
For additional information on fund availability for the various card types, call the Merchant Support Center at (800) 828–1629.



How to Read Your Merchant Statement

You will receive a monthly statement from Commerce Bank for activity processed the previous month. For example, the statement you receive in May will reflect activity that occurred in April. Statements can be delivered the following ways:

- 1. Email
- 2. View online through BusinessTrack



IMPORTANT INFORMATION ABOUT YOUR ACCOUNT

We would like to take this opportunity to thank you for your continued patronage as one of the fastast growing merchant processors in the USA. We recognize and appreciate our obligation to provide your business the ultimate in customer service. We continue to improve our technology and intrastructure with the intention of ciliating you, our valued merchant the broadest spectrum of services in the industry.

Amount Submitted - (Third Party + Chargebacks/Reversals + Adjustments + Fees Charged) = Amount Funded

Important amendments to the terms of your Merchant Processing Agreement

This area includes important account information.

YOUR CARD PROCESSING STATEMENT

Merchant Number 012345678976554

Customer Service Website - Mydientline.net Phone - 1-877-555-1234 Summary by Card Type identifies average ticket per card type, card type sales and total amounts submitted by card type.

SUMMARY BY (CARD TYPE	(Total Sales You Submitted - Refunds = Total Amount You Submitted)					
		Total Gross Seles you Submitted		Refunds		Total Amount You Submitted	
Card Type	Average Ticket	Items	Amount	Items	Amount	Items	Amount
MasterCard	100.10	11	\$ 1,101.09			11	\$ 1,101.09
Visa	242.02	18	\$ 4,356.40			18	\$ 4,358.40
Discover	60.00	1	\$ 60.00			1	\$ 60.00
American Express	331.83	6	\$ 1.990.96			6	\$ 1,890.96
JCB	0.00	0	S 0			0	\$ 0
ATM/EDS	267.78	26	\$ 6,962.21			26	\$ 6,962.21
Viscellaneous Fees							S
Total		62	\$ 14.470.66	0	0.00	62	\$ 14,470.66

Amount Submitted - (Third Party + Chargebacks/Reversals + Adjustments + Fees Charged) = Amount Funded

AMOUNT FUNDED BY BATCH						
Date Batch Submitted Number	Submitted Amount	Third Party Transactions	Chargebacks/ Reversals	Adjustments	Fees Charged*	Date Funded Funded Amount
12/01/00	\$183.42	0.00	0.00	0.00	-\$1.24	\$182.18
12/03/00	5869.11	0.00	0.00	0.00	-\$3.52	5865.59
12/04/00	5202.63	0.00	0.00	-\$1.39	-S203.25	S-2.01
12/05/00	\$370.67	0.00	0.00	0.00	-\$2.09	\$368.58
12/06/00	\$1,001.47	\$886.39	0.00	0.00	-\$2.46	S112.62
12/07/00	\$341.86	\$43.09	0.00	0.00	-\$9.22	\$289.55
12/08/00	\$257.00	0.00	0.00	0.00	0.00	5257.00
12/09/00	\$146.33	0.00	0.00	0.00	0.00	S146.33
12/10/00	5409.08	0.00	0.00			B1
12/11/00	\$235.37	0.00	0.00	This s	ection iden	tifies the 15
12/12/00	5280.15	0.00	0.00			3.3
12/13/00	\$675.08	0.00	0.00	arriou	ints funded	by batch. 27
12/14/00	\$2,547.98	0.00	0.00			 23
12/15/00	\$1,083.00	\$11.10	0.00	0.00	-\$33.19	\$1,038.71
12/17/00	51,491.06	5975.00	0.00	0.00	-\$2.91	5513.15
12/18/00	\$242.75	0.00	0.00	0.00	-\$0.37	S242.38
12/19/00	\$456.75	0.00	0.00	0.00	-\$4.48	5452.27
12/21/00	\$322.67	0.00	0.00	0.00	0.00	\$322.67
12/22/00	\$102.60	0.00	0.00	0.00	0.00	5102.60
12/24/00	\$1,126.01	0.00	0.00	0.00	-\$6.80	\$1,119.21
12/25/00	\$276.98	0.00	0.00	0.00	0.00	\$276.98
12/26/00	\$263.69	0.00	0.00	0.00	0.00	\$263.69
12/27/00	\$140.11	\$36.58	0.00	0.00	0.00	\$103.53
12/28/00	\$687.61	0.00	0.00	0.00	-\$3.57	\$684.04
12/29/00	\$265.95	0.00	0.00	0.00	0.00	\$265.95
12/31/00	5491.33	\$98.80	0.00	0.00	-\$5.41	5387.12
Total	\$14,470.66	\$2,050.96	0.00	-\$1.39	-\$403.08	\$12,015.23

*Certain fees and charges may relate to a prior period

YOUR COMPANY, YOURTOWN, US 12345

YOUR CARD PROCESSING STATEMENT

Merchant Number 012345678976654

Customer Service Website - Myclientline.net Phone - 1-877-555-1234 This section identifies the amounts submitted by batch.

□ate	Batch						
	Submitted	MasterCard	Visa	AMEX	ATM/ED\$	Total Submitted	Tot
11/30/00	000000125000	0.00	0.00	0.00	\$125.26	\$125.26	
11/30/00	401001002808	S44.40	513.76	0.00	0.00	\$58.16	
12/02/00	000000141000	0.00	0.00	0.00	\$737.85	\$737.85	
12/02/00	401001004066	0.00	S94.74	0.00	0.00	\$94.74	
1 2 /02/00	401001004067	S36.52	0.00	0.00	0.00	\$36.52	
12/03/00	000000114000	0.00	0.00	0.00	\$202.63	S202.63	
12/04/00	000000118000	0.00	0.00	0.00	\$306.02	5306.02	
12/04/00	401001002521	0.00	564.65	0.00	0.00	\$64.65	
12/05/00	000000121000	0.00	0.00	0.00	\$58.08	\$58.08	
12/05/00	401001002621	\$57.00	0.00	\$886.3	0.00	5943.39	
12/06/00	000000119000	0.00	0.00	9 0.00	\$257.00	\$257.00	
12/06/00	401001002594	\$288.01	0.00	\$43.09	0.00	\$331.10	
12/06/00	401001002595	0.00	\$10.76	0.00	0.00	\$10.76	
12/07/00	000000134000	0.00	0.00	0.00	\$146.33	\$146.33	
12/09/00	000000148000	0.00	0.00	0.00	\$344.46	\$344.46	
12/09/00	401001003987	S64.62	0.00	0.00	0.00	\$64.62	
12/10/00	000000116000	0.00	0.00	0.00	\$192.28	5192.28	
12/10/00	401001001480	0.00	\$43.09	0.00	0.00	\$43.09	
12/11/00	000000120000	0.00	0.00	0.00	\$240.23	\$240.23	
12/11/00	401001002461	0.00	\$39.92	0.00	0.00	\$39.92	
12/12/00	000000122000	0.00	0.00	0.00	\$270.03	\$270.03	
12/12/00	401001002475	S48.90	\$296.95	0.00	0.00	\$345.85	
12/12/00	401001002476	0.00	\$59.20	0.00	0.00	\$59.20	
12/13/00	000000130000	0.00	0.00	0.00	\$192.00	\$192.00	
12/13/00	401001002537	0.00	\$2.542.4	0.00	0.00	\$2,542,43	
12/13/00	401001002538	0.00	3 \$5.55	0.00	0.00	\$5.55	
12/14/00	000000139000	0.00	0.00	0.00	\$71.70	\$71.70	
12/14/00	401001002673	0.00	\$808.20	\$11.10	0.00	5819.30	
12/16/00	000000145000	0.00	0.00	0.00	\$434.47	\$434.47	
12/16/00	401001004030	S64.64	\$16.95	\$975.0	0.00	\$1,056.59	
12/17/00	000000121000	0.00	0.00	D 0.00	\$225.59	\$225.59	
12/17/00	401001001567	0.00	S17.16	0.00	0.00	\$17.16	
12/18/00	000000128000	0.00	0.00	0.00	\$325.12	\$325.12	
12/18/00	401001002562	\$74.82	S56.81	0.00	0.00	S131.63	
12/19/00	000000133000	0.00	0.00	0.00	\$170.02	\$170.02	
12/20/00	000000137000	0.00	0.00	0.00	\$152.65	5170.02 5152.65	
12/21/00	000000151000	0.00	0.00	0.00	\$102.60	S102.60	
12/23/00	000000153000	0.00	0.00	0.00	\$808.34	\$808.34	
12/23/00	401001003970	0.00	S59.13	0.00	0.00	\$59.13	0.000

YOUR COMPANY, YOURTOWN, US 12345

Merchant No	umber	012345678976554	Page 7 of 8		
Customer S	ervice	Website - Myclientline.net Phone - 1-877-555-1234	Statement Period	12/01/00 - 12/3	1/00
FEES	CHARGI	ED			
Date	Туре	Description			Tota
12/07/00	SC	MASTERCARD MID-QUAL SALES DISC	.030900 DISC RATE TIMES	\$288.01	-\$9.9
12/10/00	SC	MC NON-QUAL SALES TRANS FEE	1 TRANSACTIONS AT	.130000	-\$0.13
12/10/00	SC	MASTERCARD NON-QUAL SALES DISC	.040800 DISC RATE TIMES	\$64.62	-\$2.6
12/11/00	SC	VISA SALES DISCOUNT	.021400 DISC RATE TIMES	\$43.09	-\$0.90
12/12/00	SC	VISA MID-QUAL SALES TRANSITEE	1 TRANSACTIONS AT	.090000	-\$0.0
12/12/00	SC	VISA MID-QUAL SALES DISCOUNT	.030900 DISC RATE TIMES	\$39.92	-\$1.2
12/12/00	SC	VISA MID QUAL SALES TRANSITEE	1 TRANSACTIONS AT	.090000	-\$0.0
12/12/00	SC	VISA MID-QUAL SALES DISCOUNT	.030900 DISC RATE TIMES	\$39.92	-\$1.2
12/13/00	SC	MC NON QUAL SALES TRANS FEE	1 TRANSACTIONS AT	.130000	-\$0.1
12/13/00	SC	VISA NON-QUAL SALES TRANS FEE	2 TRANSACTIONS AT	.130000	-\$0.2
12/13/00	SC	VISA SALES DISCOUNT	.021400 DISC RATE TIMES	\$59.20	-\$12
12/13/00	SC	MASTERCARD NON-QUAL SALES DISC	.040900 DISC RATE TIMES	\$48.90	-\$2.0
12/13/00	SC	VISA NON-QUAL SALES DISCOUNT	.040900 DISC RATE TIMES	\$296.95	-\$12.1
12/14/00	SC	VISA NON-QUAL SALES TRANS FEE	1 TRANSACTIONS AT	.130000	-\$0.1
12/14/00	SC	VISA SALES DISCOUNT	.021400 DISC RATE TIMES	\$30.28	-\$0.6
12/14/00	SC	VISA NON-QUAL SALES DISCOUNT	.040900 DISC RATE TIMES	\$2,517.70	-\$102.9
12/15/00	SC	VISA NON-QUAL SALES TRANS FEE	1 TRANSACTIONS AT	.130000	-\$9.1
2/15/00	SC	VISA NON-QUAL SALES DISCOUNT	.040900 DISC RATE TIMES	\$808.20	-\$33.0
2/17/00	SC	MC MID-QUAL SALES TRANS FEE VISA	1 TRANSACTIONS AT	.090000	-\$0.0
2/17/00	SC	NON-QUAL SALES TRANS FEE MASTERCARD	1 TRANSACTIONS AT	.130000	-\$9.1
12/17/00	SC	MID-QUAL SALES DISC	.030900 DISC RATE TIMES	\$64.64	-\$2.0
Total					-\$403.0

This section provides details on the fees charged based on transactions and volume. This is also where you can identify the qualifying levels of your transactions.

Business Track

SC = Service Charges IC = Interchange Charges

Access to this reporting system is provided free of charge and includes the following benefits:

- **ClientLine Reporting** Access to comprehensive card processing reporting solutions to manage your business
- Dispute Manager Provides the ability to respond to chargeback/ retrieval disputes utilizing a workflow management response tool with the capability to send alerts when chargebacks and retrievals are received.
- **Payment Tax Manager** Access and manage tax information. View tax validation reports, gross reportable sales reports and retrieve 1099-K forms.

Tax Reporting and Account Tax Information

As required by The Housing Assistance Tax Act of 2008, Commerce Bank provides informational reporting to the IRS annually, using form 1099-K on all merchant accounts.

Each year, you will receive a 1099-K form reporting the total gross dollar amount of your monthly and annual transactions. The form will include your Tax Filing Name (TFN), full mailing address and Taxpayer Identification Number (TIN). If you have multiple accounts, you may receive a combined 1099-K for all your accounts.

Part of this requirement is to ensure all merchant accounts possess a valid and correct TIN and TFN. We validate this account information with the IRS. If the information does not match the IRS records, we will contact you to determine why and assist in correcting the information. If you do not correct the TIN and/or TFN on file, your merchant account(s) is assessed a monthly fee until corrected. Additionally, you may be subject to penalties by the federal government, including IRS backup withholding equal to 28 percent of your daily merchant deposits, as well as certain state government penalties. Commerce Bank cannot reverse IRS backup withholding.

For more information on Business Track or any other questions regarding your statement, call the Merchant Support Center at (800) 828–1629.



Section 4

Be Aware

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	Beyond the Magnetic Stripe

Be Your Own Detective: Watch For Suspicious Card Use

Whenever you are suspicious of a card, cardholder or transaction, you should complete a Code 10 by calling the Voice Authorization Center.

Code 10 Calls

Code 10 calls allow merchants to alert card issuers to suspicious activity and take appropriate action when instructed to do so. The term "Code 10" is used so the call can be made at any time during a transaction without arousing a customer's suspicion.

To make a Code 10 call:

- Keep the card in your possession during the call.
- Call your voice authorization center at (800) 228–1122, select option 4 then option 2 and say, "I have a Code 10 authorization request."

The call may first be routed to a representative at your merchant bank who may need to ask you for some merchant or transaction details. You will then be transferred to the card issuer and connected to a special operator who will ask you a series of questions that can be answered with a simple "yes" or "no."

- When connected to the special operator, answer all questions calmly and in a normal tone of voice. Your answers will be used to determine whether the card is valid.
- Follow all operator instructions.
- If the operator tells you to pick up the card, do so only if recovery is possible by reasonable and peaceful means.

Recommended Verification Steps

Sometimes a sales associate may not feel comfortable making a Code 10 call while the cardholder is at the point of sale, or the sales associate may become suspicious of a cardholder who has already left the store. Emphasize to your sales staff that they can make a Code 10 call even after a cardholder leaves the store. A Code 10 alert at this time may help stop fraudulent card use at another location, or perhaps during a future transaction at your store.

If you are instructed to retain the card, cut the card horizontally so not to damage the magnetic stripe, chip, hologram or account number. Immediately send pieces to Commerce Bankcard Security, P.O. Box 414084, Kansas City, MO 64141–1036. Include your name, business name, address and phone number.

Signals to Watch For

The following should be considered potential red flags for fraud. Use common sense and appropriate caution when evaluating any customer behavior.

- Wrong Four-Digit Number: The small four-digit number printed on the card above or below the account number does not match the first four numbers of the account number.
- **Missing Four-Digit Number:** The small four-digit number printed on the card above or below the account number is missing.
- **Different Card Numbers:** The card information printed on the receipt does not match the embossed information on the front of the card or the account number on the signature panel of the card.
- Altered Signature Panel: You can see the word "VOID" on the signature panel or the card has an all-white signature panel without the Visa, Mastercard, American Express or Discover Network background.
- **Different Signature:** The signature on the sales slip clearly does not match the signature on the back of the card. Cards are issued for use by one individual and should be signed by that individual.

The requirement to return the card does not apply to non-reloadable cards recovered without a pickup response or request from the Issuer. If a non-reloadable card is recovered, the card may be cut and rendered unusable.

In addition to these standard card acceptance procedures, you should be on the lookout for any customer behavior that appears suspicious at the point of sale:

- Purchasing large amounts of merchandise with seemingly no concern for size, style, color, or price
- Asking no questions or refusing free delivery on large items (for example, heavy appliances or televisions) or high-dollar purchases
- Trying to distract or rush sales associates during a transaction
- Making purchases, leaving the store, and then returning to make more purchases
- Making purchases either right when the store opens or just before it closes

Of course, peculiar behavior should not be taken as automatic proof of criminal activity. If you feel very uncomfortable or unsafe about a cardholder or transaction, complete the transaction, return the card, and call the Voice Authorization Center for a Code 10 immediately after the customer leaves. If possible, make a mental note of the customer's description.

The following are some of the warning signs that should be considered with all transactions. They are more common with Card-Not-Present fraud, but can be relevant in a retail environment as well.

- Foreign areas such as, but not limited to: Indonesia, Singapore, Lagos Mushin Nigeria, Accra Ghana Africa, Malaysia, Philippines, and Vietnam
- Orders received via the deaf relay system. Fraudsters have been known to take advantage of this free service. Always contact the card issuer for name and address verification to validate customer information
- E-mails with very poor spelling and grammar
- Multiple cards by same issuing bank with numbers in sequential order (example: the first 12 numbers being the same with the only variation being the last four or five digits)
- Customers providing multiple card numbers due to declined cards
- Colleges/Universities: Transactions on foreign cards or foreign ship to addresses when the individual is not a registered student
- Rush shipments or next day air
- Customers being very insistent on knowing when the order will ship
 and wanting the tracking number. Fraudsters sometimes provide a
 legitimate business address for you to verify so you will process their
 order then change the ship-to location with the carrier once the
 merchandise is in route
- Orders for larger dollar amounts than normal
- Orders for items not consistent with current demand.
- Large orders for items with no regard for size, color, quantity, etc.
- Requests for additional items not sold by your company. Examples:
 T-shirts, watches, battery chargers, hard drives, memory, laptops, computer accessories, PDAs, toner, etc...
- Multiple shipments to the same address which could be anywhere in the US or foreign
- Multiple orders by the same person
- Customer names with very unusual spelling or orders where the street name is the same as the customer's first or last name. For example, Linda McCoy living at 128 McCoy Drive
- Requests to overcharge the card(s), then forward the overage to them via wire transfer, check, money order, etc...
- Orders received via free e-mail accounts such as Yahoo! or Hotmail

Quick Guide To Our Address Verification Service (AVS), CVV2, CVC2 and CID

Address Verification Service (AVS)

You will need this service when processing hand-keyed transactions which includes orders received through the mail, over the phone or e-commerce. Below are some examples of how the cardholder addresses should be entered into your POS solution or computer when prompted for AVS information

Remember, when keying into a POS solution only numeric entries may be made, and there is a maximum of five characters. If you are using a computer to process transactions, you will need to key in the AVS exactly as it appears on the Billing Address of the card holder.

Billing Address	POS Terminal Actual AVS Entered	Computer Actual AVS Entered
One Elm Street	(none)	One Elm Street
123 First Street	123	123 First Street
8925th Avenue	8925	8925th Avenue
22 Walnut Street #23	2223	22 Walnut Street #23
P.O. Box 12345	12345	PO Box 12345
4567 Birch Road, Apt. A	4567	4567 Birch Road, Apt. A
4600 Birch Road, Apt. 29	46002	4600 Birch Road, Apt. 29

NOTE: The optional cardholder name prompt is NOT associated with the AVS, CVV2 or CVC2.

In response to an AVS prompt, the issuing bank will compare the numeric billing address and the Zip Code to the cardholder's account. Once this information is verified, you will receive a response to verify the validity of the address. The returned response code can vary, with each code indicating a different level of "match" or "no match." A "no match" will not cause a card to decline. This is your cue to determine if additional research is needed before you decide whether to proceed with the transaction.

_	Here is a list of the most common AVS response codes and their definitions:					
Code	Visa	Mastercard	Discover Network			
Υ	Address & 5-digit or 9-digit ZIP match	Address & 5-digit ZIP match	Address only matches			
А	Address matches, ZIP does not	Address matches, ZIP does not	Address & 5-digit ZIP match			
S	AVS not supported	AVS not supported	AVS not supported			
R	System unavailable, retry	System unavailable, retry	N/A			
U	Information not available	Information not available	System unavailable, retry			
Ζ	Either 5-digit or 9-digit ZIP match, address does not	5-digit ZIP matches, address does not	5-digit ZIP matches, address does not			
Ν	Neither ZIP nor address match	Neither ZIP nor address match	Neither ZIP nor address match			
W	N/A	9-digit ZIP matches, address does not	Information not available			
Χ	N/Δ	All digits match	Address & o-digit 7IP			

Card Verification Values (CVV2, CVC2, CID)

To help merchants validate the authenticity of the cardholder, Visa, Mastercard and Discover Network use a three-digit security code on the back of the card. American Express uses a four-digit code on the front of the card. Each number is known as a Card Verification Value (CVV2), Card Verification Code (CVC2) or Card Identification Data (CID) and can be found either at the end of the signature panel or in a small white box outside the signature panel. **These numbers are never to be stored electronically or on paper.**

match

If the customer provides a CVV2, submit this information with other transaction data for authorization. You should include one of the following CVV2 presence indicators, even if you are not including a CVV2 in your authorization request.

Indicator	What It Means
0	CVV2 is not included in authorization request
1	CVV2 is included in authorization request
2	Cardholder has stated that CVV2 is illegible
9	Cardholder has stated that CVV2 is not on the card

Response codes will vary, with each code indicating a different level of "match" or "no match." A "no match" may not cause a card to decline.

This is your cue to determine if additional research is needed before you decide whether to proceed with the transaction.

Here is a list of the most common CVV2 response codes and their definitions:		
М	Match	
N	No match	
Р	CVV2 request not processed, retry	
S	CVV2 should be on the card, but the cardholder has reported that it isn't	
U	Card issuer does not support CVV2	

Payment Card Industry Data Security Standard (PCI DSS) Compliance

PCI DSS is a set of security requirements developed by the major credit card companies as a guideline to help prevent credit card fraud, hacking and various other security issues. All companies must be PCI DSS compliant. Commerce Bank supports PCI compliance requirements and requires all merchants to validate PCI DSS compliance on an annual basis.

- Install and maintain a firewall to protect cardholder data.
- Do not use vendor-supplied defaults for system passwords and other security parameters.
- Protect stored data.
- Encrypt transmission of cardholder data and sensitive information across public networks.
- Use and regularly update anti-virus software.
- Develop and maintain secure systems and applications.
- Restrict access to data within your business on a need to know basis.
- Assign a unique ID to each person with computer access.
- Restrict physical access to cardholder data.
- Track and monitor access to network resources and cardholder data.
- Regularly test security systems and processes.
- Maintain a policy that addresses information security.
- Use third-party vendors on Commerce Bank's preferred vendor list.

Beyond the Magnetic Stripe

EMV Chip Cards

EMV chip cards come with an embedded microprocessor (chip) that provides better transaction security, card authentication and additional application capabilities not possible with traditional magnetic stripe cards. The adoption of chip card technology in the US has significantly reduced counterfeit card fraud in card-present environments. Chip cards allow for multiple cardholder verification services, including PIN and signature. The Issuer of the chip card will determine what verification method that card requires after it has been inserted and read.

Contactless

This technology allows consumers to use a credit card, debit card or smart card to make a payment without actually swiping or inserting the card into a payment terminal. The customer would simply tap or hover their contactless device (e.g., mobile phone, watch, card) near the contactless enabled terminal to complete the payment transaction. The terminal then scans the payment using near-field communication (NFC) technology.

Unembossed Cards

Unlike a traditional card with raised numbers and letters, the unembossed card has a flat surface with numbers and letters printed on it. These cards must be swiped or inserted through you POS solution for authorization. If the magnetic stripe or chip won't read, depending on the card company, you may be able to manually enter the card number and 3-digit security code. Some card companies allow the inclusion of the 3-digit security code in place of obtaining a manual imprint of the card. This varies by card companies.



Retrievals & Chargebacks

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Handling Cardholder Disputes

As a merchant, you must be prepared to handle cardholder disputes. Contrary to popular belief, obtaining an authorization for a credit card transaction is not a guarantee of payment. For example, a cardholder might dispute a transaction he does not recognize, or perhaps the transaction was posted more than once. These disputes may result in a chargeback – a financial adjustment processed through Visa, Mastercard, American Express and Discover Network on behalf of the card-issuing bank. This dispute and chargeback process, which is strictly regulated by the card companies, is designed to protect both you and your customer. The process offers protection for merchants when proper procedures are followed and protection for cardholders from processing errors, fraud, etc. By following the proper procedures, you minimize your chargeback risks.

Retrieval Request

A retrieval request is a step in the chargeback process when a merchant is asked for information on a particular transaction that is being disputed by the cardholder. It is a request only, and no money changes hands. Provide all the information related to the transaction in question with your response.

Chargeback

A chargeback is a dispute between the cardholder and the merchant that is processed through the credit card association for resolution. Fees associated with chargebacks are listed in your Merchant Agreement. A chargeback reverses a credit card sale, the funds are given back to the cardholder and it will result in a financial adjustment to the Merchant.

Pre-Arbitration/Arbitration

A pre-arbitration is an extension of the chargeback process when a charge has been disputed by the cardholder and sent through the credit card association to the Merchant's bank by the cardholder's bank. Separate fees are associated with pre-arbitration and arbitration. A pre-arbitration letter is sent advising why the charge is still being disputed. If the issue cannot be resolved, the cardholder's bank will file arbitration. Arbitration is the final step in the chargeback process.

Important Information Regarding Retrieval Requests and Chargebacks

- Notification of disputed transactions are sent to merchants and are
 also available online. This tool allows you to access and respond to
 disputes electronically. Disputes must be responded to quickly; we do
 not recommend sending responses via mail. It is extremely important
 that we have your updated account information on file to ensure you
 receive notifications.
- Follow the instructions on all documentation very carefully, including deadlines. There are no exceptions for missed deadlines for any reason.
- When responding to a dispute request, include any supporting documentation or details that support your side of the dispute, including all actions you have taken to date.
- Contact your customer, if possible, and work together toward a resolution. If the cardholder agrees to pay, get it in writing.
- Keep copies of everything and fax all documents to the fax number listed on the request. Be sure to keep the fax confirmation with your documentation.
- If you cannot fax your responses, mail them via certified mail service, return receipt requested. Remember, if you send the documents by mail they must be received by the due date.
- Write the assigned case number in the upper right-hand corner of each page of every document you submit.
- You can learn more about rules and regulations, including detailed definitions for chargeback reason codes at:

www.Visa.com

www.Mastercard.com

www.AmericanExpress.com

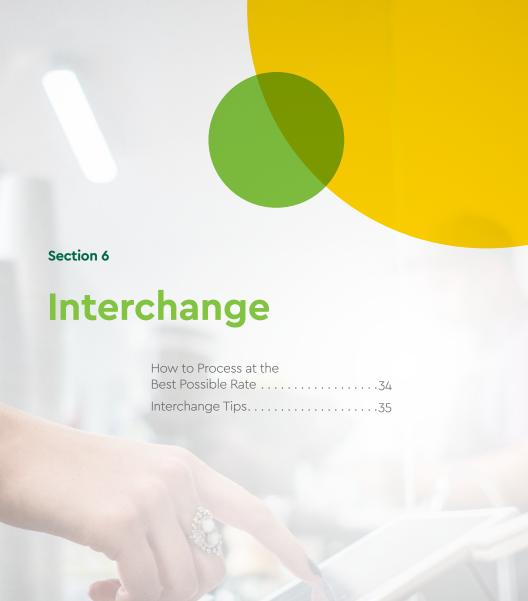
www.DiscoverCard.com

• For additional information regarding chargeback issues, please call the Merchant Support Center at (800) 828–1629.

Common Violations of Rules and Regulations Set Forth by Visa, Mastercard, American Express and Discover Network

Rules are stated as follows. Failure to follow these rules could result in fines, penalties, or termination of Merchant Agreement. The merchant...

- Shall not discriminate card types when accepting cards.
- Must comply with card network rules and state surcharge laws.
- Shall not exclude any tax to be collected from the total transaction amount and collect separately as cash.
- Shall not require the cardholder to provide personal information, such as home telephone number, address and driver's license number, unless shipping is required to complete the sale.
- Must display valid card acceptance signage.
- Must obtain authorization on every transaction, regardless of dollar amount.
- Shall provide a refund to the cardholder for returned merchandise.
- Shall only process a refund to a card where there is a prior legitimate sale on that card with the merchant.
- May choose to stipulate the terms for returned merchandise. All
 conditions for returns must be printed on the sales draft in lettering
 approximately 0.25 inches high, near the original sales draft Cardholder
 signature line. ("No Refund," "Exchange Only," or "In-Store Credit Only.")
- Shall never refund cash or advance cash on a card transaction.
- Must settle batches within 48 hours to avoid higher interchange fees.
- Must swipe each card presented. If the card does not swipe, hand key the information. The merchant must imprint the card and write the authorization number on imprinted receipt for protection against card fraud.
- Must not accept cards by phone or by mail unless your merchant account is set up for telephone/mail orders. If a card is accepted by phone or mail, the merchant will be responsible for potential chargebacks.
- Must write "mail order" or "telephone order" on all sales slips that are accepted by mail or over the phone.
- Must securely save all card receipts for the period defined by each card brand. See the websites listed above for requirements.



How To Process Transactions at the Best Possible Rate

Higher fees are charged on transactions when requirements of meeting certain interchange levels, or processing fees, are not met. It is unlikely that you will avoid all fees with the complex nature of interchange structures. Some examples may include the acceptance of commercial and foreign issued cards or Signature and Rewards cards. These cards simply have higher processing fees resulting in higher interchange fees. Fees are noted on the financial detail section of your statement.

Level I Processing

Card data is typically associated with consumer transactions and provides limited purchase data back to the cardholder.

Level II Processing

Card data adds more information to benefit the corporate, government or industrial buyer. The number of fields is limited because of the restricted data capture capabilities provided by most hardware-based POS solutions. When accepting a Purchasing Card or Corporate Card, your POS solution will prompt for one or more of the following in order to process at the best possible rate:

- Tax Amount
- Customer Code
- Invoice Number

- Purchase ID
- Order Number

Level III Processing

Commerce offers Level III processing to help merchants transmit line item detail on transactions, similar to that found on an itemized invoice. Level III processing may also save you money in interchange fees. Not all cards qualify for Level III. Transaction details include:

- Product Description
- Quantity

Price

- Part Number
- Unit of Measure

Please note that Level III Processing is only available with certain payment processing solutions. For further information please contact our Merchant Support Center at (800) 828–1629.

Interchange Tips

- Retail merchants that process face-to-face transactions should remember to swipe or insert every card possible. If the card cannot be read payment cannot be refused. The transaction can be processed manually as a fallback transaction. Cards manually keyed into your POS solution will result in a higher interchange cost. If manually keying a transaction, be sure to obtain an imprint of the card if there are raised numbers. Cards with a flat surface are considered unembossed cards. Please see that section for additional security measures to take when manually keying these cards.
- Close any open card batch daily. Batches remaining open after the allowed 48-hour period will result in a higher interchange cost.
- Authorize all transactions. In Ticket Only/Force situations, enter the authorization code obtained from the voice authorization into your POS solution when completing the transaction.
- When accepting a payment and the card is not present, merchants
 must enter Ticket Only/Force transactions within seven (7) days of an
 "authorization only" transaction and these amounts must equal. If you
 are a tip-enabled merchant or a lodging merchant, you are allowed a
 variance due to tips and incidentals. NEVER process Ticket Only/Force
 transactions without an authorization code.
- Retail merchants must process all transactions the same day as the authorization.
- Retail merchants that process corporate/business cards must provide Level II or Level III processing information to qualify at a better interchange rate. For these business and corporate cards, sales tax must be entered when promoted within the transaction.
- If prompted for the customer code and the cardholder cannot provide this information, enter a randomly generated number. A customer code cannot be blank, zeroes, spaces or two spaces followed by all zeroes.
- You must provide an order number for an authorization or sale transaction when prompted. In addition, if the card is not present, merchants should provide AVS data.

If you have questions, please call our Merchant Support Center at (800) 828-1629.



Additional Products

Electronic Check Solution

Although some of your customers like writing checks, the handling and processing of paper checks has become cumbersome and time-consuming. Our Electronic Check Solutions can greatly reduce the cost, time and risk associated with check acceptance by:

- Eliminating "float" of shuffling checks from bank to bank
- Protect your customers' personal information from identity theft
- Streamline back office operations
- Reduce the risk of lost, stolen or damaged checks

Gift Cards

Private Label Gift Cards offer you a payment option in driving additional revenue.

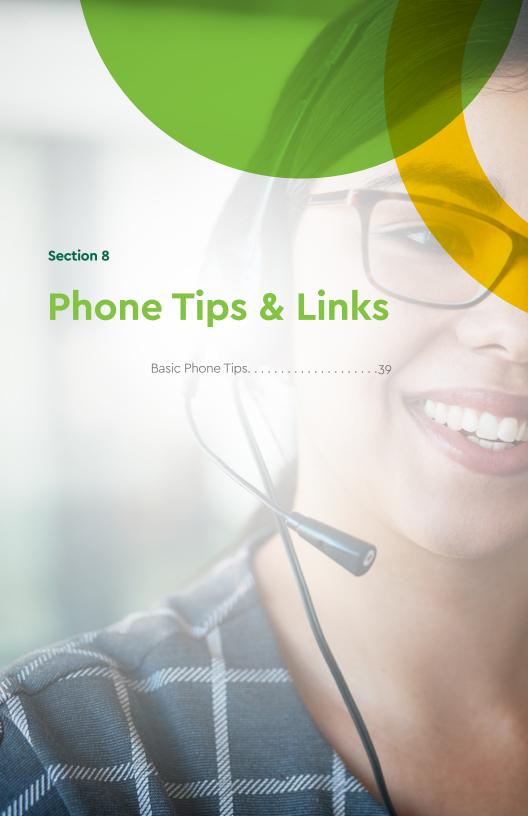
- Effective advertisement
- Revenue generator
- Personalized support
- Builds loyalty

Data Security

Commerce Bank offers transaction security solutions that help merchants protect customers' sensitive card account data and brand reputation by securing card data throughout the entire transaction process.

- Provides Encryption and Tokenization of card data
- Defense against malicious software
- EMV® compatible

For information about these additional products or services, please call our Merchant Support Center at (800) 828–1629.



Phone Tips & Links

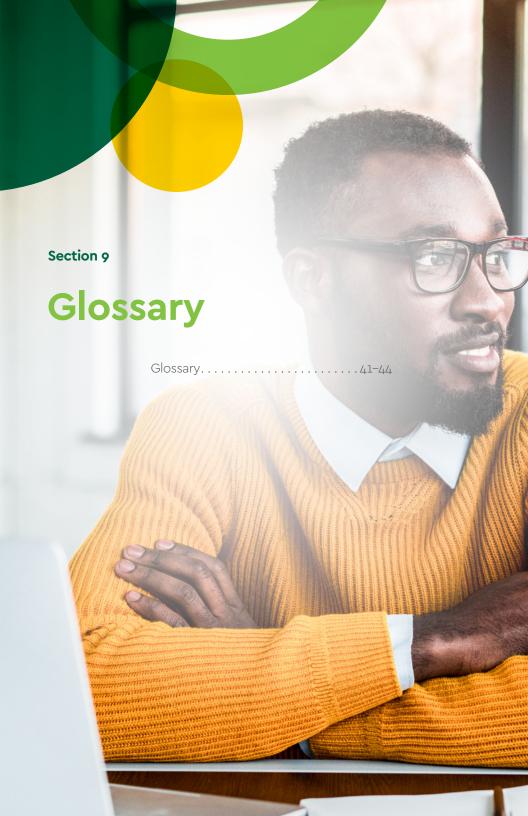
Basic Phone Tips

Commerce Bank will never place an unsolicited phone call to a merchant requesting confidential information. Follow the steps below to help avoid exposure to a fraudulent caller.

- Avoid giving out account information over the phone unless the call was initiated by you.
- If a caller claims to be a representative of the Commerce Bank or asks for confidential information, always ask the caller to provide a callback number.
- Call the Merchant Support Center at (800) 828–1629 to verify the request.

Helpful Links

Internet Fraud Complaint Center www.ic3.gov			
Visawww.visa.com/usmerchant			
Mastercardwww.mastercard.com/us/merchant			
Discover Networkwww.discovernetwork.com			
American Expresswww.americanexpress.com			



Glossary

Acquirer: A licensed Visa, Mastercard or Discover Network member that has an agreement to process the data relating to a transaction from a merchant.

Address verification service (AVS): A tool for merchants to reduce the risk associated with non-face-to-face transactions. AVS is used to verify acardholder's billing address before completing a mail or telephone order.

Authenticate: To verify the identity of an Internet user, computer or person. For example, some merchants will use advanced security systems to authenticate a cardholder's identity before they will accept an online order.

Authorization: Approval by, or on behalf of, the card issuer to validate a transaction for a merchant or another affiliate bank. An authorization indicates only the availability of the cardmember's credit limit at the time the authorization is requested. Authorization does not guarantee the transaction.

Authorization approval code: A number issued to a participating merchant by the Manual Authorization Center that confirms the authorization for a sale or service. Note: This number must be written on the sales draft.

Batch: Usually a day's worth of transactions, including sales and credits to be processed by the card processor.

Batch close: The process by which transactions with authorization codes are sent to the processor for payment to the merchant. Also known as settlement.

Billback: A fee assessed when a transaction does not meet the requirements of the assigned rate. The major card brands charge a billback fee for the difference between the assigned rate and the processed rate.

Chargeback: A chargeback is the result of an action taken by a cardholder who disputes a credit card transaction through their card issuer. The card issuer initiates a chargeback against the merchant's account. The sale amount of the disputed transaction is immediately debited from the merchant's bank account. Merchants have 10 days in which to dispute the chargeback. This may be accomplished by providing the card-issuing bank with a proof of purchase by the cardholder. This could be a signature or proof of delivery. A chargeback fee is generally assessed to the merchant account by the merchant bank for the handling of this process.

"CODE 10" authorization: This is a voice authorization code that you might initiate when you suspect a card is stolen or fake, or when a customer is acting suspiciously.

CVV2/CVC/CID: Three-digit card number located on the back or front of a Visa, Mastercard, Discover Network or American Express in the signature panel. This number is found after the card number. It is used in the mail-order and Internet industries to assist with fraud control.

Debit card: An ATM bankcard, also called a check card, which allows a merchant to deduct money directly from a consumer's bank account.

Decline: The response to indicate that a Point of Sale (POS) transaction was not approved. If a decline is received, ask for another form of payment. Do not attempt to swipe a declined card multiple times.

Discount rate: A percentage charged to the merchants for depositing and handling their daily card transactions. This is subject to changes in interchange fees and bank policies.

Draft/sales draft: A record (usually paper) used to document that goods or services were purchased.

Electronic ticket capture (ETC): An ETC system reaches out and "grabs" sales ticket information electronically. Buyer information is contained on the magnetic strip on the back of the card. The merchant "swipes" the card through a terminal, and the buyer information is "read" by the computer system and merged with the sales information. It then processes the ticket just as if the merchant was making a manual deposit at a bank. This action is normally done in "batches" of tickets, such as at the end of the day.

E-commerce indicator (ECI): A flag placed by the merchant on any purchase made over the Internet. The major card brands require that merchants conducting business over the Internet transmit an ECI on all purchases.

EMV/chip cards: Stands for Europay, Mastercard and Visa, a global standard for inter-operation of integrated circuit cards (IC cards or chip cards) and chip card capable point of sale (POS) terminals and ATMs for authenticating credit and debit card transactions.

Encryption: Security that protects data moving through payment processing systems, prior to authorization. Scrambling of an electronic message in a way that only the sender and receiver can read the message.

Fallback transaction: The acceptance of chip cards via magnetic stripe processing or paper vouchers at chip-capable terminals when the chip cannot be read.

Force transaction: The completion of a sale transaction for which the merchant received a voice authorization. A force is done so that the previously authorized transaction can be settled and the merchant can receive funds. Also known as Ticket Only.

Fulfillment: Response to a media retrieval request in the chargeback process.

Imprint: This is a physical impression you make from a customer's card, which appears on the draft. This proves that the card was present when the sale was made.

Interchange: Fees charged by the card associations for clearing transactions and obtaining payment for the card issuers.

Issuer: The institution that enters into a contractual agreement to issue Visa, Mastercard or Discover Network cards.

Manual transaction: A transaction where account information is entered from the keypad rather than swiped through the card reader. Also referred to as a Hand Keyed transaction.

Merchant category code/standard industry code (MCC/SIC Code): A four digit, numeric identifier of merchant business types.

Merchant identification number (MID): A unique identification number assigned to merchants by the acquirer.

MOTO: Short for mail order (MO) or telephone order (TO).

NFC: A set of close-range wireless technologies that enable a connection for processing mobile payments.

Offline debit: Sometimes referred to as signature debit, offline debit is processed similarly to a credit card transaction. The PIN is not entered by the customer; instead a signature is obtained as approval. The transaction is processed over the merchant's credit card network and the money is debited from the customer's checking account within 2–4 days.

Online debit: The merchant's terminal reads the card and identifies it as a debit card. The customer selects debit, and enters a PIN number into the pinpad. The money is debited from the customer's checking account the same business day. The transaction is processed through the Debit/

Payment card industry data security standard (PCI DSS): A set of security requirements developed by the major card companies as a guideline to prevent card fraud, hacking and other security breaches.

PIN (personal identification number): Numbers that are typically four digits in length that are assigned to consumers to identify them when they use debit cards at an ATM, POS solution, or a home device.

Purchase cards: Purchase Cards are cards for use by employees of government agencies or corporations. What makes Purchase Cards different from ordinary cards is that they may only be used at certain types of merchant locations.

Retrieval request: A request in the chargeback process sent to a merchant asking for information on a particular transaction that is being disputed by the cardholder. It is only a request sent through the system; no money changes hands.

Rewards cards: Programs, known by various names, that offer opportunities for cardholders to earn incentives such as cash back, airline miles and other perks. Merchant processing fees are typically higher for acceptance of these cards.

Settlement: The process by which transactions with authorization codes are sent to the processor for payment to the merchant. Also known as batch close.

Signature debit: The merchant's terminal reads the card and identifies it as a debit card. The customer chooses credit, signs the receipt and the transaction resembles a credit card transaction. The debit is processed within 2–3 days. The transaction goes through Visa/Mastercard/Discover Network and the merchant pays Visa/Mastercard/Discover Network fees.

Terminal Identification Number (TID): A unique identification number assigned to a specific point of sale device by the acquirer.

Ticket only: The completion of a sale transaction for which the merchant received a voice authorization. A Ticket Only is done so that the previously authorized transaction can be settled and the merchant can receive funds; also known as Force.

Tokenization: The process of removing card data by replacing the primary account number (PAN) with a randomly generated data substitute. The unique tokens retain the value of the payment card data and can be used for future card activity. Tokens hold no value, the information cannot be used to identify a card number or to make fraudulent transactions.

Voice authorization: When a merchant calls to obtain a verbal card authorization rather than using a POS solution to obtain the authorization. The merchant must complete the transaction via a Ticket Only/Force.

