

# Global Payments Asia Pacific



## MERCHANT CARD ACCEPTANCE GUIDE (Philippines)

### **IMPORTANT TELEPHONE CONTACTS**

Global Payments Authorisation Centre	02-581 6262	/	1 800 1441 0378
Global Payments Merchant Services Hotline	02-581 6363	/	1 800 1441 0374

# 1. INTRODUCTION

This guide gives you simple and concise procedures for completing transactions with Visa, MasterCard, CUP and JCB cards.

By following the procedures in this guide, you will be better positioned to minimise risk and fraud, avoid unnecessary operating costs, improve profitability and provide the best possible service to your customers.

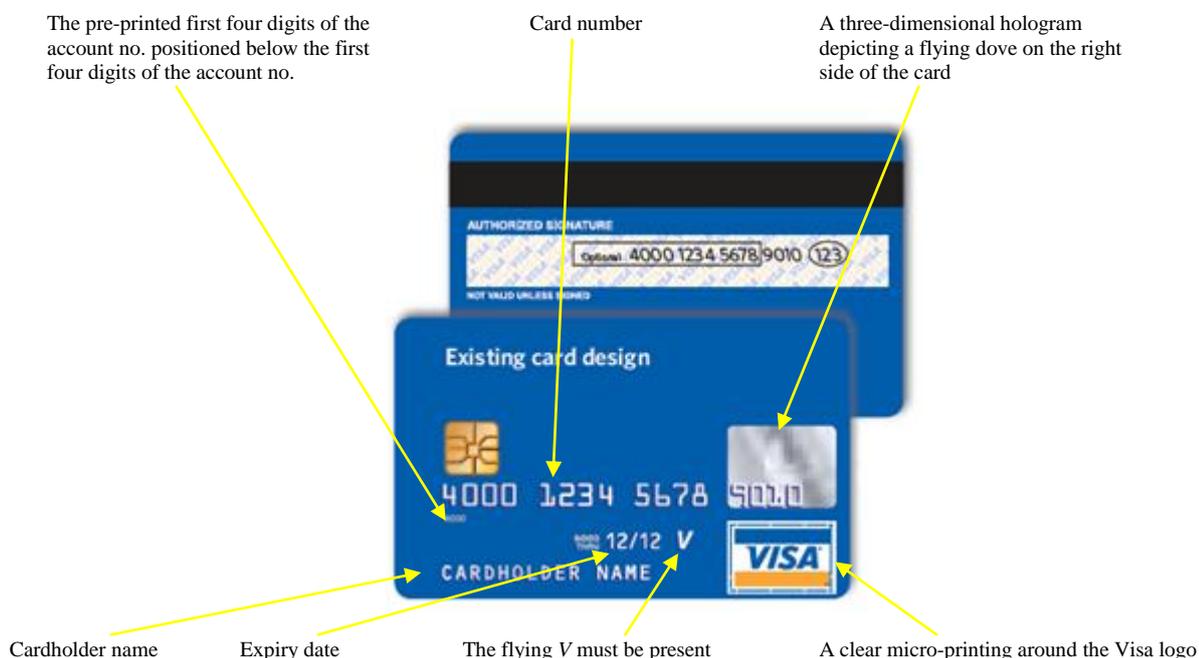
If you have any questions regarding this guide, please contact the Merchant Services Hotline at 581 6363 / 1 800 1441 0374, of BPI - Global Payments.

# 2. CARD DESIGN AND SECURITY FEATURES

Please note the important card specifications and security of the VISA, MasterCard, CUP and JCB cards on the followings.

## VISA CARD

### Card Face Design 1 Security Features



### Back Side of Card



# VISA CARD

## Card Face Design 2 Security Features

The pre-printed first four digits of the account no. is positioned below the first four digits of the embossed account no.



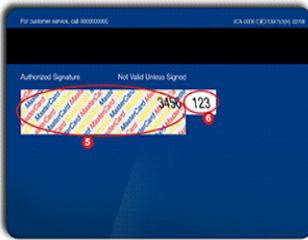
## Back Side of Card

Updated tamper evident signature panel design



# MASTERCARD CARD

## Card Face Design 1 Security Features

Card Front	Card Back	Alternative Card Front	Alternative Card Back
			
<ol style="list-style-type: none"> <li>The first 4 digits of the account number must match the 4 digit preprinted BIN. Remember, all MasterCard account numbers start with the number 5.</li> <li>The last 4 digits of the account number must match the 4 digits that appear on the cardholder receipt.</li> <li>The global hologram is three dimensional with a repeat "MasterCard" printed in the background. When rotated, the hologram will reflect light and appear to move.</li> <li>The stylized "MC" security feature has been discontinued, but may continue to appear on cards through June 01, 2010.</li> </ol>	<ol style="list-style-type: none"> <li>The signature panel is tamper evident with the word "MasterCard" printed in multiple colors at a 45° angle. For magnetic swiped transactions, remember to compare the signature on the back of the card with the cardholder's signature on the receipt.</li> <li>The 4 digits printed on the signature panel must match the last 4 digits of the account number, followed by the 3 digit indent printed CVC2 number.</li> </ol> <p>Optional Card Feature (see Card Front).</p> <ol style="list-style-type: none"> <li>A Chip may be present on the card. The cardholder will be prompted to enter a unique personal identification number or PIN when the card is inserted into a chip capable payment terminal.</li> </ol>	<p>Card design and MasterCard Brand Mark may be oriented vertically.</p>	<p>Global hologram on the back of a chip card design. The signature panel has been shortened to accommodate the chip.</p> <p>Debit Hologram on the back of a magnetic stripe card design.</p> <p>Note: In some countries, it is a mandatory for Debit MasterCard cards to bear the Debit Hologram.</p> <p>Holographic magnetic tape may be used in lieu of the hologram or in conjunction with the hologram. A longer signature panel is used on traditional magnetic stripe cards.</p>

# MASTERCARD CARD

## Card Face Design 2 Security Features

The pre-printed first four digits of the account no. is positioned below the first four digits of the embossed account no.

### Front Side



Cardholder name

Expiry date

Card number

The word "MasterCard" is presented in multi-colour on a signature panel

A three-dimensional global hologram at the back of the card.

### Back Side of Card



3-digit validation code shown on the signature panel

## JCB CARD

### Card Face Design1 Security Features

The pre-printed first four digits of the account no. positioned below the first four digits of the account no.

Card number

Tilt the card to see a 3-D image of the rising sun rainbow and JCB in micro-printing.

Cardholder name

Expiry date

Current JCB logo with black line border



## JCB CARD

### Card Face Design2 Security Features

#### Front Side



Alternate logo

#### • CHANGE IN EMBLEM DESIGN



Current Emblem



New Emblem

#### Logo Placements



Additional JCB Brand Logo

Print(White)

Print(Silver)

Foil Logo



#### Back Side of Card

### • NEW SIGNATURE PANEL



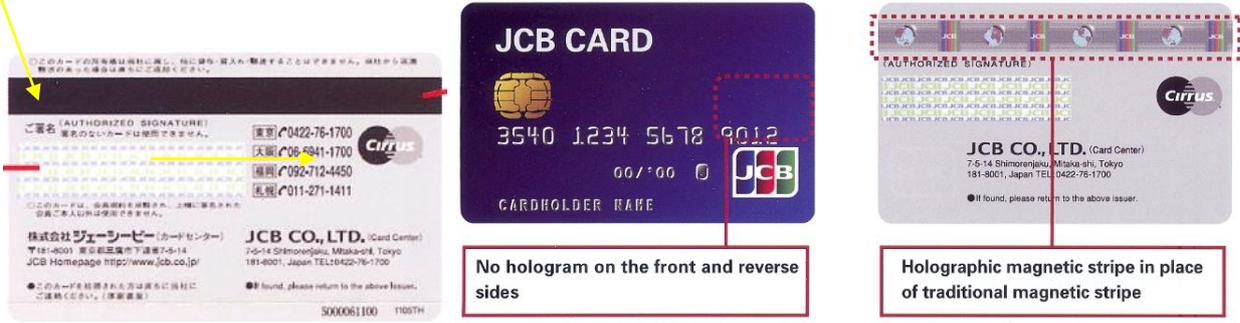
Current Signature Panel



New Signature Panel

Magnetic Stripe

Signature Panel



## CUP CARD

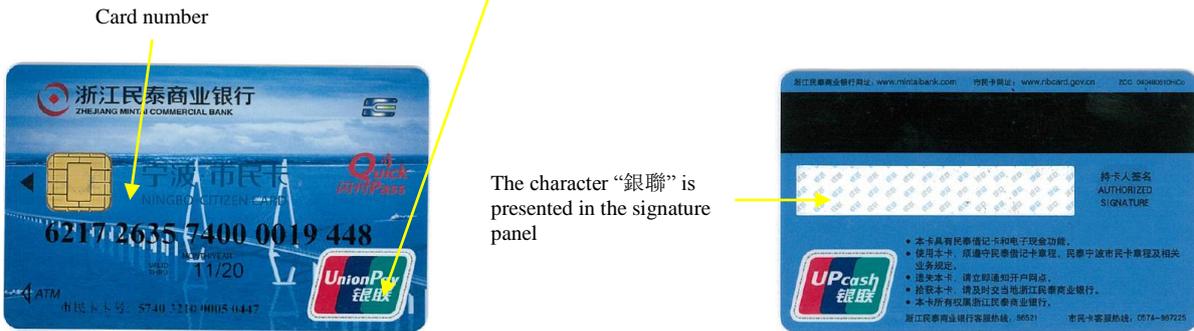
### Card Face Design Security Features

#### Types of CUP Cards:

##### 1. Debit Card

- Has UnionPay but No Hologram
- PIN and Signature are required

LOGO: Red, Blue, Green of equal rank three colors background to serve as a foil to the words as “銀聯” 聯 and “UnionPay” in white color



##### 2. Credit Card

- Logo is located at the right hand corner with upper UnionPay hologram of card face
- Card Number has 16 digits
- Signature is required



### 3. Dual-Currency International Credit Card

- UnionPay logo located at the upper right hand corner of card face
- “VISA”& “MasterCard” hologram and logo located under UnionPay logo (hologram may be located at card back)
- Both PIN and Signature may be required



## 3. ACCEPTANCE PROCEDURES FOR MANUAL IMPRINTERS

### 3.1 Check the Card

- Check the card numbers, expiry date, cardholder’s name and signature on the card. Do not accept a card which has expired or is without a signature or used only at place of origin.
- Check all the other features of the card carefully to see if there is any sign of them having been tampered with or altered.
- Retain the Card until the transaction is completed (obtain the authorisation code and then complete the sales slip and check the signature against the card presented).
- In case of any doubt regarding the card or the cardholder, contact the Authorisation Centre stating that it is a ‘Code 10’ call for assistance.

### 3.2 Prepare the Sales Slip

3.2.1 The card numbers, expiry date, cardholder’s name and the merchant name must be imprinted clearly on all sales slip copies. Never write anything in the imprinted area of the sales slip. Pay special attention to the number 6, 8 and 0. If not clearly imprinted, process a new sales slip and destroy the illegible one in the presence of the cardholder. All 16 digits should be clear and legible on the imprinted draft.

3.2.2 Complete the following information on the sales slip.

- transaction date
- description of merchandise or service rendered, if any
- the related bill or invoice number
- total peso/dollar amount of sales (including tips for restaurants)
- authorisation code obtained from the Authorisation Centre



Sales Slip



Credit Card Back Side

Signature Matches

- 3.2.3 Ask the cardholder to sign the sales slip and verify the signature signed on the slip against the signature on the card.
- if the signature matches, complete the sale
  - if it does not match, if possible, request the customer to present an identity card for verification before requesting a 'Code 10' call from the Authorisation Centre.
- 3.2.4 Obtain an authorisation code for the sale.
- call the Authorisation Centre and give the following information:
    - merchant and outlet number
    - card number on the card
    - card expiry date
    - total amount of sales (including tips)
    - security code indent printed on the signature panel of the card
  - ensure that the authorisation code number obtained from **BPI - Global Payments** is inserted into the 'Authorisation Code' box clearly.
  - ensure that the code is obtained on the transaction date except under special conditions such as Hotel Service or Car Rental.
  - if the transaction is declined and no instruction is issued from the Authorisation Centre to pick up the card, return the card to the cardholder and destroy the sales slip in the presence of the cardholder.
  - if the cardholder presents another card, special care must be taken to check the card and follow the acceptance procedure from the very beginning again.
- 3.2.5 Upon completion of the transaction, return the card and the customer copy of the completed sales slip to the customer. Retain the Bank copy of the sales slip for settlement and keep the merchant copy for records.

### 3.3 Settlement

- Complete a deposit slip (with the merchant name, account and outlet number imprinted) and total amount and place the sales slips with the deposit slips into an envelope.
- Mail the batch of sales slips to BPI - Global Payments office address provided below within three (3) days from transaction date.

**Global Payments Asia-Pacific Philippines Incorporated**  
**11th Floor, Robinsons Cybergate Plaza, Pioneer Street corner EDSA, Mandaluyong City, Metro Manila, Philippines**  
**ATTN: Paper Processing Team**

- Payment will be made to the specified bank account or via cashier's order.
- A monthly statement of all deposits will be provided by the BPI - Global Payments.

### 3.4 Complete the following information on the deposit slip

The image shows a sample deposit slip form with the following handwritten entries:

- MERCHANT NAME: Test PH PHP IP
- MERCHANT NUMBER: 073 123 456 008
- DEPOSIT CONTROL NUMBER: N<sup>o</sup> 2784569
- DATE: June 13 2014
- NO OF SLIPS: 10
- GROSS AMOUNT: P 11,000.00
- LESS DISCOUNT: %
- LESS W/TAX: 0.5%
- NET AMOUNT: (blank)

The form also includes logos for Visa and MasterCard, and a disclaimer at the bottom: "THIS DEPOSIT SLIP AND EACH OF THE SLIPS ATTACHED HERETO ARE SUBJECT TO VERIFICATION AND CORRECTION BY GLOBAL PAYMENTS ASIA-PACIFIC PHILIPPINES INC. (GLOBAL) AND TO THE TERMS AND CONDITIONS OF ANY MERCHANT AGREEMENT WITH GLOBAL."

Deposit Slip

## 4. ACCEPTANCE PROCEDURES FOR ELECTRONIC DATA CAPTURE TERMINAL (EDC) and CHIP CARD PROCESSING

### 4.1 Authorisation Process

- Check the card carefully (same procedures as mentioned under Section 3.1).
- Swipe the card steadily through the terminal.
- Compare the **embossed** card account number and expiry date shown on the terminal display with the card presented. If the numbers match, continue the process, if not, contact Authorisation Centre for a 'Code 10' call for assistance.
- Enter the transaction amount and send the on-line authorisation request.
- An authorised approval code will be shown on the EDC display and will automatically print an approval code on the sales slip if the transaction is approved.
- Let the customer sign the sales slip and compare the signature with the one on the back of the card. If the signature does not match, ask the customer to show his / her identity document (ID Card or Passport) if possible for verification and contact the Authorisation Centre for assistance.
- Return the card together with the customer's copy of the sales slip to the customer.
- If the transaction is declined through the terminal, the merchant should return the card to the customer and request if he / she has another card or if he / she would prefer to complete the transaction by cash.
- In case of any doubt regarding the card or the cardholder during the course of transaction call for 'Code 10' authorisation.

Ensure to call ONLY Authorisation Centre for any referred transaction. Check the identity of "Caller" who authorise transactions by calling the Authorisation Centre, if merchants have doubt.

(For more details on the operations of EDC terminal, please refer to the EDC Terminal Operating Manual).

### 4.2 Chip Card Processing

#### Key points to note while performing chip card transaction:

- Look for the presence of chip on the card
- If it is a chip card, insert chip card in the direction shown by the terminal – do not swipe
- Chip card must be fully inserted in the reader
- Chip card must remain inserted on the reader until the transaction is completed
- If a chip card is accidentally swiped on a chip terminal:
  - Terminal will automatically identify it as a chip card
  - Terminal will inform the cashier to insert chip instead of doing a swipe
- If terminal requests for PIN, ask cardholder to enter the PIN on the PIN Pad.

#### CHIP



### 4.3 POS Settlement

- The Merchant shall undertake to settle Credit Card and/or Prepaid Card transactions on a daily basis. Transaction not settled within seven (7) days may result to chargeback.
- BPI - Global Payments will not be held liable for any chargeback losses that Merchant may incur due to late settlement.

### 4.4 Terminal Failure

- Sometimes 'Try Again', 'Cannot Connect' or 'Waiting' message may be displayed. Reset the terminal and swipe the card again.
- If the terminal repeatedly fails to respond properly, please contact Merchant Services Hotline immediately and complete the transaction using the manual imprinter (see Section 3, Acceptance Procedures for Manual Imprinters).

## 5. ACCEPTANCE PROCEDURE FOR MAIL ORDER / TELEPHONE ORDER (MO/TO) AND PURCHASING CARD ORDER

(For Purchasing Card acceptance procedure, please refer to Purchasing Card Operating Guide for details.)

### 5.1 Card Acceptance Procedure

- For mail order transaction, Customer to complete and sign the mail order form (pre-agreed by the BPI - Global Payments) and return the form to the Merchant. For telephone order transaction, Merchant to record the Customer's order onto the telephone order form (pre-agreed by the BPI - Global Payments, optional) or telephone order list (sample attached for your reference) for processing. For purchasing card order transaction,

Merchant to record the Customer's order onto the purchasing card transaction details record form (sample attached for your reference) for processing.

- Merchant to check and ensure that information are recorded properly, clearly and correctly in the mail/telephone/purchasing card order form/list.
- Merchant to obtain approval code from the Authorization Centre of BPI - Global Payments and mark the approval code and date clearly on the mail/telephone/purchasing card order forms/lists.
- Merchant to imprint the Merchant Name, Merchant Account and Outlet No. on the Deposit Slip.
- Merchant to mark the Deposit Date, No. of Slips, Gross Amount, Discount and Net Amount in the related fields on the Deposit Slip.
- Merchant to place the Bank Copy (white in colour) of the Deposit Slip together with mail/telephone order form/list into the pre-printed deposit envelope (supplied by BPI - Global Payments).
- For purchasing card order transaction, the Merchant shall place the purchasing card transaction details record form together with any delivery note duly signed by or on behalf of the Cardholder into the pre-printed deposit envelope (supplied by the BPI - Global Payments).
- Merchant to mail the deposit envelope to BPI - Global Payments Asia Pacific Philippines for processing.
- BPI - Global Payments will process the transaction and make payment to Merchant accordingly.

#### 4.3 Mail Order / Telephone Order Transaction List and Purchasing Card Transaction Details Record Form

The following describes the information required by the form:

##### **Merchant Details**

- Date
- Merchant No. & Outlet No.
- Merchant Name
- Merchant Address
- Contact Person
- Telephone No.
- Fax No.
- Description of Goods or Services
- Page Number (for purchasing card transaction only)
- Total Number of Transactions (for purchasing card transaction only)
- Total Gross Amount (for purchasing card transaction only)

##### **Transaction Details**

- Cardholder Name
- Credit Card Number
- Expiry Date
- Transaction Amount (please mark down the currency) and Date
- Authorization Code and Date
- Customer Reference Identifier (for purchasing card transaction only)
- Commodity Code (for purchasing card transaction only)
- Merchant Order Number (for purchasing card transaction only)

##### **Authorized Person Details**

- It is not our mandatory requirement but a nice to have item. However, the Merchant must need to prepare a duly completed Deposit Slip when sending their mail/telephone order transactions to us for processing.

#### 5.3 Important Notes

- If the authorization request is declined by the Card Issuer, the transactions must not be completed by the same credit card. Merchant could either ask the Customer to use another card for payment or settle by other payment methods.
- All approved mail/telephone/purchasing card order transactions must be sent to BPI - Global Payments for processing within 7 days of the transaction date.
- It is necessary for Merchant to prepare a duly completed Deposit Slip or Purchasing Card Transaction Details Record Form together with any delivery note duly signed by or on behalf of the Cardholder when sending their mail/telephone/purchasing card order transactions to us for processing.

## **6. ACCEPTANCE PROCEDURE FOR ELECTRONIC COMMERCE TRANSACTIONS**

### **6.1 Merchant Website Review**

A merchant website must contain the following information.

- Corporate information, trading name most recognizable to the cardholder, postal address, email address, telephone number(s) and country of domicile of your business.
- Complete description of goods/services offered, if selling electronic goods, the voltage requirements must be stated, which do vary around the world.
- Return/refund/cancellation policies. If there is limited refund or “no refund” policy, this must be very clearly communicated to customers before the purchase decision is made.
- All customer service contact information, e.g. e-mail address, telephone number (including country code, toll-free and non-toll-free number, facsimile numbers, etc.) and have the resource available to address customers queries with due diligence.
- Transaction currency, including the country name of currency unit if the currency unit designation is not unique, e.g. a dollar could be an Australian dollar, a New Zealand dollar, a HK dollars,... etc.
- Country to which goods be shipped and any import/export regulations and custom duties related to shipment to those countries.
- Policy regarding delivery of goods, and inclusive of any restrictions or other special condition in place.
- Data privacy policy must be clearly stated including what type of information is collected, the purpose of collecting the data, when the information is being collected, how consumer information will be used, to what extent it will be shared in any way with a third party and if and how a customer can restrict the use of his/her personal information.
- If you provide recurring goods or services e.g. subscriptions, membership fees etc, and charge a cardholder’s account periodically, you must obtain a written permission in the format such as hard copy or electronic record from the cardholder for the goods or services to be charged to the cardholder’s account. The written permission must at least specify transaction amount, frequency of recurring charge and duration of time for which the cardholder’s permission is granted. You must retain the written permission for the duration of the recurring services. A simple and easily accessible online cancellation procedure must be in place if the cardholder’s request for goods or services was initially accepted online.
- Information about method of transaction security you use to secure cardholder account data during the ordering and payment process must be provided to the consumer. It should include what level and type of security is being used (e.g. Secure Socket Layer (SSL) with 40-/56-/128-bit encryption keys), why it is being used in general, what steps are taken to ensure data quality and access, how it is being held and where, what the consumer will benefit from it, what pages will be secured etc. This information needs to be clear and easy to understand.
- Country of domicile of your business location must be clearly disclosed to the cardholder immediately prior to completion of payment instructions.

### **6.2 Data Security**

#### ***Do***

- Store all materials containing cardholder account information in a restricted/secure area
- Limit access to sales drafts, reports, or other sources of cardholder data to your employees on a need to know basis
- Retain legal control over cardholder transaction data and personal cardholder information if you use a third-party
- Immediately notify BPI- Global Payments of any suspected or confirmed loss or theft of materials or records that contain account information retained by merchant or its third party
- Immediately notify BPI - Global Payments of the use of an agent or third party provider not identified on the Merchant Application
- Communicate these requirements to your third party provider and direct them to card association information, publications, and or Web sites regarding safeguarding cardholder transaction data

#### ***Don't***

- Record CVV2/CVC2—on sales draft (listing cardholder information, such as phone number, driver's license on the sales draft is unnecessary and discouraged)
- Retain sensitive cardholder data, including complete contents of a card’s magnetic stripe, CVC2/CVV2 data, personal identification number (PIN) data subsequent to the authorization
- Sell, transfer, or disclose cardholder account information or personal information (This information should be released only to BPI - Global Payments or its sponsor bank, or as specifically required by law).

## **7. OPERATIONS FOR INSTALMENT PLAN PROGRAMME**

### **7.1 General**

- BPI - Global Payments will assign an Outlet Number for each instalment plan under the Programme as specified in the Merchant Application & Agreement.
- An authorisation code for the transaction amount may be obtained by using BPI - Global Payments’ electronic data capture terminal installed at each of the Outlets or by calling the 24-hour Authorization Centre at 581 6262.
- The sales staff should clearly convey to the Authorization Centre that the authorization code obtained is specifically for the purpose of the Programme and quote the Outlet number.
- The instalment purchase made by any Cardholder is subject to the credit approval, which is signified by the successful obtaining of the authorization code. BPI - Global Payments reserves the absolute discretion to reject any order or decline any application for an instalment plan

under the Programme which it considers inappropriate for processing. BPI - Global Payments shall not be obliged to give any reasons and BPI - Global Payments' decision shall be final and conclusive.

- The instalment plan transaction will continue to be subject to the terms and conditions of the Merchant Card Services and/or Electronic Data Capture Terminal Agreement signed by the Merchant with BPI - Global Payments where applicable.
- BPI - Global Payments reserves the right to change the policy and operation logistics of the Programme as it deems necessary. Any such changes shall be communicated to the Merchant and take effect on the date specified in the communication.

## 7.2 Check the Card

- Only HSBC and BPI Visa and Mastercard (including Co-branded and Affinity Card) with credit card number starting with the following first 6-digit can be accepted for instalment plan transactions.

**HSBC -Visa** : 468816 / 402892 / 402893 / 436367 / 436368 / 436446 / 436524 / 454494 / 458535 / 458803 / 461984 / 464551 / 464571 / 464943 / 464944 / 464945 / 488935

**HSBC - MasterCard** : 513476 / 517790 / 526548 / 542375 / 544757 / 544758 / 548487

**BPI VISA** : 418898 / 460888

**BPI MasterCard** : 545512 / 548809 / 520365 / 558769 / 557753

**BPI Express Credit** : 628082

## 7.3 Manual Sales Slip Transactions

- Payment will be made upon submission of all the required documents mentioned below.
- Obtain Authorization Code by calling BPI - Global Payments' Authorization Centre with the following information:
  - Merchant number
  - BPI / HSBC credit card number
  - Credit card expiry date
  - Transaction amount or Instalment total amount (depending on the type of the transaction)
  - Instalment period (if this an Instalment Plan transaction)
- Imprint the following on the Sales Slip clearly.
  - Cardholder name
  - Credit card number
  - Credit card expiry date
  - Merchant number
- Fill in the transaction date, Authorization Code (e.g. 123456), No. of Instalment (e.g. 12 for 12 months if this is an Instalment transaction) and transaction amount etc. to the related fields on the Sales Slip.
- Ask the Cardholder to sign the Sales Slip and verify the signature signed on the slip against the signature on the card.
- Complete the Deposit Slip with the following information.
  - Merchant name
  - Merchant number
  - Deposit date
  - No. of slips
  - Gross amount
  - Discount
  - Net amount
- The Merchant shall compile these manual sales slips in batches, with each batch bearing a deposit slip with the respective batch totals to be sent to BPI - Global Payments within a designated time as agreed.
- The Merchant shall ensure that the deposit slip for each batch contains correct and accurate information of the manual sales slips included in such batch. In particular, the Merchant will only claim any payment from BPI - Global Payments in respect of any application which has been duly completed and which the Merchant reasonably believes to be in order.
- The Merchant acknowledges that BPI - Global Payments may rely on the deposit slip to take further action under this Agreement without verifying the information contained therein against the accompanying manual sales slips submitted.

## 7.4 Data Capture Terminal Transactions

- The Cardholders will be required to complete the Instalment Application Forms and the Merchant has to send them to BPI - Global Payments within a designated time period as agreed.

## 8. 'CODE 10' AUTHORISATIONS

The purpose of a 'Code 10' authorisation request is to stop or prevent fraudulent transactions.

Merchants may contact the Authorisation Centre for a 'Code 10' authorisation request if they suspect that a card has been altered or is counterfeit, or the customer is not the genuine holder.

When merchants make the call, they should have the customer's credit card and sales slip in hand to answer the operator's questions.

Once you have completed the call and followed our staff's instructions, no further action is required. If our staff instructs you to keep the card, do it only by peaceful means. Do not try to detain or arrest the customer. If the customer's attitude becomes threatening, return the card immediately.

## 9. CARD RECOVERY

If you recover a card, follow these steps:

- Advise the customer that you have been instructed to keep the card and inform the customer to call the card issuer for more information. Remember to be courteous.
- If you recover the card, cut the card in half lengthways. Be careful not to damage the hologram, magnetic stripe or embossed account number, because if the card has been altered or is counterfeit, these features are important evidence.
- Notify BPI - Global Payments that the card has been recovered and ask for further instructions. You may be eligible for a monetary reward.

**If a card is left behind by a customer, inform our Authorisation Centre and follow the instructions given.**

## 10. RETURN AND EXCHANGE

On occasion, a cardholder may request to return or exchange the merchandise. The following guidelines are suggested:

- To prevent fraudulent transactions, refunds are to be credited only to the credit card used in the original transaction. For a full refund, prepare a credit slip for the full amount.
- For exchange of merchandise, follow these guidelines:
  - Even exchange. If customer exchanges merchandise for an item of the same value, you do not need to process a credit slip.
  - Lesser value - Prepare a credit slip for the difference.
  - Greater value - Void the previous transaction and process a new transaction. (Void can only be performed on the same day of the transaction)
  - Cash refund should not be made under any circumstances.

DATE	AUTHORIZATION CODE
July 2 2014	070214
NO. OF INSTALLMENT	AMOUNT
	1,000 00
BILL/DVORCE NO.	TIPS
DESCRIPTION OF SALE	TOTAL
	1,000 00
	PHP

Credit Slip

Cardholder Signature

## 11. CHARGEBACKS

### 11.1 Prevention

A 'Chargeback' is a transaction rejected and returned by the card issuing bank to BPI - Global Payments when a dispute or fraudulent transaction occurred. Most of the time, chargebacks are caused by improper procedures conducted at the point of sale. In many cases, BPI - Global Payments will return the transaction to the merchant and request a refund for the chargeback, thus resulting in a loss in business.

**Here are some useful guidelines, which can help you to prevent unnecessary chargebacks:**

- Ensure the cardholder has signed the sales slip properly.
- All details on the card face must be clearly and properly imprinted on the sales slip.
- Do not complete the sale if the signature does not match with that on the card.

- If you have made an error on the sales slip, do not alter the information on the sales slip. Destroy the incorrect sales slip and complete a new one.
- If the card has not been signed, even if the cardholder signs it in your presence, you must verify the signature by checking the cardholder's appropriate identification and also obtain authorisation from Authorisation Centre.
- If a merchant has installed an EDC terminal, the merchant should compare the embossed card account number against the number printed on the sales slip. If the sales slip displays a different number, it means that the card has been altered.
- Merchant must swipe the card through the terminal first before proceeding to obtain an authorisation code from Authorisation Centre by telephone.
- Ensure the sales slip is legible, an illegible sales slip may be returned as it may not be processed properly.

## **11.2 Split Sale**

Do not use two or more sales slips deliberately to split the sales in order to avoid referred responses/authorisations. This is a typical 'split sale' for the card issuing bank to raise a valid chargeback.

## **11.3 Missing Imprint**

If the cardholder's account number is found to be illegible, incomplete, missing or omitted, transactions processed under this condition are liable to be charged back by the card issuing bank.

## **11.4 Requested transaction information not received**

The card issuing bank may request the sales slip copy from BPI - Global Payments for verification. If you cannot produce the requested transaction copy within the specified period, the transaction will be charged back as 'Requested transaction information not received'.

Merchants are advised to retain all related transaction documents for at least **18 months**.

## **11.5 Common Chargeback Reasons**

The following are the most common chargeback reasons from Card Schemes which BPI - Global Payments can return the transaction with the chargeback reason to the merchant.

- (a) the Transaction is for any reason unlawful or unenforceable;
- (b) the price charged to the Cardholder was in excess of the price at which the goods supplied and/or the services performed would have been charged by the Merchant for cash;
- (c) the goods and/or services covered by the Transaction are rejected or returned or the Transaction or part thereof is validly cancelled or terminated by a Cardholder or if the Merchant fails to provide at all, or to the Cardholder's satisfaction, goods and/or services to the Cardholder;
- (d) the Cardholder advises BPI - Global Payments that he has never received the relevant goods and/or services;
- (e) Cardholder signature is missing;
- (f) the Cardholder's signature on the sales slip or the terminal receipt or any other document required to be signed by the Cardholder does not match the signature on the Card used for the Transaction;
- (g) the copy of the sales slip or terminal receipt or any other document required to be signed by the Cardholder in relation to the Transaction presented to BPI - Global Payments or retained by the Merchant is incompatible with any copy provided to the Cardholder;
- (h) the Cardholder's account number is found to be omitted, incomplete or invalid or Cardholder's account number is not imprinted;
- (i) the Transaction is posted more than once to Cardholder's account;
- (j) the Transaction is not submitted within seven (7) days after authorisation for such transaction has been obtained or is not otherwise submitted in accordance with this Agreement;
- (k) the Cardholder disputes the nature, quality or quantity of the goods and/or services covered by the Transaction;
- (l) BPI - Global Payments has requested evidence in relation to the Transaction which the Merchant has failed to provide;
- (m) there has been any departure from the terms of the Agreement in relation to any Transaction;
- (n) the Cardholder disputes or denies the Transaction or the sales or delivery of goods and/or services covered by the Transaction within reasons;
- (o) the Cardholder complains in writing that he did not make or authorise the Transaction;
- (p) the Merchant has not obtained authorisation or, in seeking authorisation for the Transaction, the Merchant has given an incorrect Cardholder's name or account number to Global Payments;
- (q) the sale or supply of any goods and/or services under the Transaction involves a violation of law or the rules or regulations of any governmental agency or other authority; and/or
- (r) there has been a breach by the Merchant of the Merchant Card Services Terms and Conditions;

- (s) BPI - Global Payments reasonably believes that the Transaction is irregular;
- (t) the issuing bank refuses to honour the Transaction presented by the Merchant; and/or
- (u) the circumstances of the Transaction were so suspicious that the Merchant should, on exercising reasonable care, have realised that the Card is a counterfeit or stolen and should have therefore declined the Transaction; and/or
- (v) any other event or circumstance, which BPI - Global Payments shall have previously notified to the Merchant in writing, has occurred in relation to the Transaction.

## **12. FRAUD AWARENESS AND PREVENTION**

### **12.1 For every credit card transaction you must**

- |  |   |   |
|--|---|---|
| Retain the card until the transaction is completed         | — | Check that the card has no sign of having been tampered with or altered.                      |
| Check account number                                       | — | Is the number displayed on the terminal the same as that embossed on the card ?               |
| Take an imprint<br>(not applicable to an EDC transaction). | — | This records the card details and proves a card was present at the time of the Terminal sale. |
| Obtain approval code and record on the sales draft         | — | You must 'swipe' or 'insert' the card if you have an Electronic Data Capture Terminal (EDC)   |
| Check signature  | — | Is it similar to the one on the signature panel ? (if in doubt, ask for an ID)                |

### **12.2 Indicators of counterfeit cards**

- |                                |   |  |
|--------------------------------|---|--|
| Security Features (Visa)       | — | Does the first four pre-printed digits match the first four embossed digits of the card number ?   |
|                                | — | Is the micro-printing around the Visa logo clear?  |
|                                | — | Is there a three-dimensional hologram depicting a flying dove on the right side and back of the card?  |
| Security Features (MasterCard) | — | Is there a three-dimensional hologram on the right side of the card?   |
|                                | — | When the unique security character appears on the face of the card, there should be an indent – printed account number followed by a security code on the signature panel. |

### **12.3 Indicators of lost/stolen cards**

- |                 |   |  |
|-----------------|---|--|
| Signature Panel | — | Is there evidence of erasure or alteration?  |
| Cardholder Name | — | Does this appear to match the cardholder's appearance. (e.g.: European name, Asian cardholder) |

### **12.4 If you are in doubt or suspicious about the card or card user**

- Ask the card user for proof of identity and check it carefully.
  - **Call Authorisation Centre at 02-581 6262 / 1 800 1441 0378** and state clearly 'this is a code10 (ten) call'.
- You will then be advised what to do next.

## **13. IMPORTANT TELEPHONE CONTACTS**

- |                           |                     |                             |
|---------------------------|---------------------|-----------------------------|
| Authorisation Centre      | 02-5816262 - Manila | 1 800 1441 0378 - Toll Free |
| Merchant Services Hotline | 02-5816363 - Manila | 1 800 1441 0374 - Toll Free |