

Spotlight

Equipment Notices

Expiring Terminal – OMNI 3750

Due to non-compliance, the Omni 3750 terminal is set to expire in December 2014. This means all merchants must remove the terminal from use by the end of 2014, while some merchants will be required to discontinue use as early as June 2013. The dates below outline when the Omni 3750 must be replaced.



- **JUNE 1, 2013:** Merchants using IP (Internet Protocol) to process transactions must replace the Omni 3750 due to SSL security requirements. Additionally, Commerce Bank will no longer offer help desk support for the Omni 3750, as a new download for the terminal will not be available.
- **DECEMBER 1, 2014:** Compliance mandated removal of the Omni 3750 from use. Replacement Required.

Terminal Application Update – Vx570

New SSL Certification Requirements will require all merchants with Vx570 terminals, using IP (Internet Protocol) to process transactions, to update their application software. Updates must be completed by June 1, 2013 to avoid interruption in service. Commerce Bank will provide the full application downloads of the latest required version. More information will be distributed once the download becomes available. Be sure to watch your statement messages for this information.



If you have questions about the Omni 3750 or Vx570, please contact our Merchant Client Support Center at 1-800-828-1629.

Commerce Bank, Serving Your Business

Commerce Bank provides merchants superior customer service and knowledge of our customers and markets. Commerce Bank is a subsidiary of Commerce Bancshares, Inc., which is recognized as an industry leader in financial services and has consistently won awards and high marks for product offerings, customer satisfaction, and money management.

- **No. 12 Bank Acquirer (excluding non-banks)**

The Nilson Report, (2012) (Commerce Bank)

- **No. 7 on list of America's Best Banks**

Forbes Magazine, (12/31/2011) (Commerce Bank)

- **No. 6 on list of Top Performing Big Banks**

ABA Banking Journal, (April 2012) (Commerce Bancshares, Inc.)

- **No. 4 in its category, 2012 Bank Performance Scorecard**

Bank Director Magazine, (12/31/2012) (Commerce Bancshares, Inc.)

- **Moody's highest Bank Financial Strength rating**

Moody's Investors Service, Inc., (9/20/2012) (Commerce Bancshares, Inc.)



Merchant Client Support Center

The Merchant Client Support Center is available toll-free for personalized customer service during business hours, with trained representatives ready to help with your day-to-day needs.

800.828.1629

Monday – Friday 8:00 a.m. to 6:00 p.m. CT; you can also visit us at commercebank.com

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Merchant Landscape

Exclusively for Commerce Bank Merchants

Winter 2012/2013

Visa®, MasterCard® MDL Settlement

The Multi-District Interchange Litigation (MDL), which has been pending since 2005 with Visa, MasterCard and certain financial institutions, reached a settlement last July when all defendants agreed to a Memorandum of Understanding (MOU). The MDL arose after Plaintiffs challenged a number of issues, including interchange, and various rules and practices of Visa and MasterCard.

While the settlement is still pending, Commerce Bank would like to caution merchants regarding dealing with third party attorneys who contact them regarding the settlement. Be very cautious about entering into any agreements that would entitle these third parties to a portion of your business's settlement.

Expected Settlement Timeline

- **Feb – Apr 2013:** Likely window for implementation of rule changes, including No Surcharge Rule modification
- **Mar – May 2013:** Likely window for court-established deadlines for notice to Class members' deadline to file objections and deadline to file opt-out notice
- **Jul 2013 – Mar 2014:** Likely window for 8-month period for 10 bps (basis points) credit interchange reduction (commences within 60 days after deadline to opt-out)

For more information about the pending MDL settlement, please visit the Visa and MasterCard websites to view full press releases.

Pressreleases.visa.com
Newsroom.mastercard.com

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Card Companies Revise 'No Signature Required' Rules

Major card companies Visa, MasterCard, Discover and American Express are revising transaction amounts, in which merchants are required to obtain a signed sales draft from customers, for card-present transactions processed at U.S. merchants. Merchants who participate in the 'No Signature' programs will receive fraud chargeback protection for transactions that receive a positive authorization response.



- **Visa: October 13, 2012** - U.S. Merchant Category Codes (MCCs) 5310, 5411 - No signature required \$50.00 or less; All Other MCCs - No signature required \$25.00 or less.
- **MasterCard: October 13, 2012** - All U.S. Quick Payment Service Program participating MCCs - No signature required \$50.00 or less.
- **American Express: October 31, 2012** - Participating U.S. merchants - No signature required \$50.00 or less, except MCCs 5542, 5964, 7375, 7393.
- **Discover: Coming April 2013** - Designated U.S. MCCs - No signature required \$50.00 or less.

If you are not sure of your point-of-sale terminal and software compatibility or have further questions about 'No Signature' programs, please contact the Merchant Client Support Center at 800.828.1629.

MasterCard Revises CVC2 Validation Program

Effective April 19, 2013, U.S. merchants will not have to register with MasterCard to participate in their CVC2 Validation program. In key-entered transactions, due to magnetic stripe failure during face-to-face transactions, merchants may include the Card Validation Code 2 (CVC2) in the authorization request in lieu of manually imprinting cards. Participating merchants will receive fraud chargeback protection for transactions that receive an authorization approval. This revision from MasterCard will help increase card acceptance (including unembossed cards), speed, and convenience at the point of sale for merchants as well as cardholders.

Since October 2011, Visa has offered chargeback protection for key-entered transactions without card imprint, when merchants enter the Card Verification Value 2 (CVV2) in the authorization request.

If you are not sure of your system compatibility or have further questions about the Validation programs, please contact the Merchant Client Support Center at 800.828.1629.



FYI on PCI

Avoid Fees: Annual PCI DSS Questionnaire

As part of our continued commitment to provide the highest level of service and security, we communicate the importance of maintaining your current PCI compliance. If your PCI DSS certification expires, your business will be charged a monthly Non-Compliance Fee of \$19.99.

PCI DSS requires that the self assessment questionnaire be submitted annually to maintain compliance. Sixty days prior to your certification expiring, you will receive an email from Trustwave alerting you that you need to recertify. To renew your certification, you must update your questionnaire.

Follow these steps:

- Log in to your TrustKeeper account. If you have forgotten your password, you can use the link on the login page to reset it.
<https://login.trustwave.com>
Username: Your email address
- Review the "PCI Self-Assessment" section on your dashboard.
- Click "Start" to restart your Self-Assessment Questionnaire. (If you have already begun a new Self-Assessment, click "Continue" to complete it.)



Once you have updated your PCI Self-Assessment, your PCI Certification Status on your dashboard will indicate that you have renewed your SAQ for another year. If you have any questions, please contact the Merchant Client Support Center at 800.828.1629.

Best Practices

Protecting Your Business Post-Holiday

Exchanges and returns are a customary part of the post-holiday season, but along with them come the risk of losing the sale and risk of chargebacks. Here are some helpful tips to follow:

Exchanges & Returns

- Post your Return and Exchange policy visibly at point of sale in store, on receipts, on order forms, invoices or contracts, and during online order process.
- Use gift cards as in-store credit for cash and check transactions. You will save the sale and have a new customer.
- Issue credits back to cards. The card companies do not permit cash or check refunds on cards.

Reduce Chargebacks & Reply Successfully

- List exact products and price, including any charges, fees, shipping and tax if online or mail order/telephone order.
- In cases of magnetic stripe failure, make manual imprint of card (or obtain

CVC2/CVV2)

- For online orders, include transaction agreement terms above the "click-to-agree".
- Inform customers what business name will appear on statements (especially if it a 3rd party processor).
- Reply to chargebacks in as much detail as possible. Print supporting documentations and include each item on a separate document.
- Reply professionally to chargebacks. Put remarks in a cover letter, not as notes on supporting documents.
- Highlight pertinent points.

If you have any questions regarding these best practices, please contact the Merchant Client Support Center at 800.828.1629.

