



## Terminal and Account User Guide

### Verifone VX680 3G EMV

Merchant #:

Merchant Name:

Visa/MC Voice Authorization:

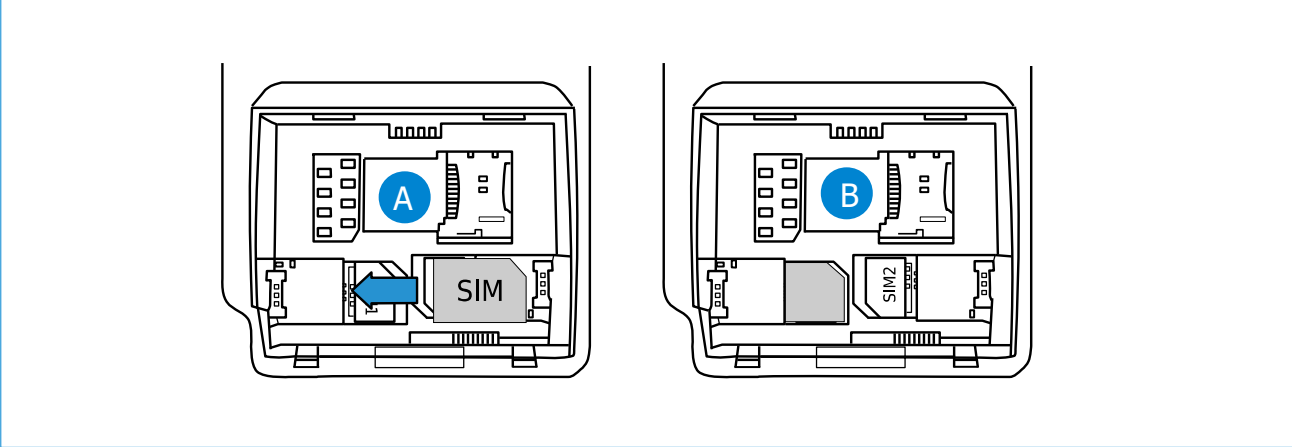
Acumen Help-Desk:

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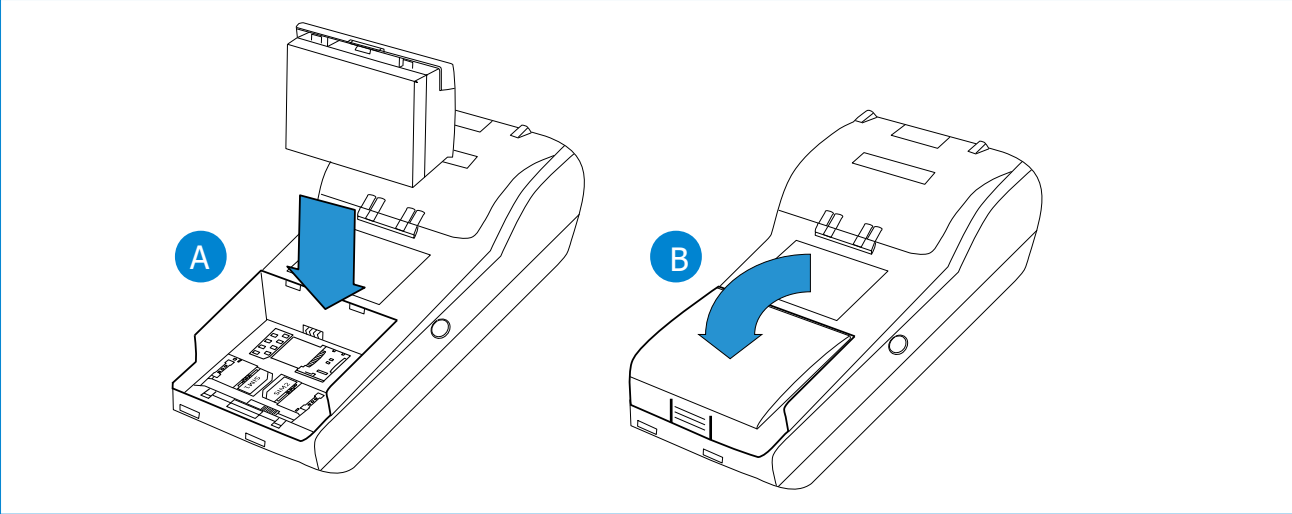
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**Installation Guide**  
**VX680 Wireless 3G**

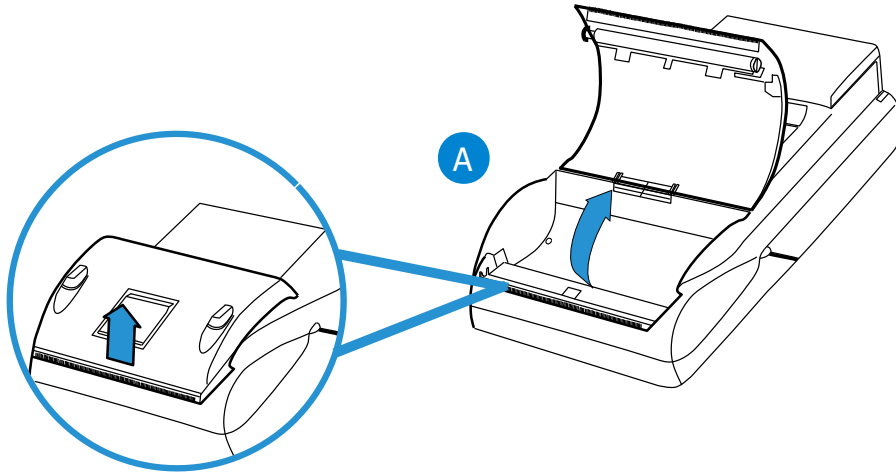
Insert SIM card in  
SIM1 slot



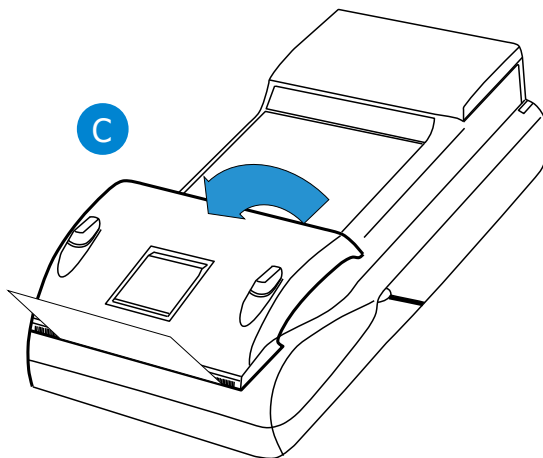
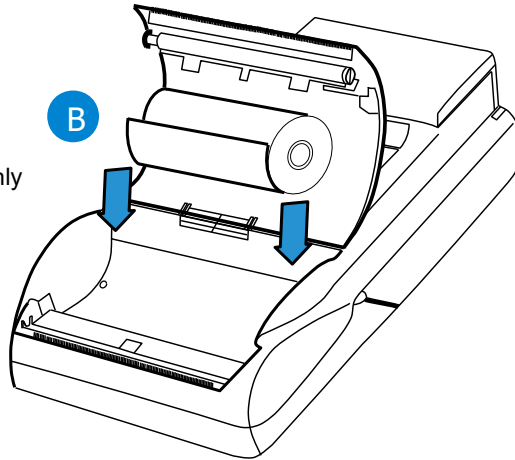
Insert battery



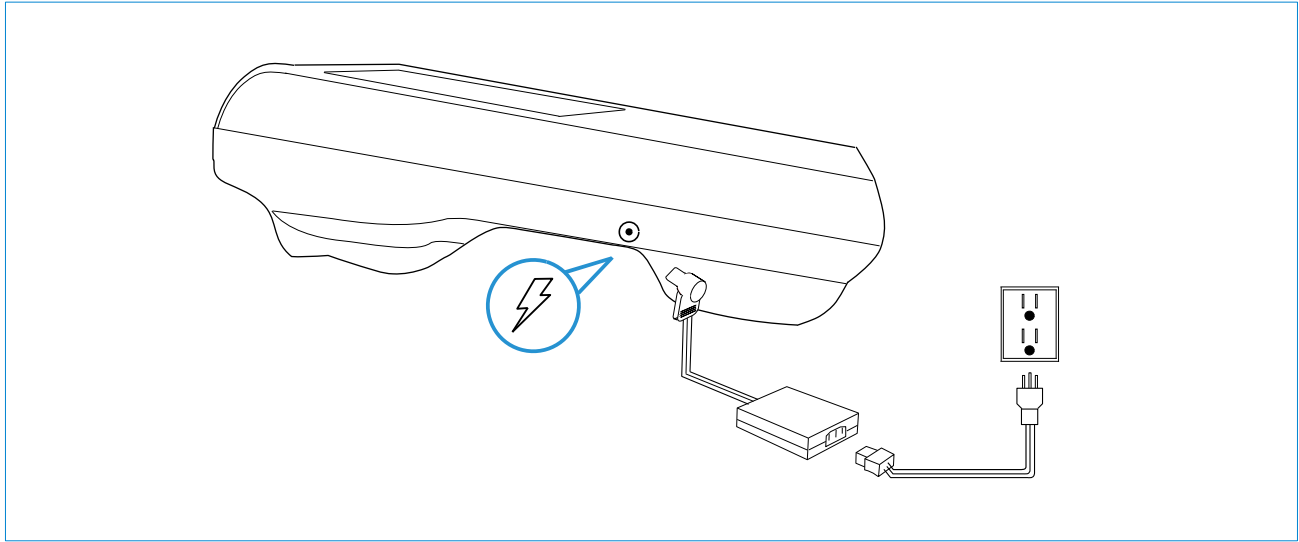
# Load Paper



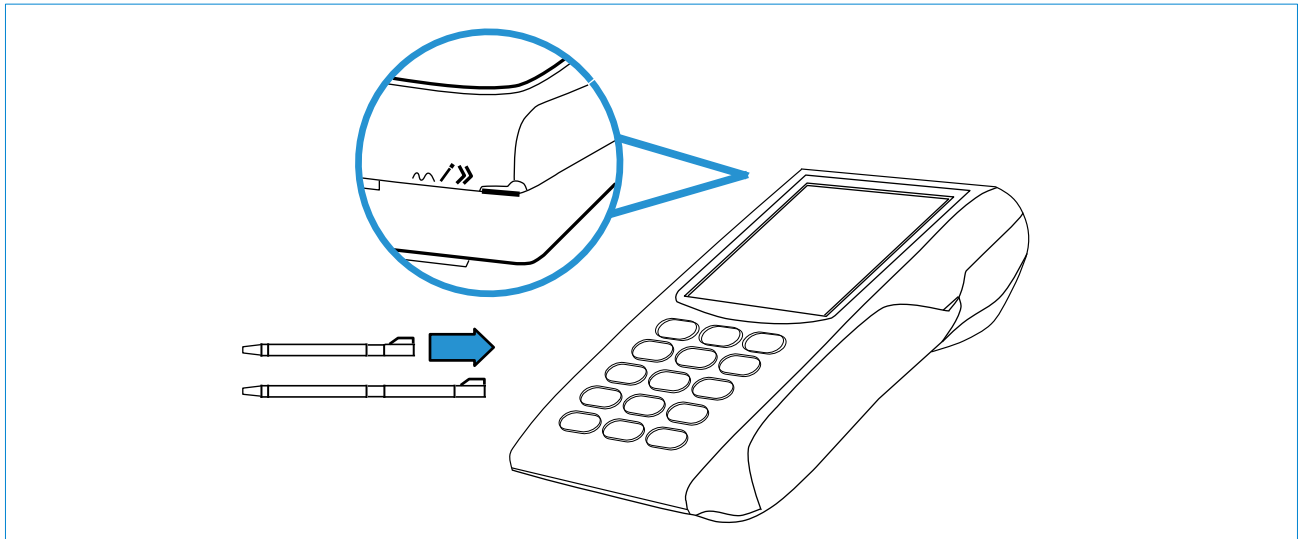
2 ¼ X 50' paper size only



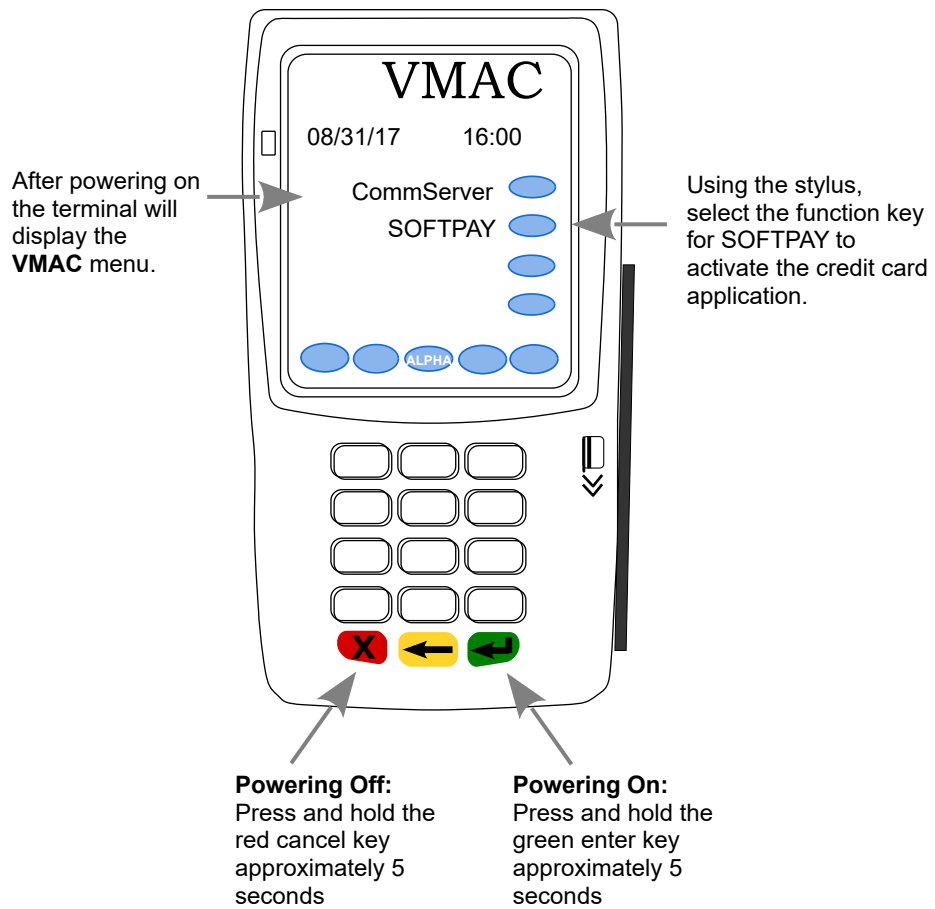
### Charge Battery



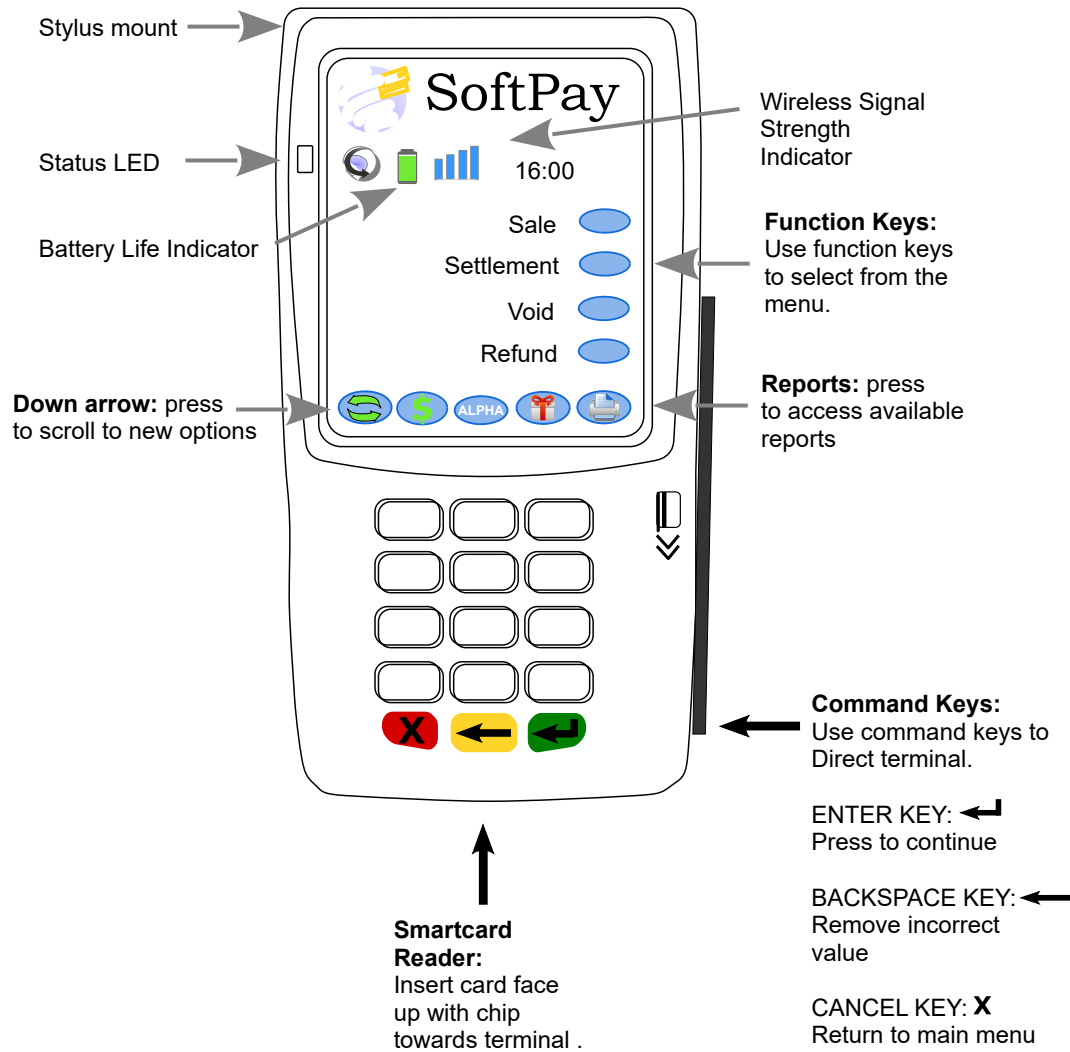
### Stylus Pen



## Powering On/Off










## Navigating the Terminal



## Wireless Terminal First Use



Charge battery in terminal for 6 hours prior to first use.

A Status LED indicating the condition of the unit is located to the left of the display.		TERMINAL DISPLAY	OPERATOR ACTION
Busy or idle		Verix eVo Multi-App Conductor Press Any Key...	Press any key, then select SOFTPAY
Battery fault			
Battery low		SoftPay Press RED Key	Press the red cancel key
Printer fault			
Out of paper			
Battery charging		<b>Power Management State</b>	
Sleep		Active-Run	Main menu is displayed, terminal is ready for transactions
		Active-Idle	SoftPay, Press RED key is displayed. Display is dimmed and keypad back light is off.
		Battery Re-Charge requirement	Determined by daily usage.



## **EMV Chip Technology and Contactless Payments**

### **WHAT IS EMV CHIP TECHNOLOGY?**

(EMV) Europay, MasterCard, Visa is a global standard for interoperability between chip based payment applications and acceptance terminals for secure credit and debit payments. All EMV cards (smartcards) are the same size and thickness as magstripe cards and are embedded with a micro computer chip that stores information required to authenticate, authorize, and process transactions, increasing security and reducing fraud. When the card is inserted into a POS terminal a metal contact in the reader provides power to the microchip and then both devices are able to communicate.

### **CONTACT PAYMENTS**

Your Verifone terminal supports smartcard contact payments. When a customer presents a smartcard you should initiate a sale and then pass the terminal to the customer (where practical, or if you do not have an attached PIN pad). The customer should insert their card into the chip reader at the bottom of the terminal where it will remain until the transaction is complete. Your terminal will instruct the customer when to remove their card.

### **CONTACTLESS PAYMENTS**

Your Verifone terminal may also support contactless payments. Some customers may present a dual interface card (a card capable of both contact and contactless transactions), a fob, or may want to use their mobile phone to pay. You should initiate a sale and then pass the terminal to the customer, when the contactless symbol is displayed the customer will tap or hold their contactless device above the display, your terminal will process the transaction the same as if a card were inserted. In most cases a separate PIN pad may be attached to your terminal allowing your customers to complete contact or contactless transactions with a customer facing device.

### **CUSTOMER VERIFICATION METHODS**

Depending on the card, customer identity verification is completed with either a customer signature on the receipt or by the customer entering a PIN number. Your terminal will recognize the card and prompt you and the customer to follow the required verification process.

### **FORGOTTEN PINS**

If a customer has forgotten their PIN, instruct them to contact their card-issuing bank to have their PIN reset. You should ask for another payment method to complete the sale.

### **RESOLVING LOCKED PINS**

If the wrong PIN has been entered too many times in a row the PIN will lock and render the card temporarily unusable. Your terminal display will inform you whether the transaction can be completed using a signature or if the customers needs to provide a different method of payment. Instruct the customer to contact their card-issuing bank to unlock the PIN.

### **MAGNETIC STRIPE CARDS**

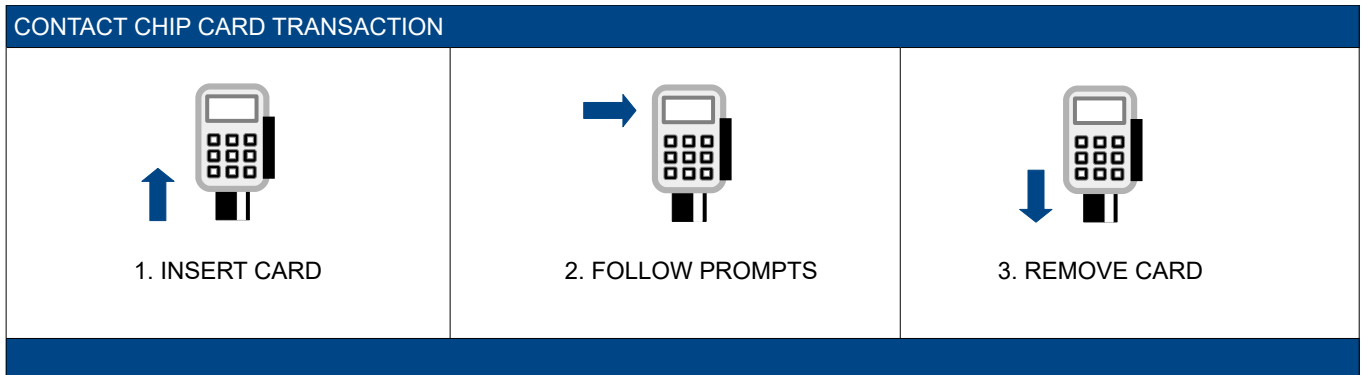
You can continue to accept cards that do not have an embedded micro chip (magnetic stripe only). All smartcards will also be embedded with a magnetic stripe to meet international requirements as well as fall back for some cards where the chip has malfunctioned and a swipe of the card is allowed.

## Integrated Contact/Contactless Chip Card Transactions

### CONTACT PAYMENTS

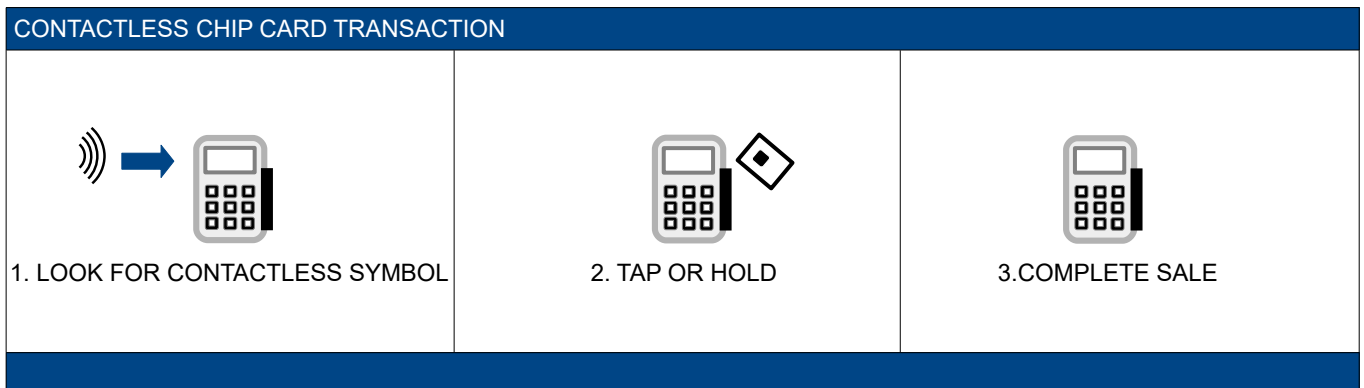
When a customer presents a chip card, you should initiate a sale and then pass or turn the POS terminal to the customer\* (if you do not have an external PIN pad). The customer inserts their card into the chip reader at the bottom of the terminal where it should remain until the transaction completes. Your terminal will instruct the customer when to remove their card and return the terminal to you. Follow the prompts to complete the sale. This ensures that the card never leaves the customer's possession.

\*Where practical



### CONTACTLESS PAYMENTS



When a customer presents a contactless device (card, fob, phone), you should initiate a sale and at the contactless symbol instruct your customer to tap or hold their device next to or above the terminal and follow terminal prompts. In many cases, a separate PIN pad can be attached to your terminal, for customer convenience. As an added security measure, transaction amounts over a pre-set threshold will require a card insert or swipe.





CONTACTLESS SYMBOL

## Performing Transactions

### CREDIT CARD SALE (CONTACT/CONTACTLESS):

TERMINAL DISPLAY	OPERATOR ACTION
Date & Time ↓ Sale Settlement Void	Press <b>F2</b> Sale
Amount: \$ 0.00	Type Sale Amount Press ENTER
Sale Total: \$ 0.00  Pass Terminal to Customer	Press ENTER and pass or turn terminal to customer <b>(Where Practical)</b>  <b>OR</b> Press ENTER
Sale \$ 0.00    Card Entry/Acct #:  	Tap or Hold Contactless Card, Fob, Phone  <b>OR</b> Insert Card (Swipe if no chip)
Sale Total: \$ 0.00	Press <b>F1</b> Yes Press <b>F2</b> No
Transmitting...Receiving Remove Card	Remove Card from Terminal
Sale Total: \$ 0.00  Return Terminal to Clerk	Press ENTER
Prt Customer Copy? Yes No	Press <b>F1</b> Yes Press <b>F2</b> No

**DEBIT CARD SALE (CONTACT/CONTACTLESS):**

TERMINAL DISPLAY	OPERATOR ACTION
Date & Time ↓ Sale Settlement Void	Press <b>F2</b> Sale
Amount: \$ 0.00	Type Sale Amount Press ENTER
Sale Total: \$ 0.01  Pass Terminal to Customer	Press ENTER and pass or turn terminal to customer <b>(Where Practical)</b>  <b>OR</b> Press ENTER
Sale \$ 0.00    Card Entry/Acct #:  	Tap or Hold Contactless Card, Fob, Phone  <b>OR</b> Insert Card (Swipe if no chip)
VISA / MASTERCARD DEBIT US DEBIT	Press <b>F1</b> for Signature Debit
Sale Total: \$ 0.01	Press <b>F1</b> Yes Press <b>F2</b> No
Transmitting...Receiving Remove Card	Remove Card from Terminal
Sale Total: \$ 0.01  Return Terminal to Clerk	Press ENTER
Prt Customer Copy? Yes No	Press <b>F1</b> Yes Press <b>F2</b> No


**CREDIT/DEBIT CARD SALE (HAND-KEYED):**

TERMINAL DISPLAY	OPERATOR ACTION
Date & Time ↓ Sale Settlement Void	Press <b>F2</b>
Sale Amount: \$0.00	Type Sale Amount Press ENTER
Sale Total: \$ 0.00 Pass Terminal to Customer	Press ENTER
Sale Total: \$ 0.00  Card Entry/Acct #: 	Type Card Number Press ENTER
Sale ExpDate (MMYY):	Type Expiration Date Press ENTER
Sale Total: \$ \$ 0.00	Press <b>F1</b> Yes Press <b>F2</b> No
Sale Total: \$ 0.00 V-Code	Type CVV2 from back of card Press ENTER
Sale Total: \$ 0.00 Address	Type Street # of Address Only Press ENTER
Sale Total: \$ 0.00 Zip Code	Type 5 Digit Zip Code Press ENTER
Transmitting...Receiving Approved XXXXXX	No Action While Processing


**VOID/AUTHORIZATION REVERSAL:**

TERMINAL DISPLAY	OPERATOR ACTION
Date & Time ↓ Sale Settlement Void	Press Void
Void Void Last Trans?                      Yes No	Press <b>F1</b> Yes (to void last transaction) Press <b>F2</b> No (to retrieve by invoice or acct number)
Void Invoice Number:	Type Invoice Number Press ENTER
Void Inv #: X VISA Sale XXXX \$                      0.01	Press <b>F1</b> Yes Press <b>F2</b> No Press <b>F3</b> Next
Transmitting...Receiving Approved XXXXXX	No Action While Processing



**REPRINT:**

TERMINAL DISPLAY	OPERATOR ACTION
Date & Time ↓ Sale Settlement Void	Press ↓ 
↓ Refund Force Reprint Check	Press <b>F3</b> Reprint
REPRINT Last Receipt Any Receipt	Press <b>F2</b> for Last Receipt Press <b>F3</b> for Any Receipt  (Follow additional prompts for any receipt)

**REFUND:**

TERMINAL DISPLAY	OPERATOR ACTION
Date & Time ↓ Sale Settlement Void	Press ↓ 1
↓ Refund Auth Only Force Reprint	Press <b>F1</b> Refund
Refund Amount:         \$           0.00	Type Refund Amount Press ENTER
Sale Total:   \$ 0.00  Pass Terminal to Customer	Press ENTER and pass or turn terminal to customer <b>(Where Practical)</b>  <b>OR</b> Press ENTER
Refund \$                         0.00   Card Entry/Acct #:	Tap or Hold Contactless Card, Fob, Phone  <b>OR</b> Insert Card (Swipe if no chip)  (Follow Additional Prompts if Hand-Keyed)
Sale Total:   \$           0.00	Press <b>F1</b> Yes Press <b>F2</b> No
Refund Smith/John Total:   \$0.00  Remove Card	Remove Card from Terminal
Sale Total:   \$           0.00  Return Terminal to Clerk	Press ENTER

**FORCE:****WARNING: Do not use this function without a valid Authorization Code**

TERMINAL DISPLAY	OPERATOR ACTION
Date & Time ↓ Sale Settlement Void	Press ↓ 
↓ Refund Auth Only Force Reprint	Press <b>F3</b> Force
Force Amount: \$                      0.00	Type Sale Amount Press ENTER
Force Total:                                      \$ 0.00  Pass Terminal to Customer	Press ENTER
Force \$                      0.00    Card Entry/Acct #:	Type Card Number Press ENTER
Force  ExpDate (MMYY):	Type Expiration Date Press ENTER
Force Total: \$                                      0.00	Press <b>F1</b> Yes Press <b>F2</b> No
Force  Total:  Appr Code:	Type Bank Issued Authorization Code Press ENTER



**BATCH REVIEW:**

TERMINAL DISPLAY	OPERATOR ACTION
Date & Time ↓ Sale Settlement Void	Press <b>4</b> Reports
REPORTS ↓ Totals Report Detail Report Clerk Reports	Press ↓ <b>1</b>
↓ Batch Review Batch History Terminal Rpts EMV Parm	Press <b>F1</b> Batch Review
BATCH REVIEW Totals Review Detail Review	Press <b>F2</b> Totals Review Press <b>F3</b> Detail Review

**REPORTS:**

TERMINAL DISPLAY	OPERATOR ACTION
Date & Time ↓ Sale Settlement Void	Press <b>4</b> Reports
REPORTS ↓ Totals Report Detail Report Clerk Reports	Press <b>F1</b> Totals Report Press <b>F2</b> Detail Report Press <b>F3</b> Clerk Reports

**SETTLEMENT: (END OF DAY)**

TERMINAL DISPLAY	OPERATOR ACTION
Date & Time ↓ Sale Settlement Void	Press <b>F3</b> Settlement
Settlement Sales:           \$       0.00 Refunds:        \$       0.00 Total:           \$       0.00  Enter to Confirm	Press ENTER
Settlement Response OK XXX XXX XXXX Settle Successful Settlement Report Prints	No Action Required

**Additional Transaction Prompts**

Some transactions may require additional information to complete.

**Multi-Merchant Functionality**

When more than one merchant is programmed into your terminal, you must select the appropriate merchant before initiating the transaction.

**Clerk/Server Setup**

Accessible through the main menu, the clerk/server setup feature allows you to manage ID's and passwords

Access Tip Functions	Press <b>2</b> to access TIPS. Press the corresponding <b>F</b> key to retrieve the transaction and follow the prompts.																
Corporate /Business Card Functions	Commercial/Purchase cards may require you to enter sales tax/customer number. The total amount of your transaction should include tax. When prompted Tax Exempt Yes or No, select No (unless the sale is tax exempt). Enter the sales tax amount. The receipt will print the item amount and sales tax amount separately. If prompted for customer number and the cardholder does not have a number for you to enter, use MM/YY.																
Changing the Date & Time	Press the more key twice, press <b>F3</b> Other Setup. Type the password 1AA66831 [A=Alpha Key]. Press the more key twice, press <b>F2</b> Date/Time and follow the prompts.																
<table border="1" style="width: 100%; background-color: #0070C0; color: white;"> <thead> <tr> <th style="width: 50%;">TERMINAL DISPLAY</th> <th style="width: 50%;">OPERATOR ACTION</th> </tr> </thead> <tbody> <tr> <td>           Date &amp; Time  <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">↓</div> <div style="text-align: center;">               Sale Settlement Void             </div> </div> </td> <td></td> </tr> <tr> <td>1 = Merchant Name</td> <td>Scroll to your merchant name by using the <b>F</b> keys to the right of the display and press <b>F3</b> to select or press [ENTER]</td> </tr> <tr> <td>Add Clerk/Server</td> <td>Use this function to add new clerks or servers to your terminal. You will be prompted to create an ID and a password for each new clerk/server. The clerk/server ID may be up to four digits in length and the password may be 5-10 digits in length.</td> </tr> <tr> <td>Log On/Off Clerk Server</td> <td>Use this function to log on clerks/servers as their shifts begin, and log them off at the end of their shift.</td> </tr> <tr> <td>Delete Clerk/Server</td> <td>Use this function to remove a single clerk/server from the terminal.</td> </tr> <tr> <td>Modify Clerk/Server</td> <td>This function allows modification of a cash tip amount or a clerk/server's password.</td> </tr> <tr> <td>Clear Clerk/Servers</td> <td>This function is used to clear clerk/server cash totals from the clerk/server's internal totals file.</td> </tr> </tbody> </table>		TERMINAL DISPLAY	OPERATOR ACTION	Date & Time <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">↓</div> <div style="text-align: center;">               Sale Settlement Void             </div> </div>		1 = Merchant Name	Scroll to your merchant name by using the <b>F</b> keys to the right of the display and press <b>F3</b> to select or press [ENTER]	Add Clerk/Server	Use this function to add new clerks or servers to your terminal. You will be prompted to create an ID and a password for each new clerk/server. The clerk/server ID may be up to four digits in length and the password may be 5-10 digits in length.	Log On/Off Clerk Server	Use this function to log on clerks/servers as their shifts begin, and log them off at the end of their shift.	Delete Clerk/Server	Use this function to remove a single clerk/server from the terminal.	Modify Clerk/Server	This function allows modification of a cash tip amount or a clerk/server's password.	Clear Clerk/Servers	This function is used to clear clerk/server cash totals from the clerk/server's internal totals file.
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## Merchant Responsibilities:

Print a report or perform a batch review to verify the transactions in your terminal or software. Close your batch daily to ensure you are charged the lowest interchange rates and your funds will deposit in a timely manner. Merchants using telephone touch-tone capture **do not** have to manually close their batch.

Insert, tap or swipe all cards. If your terminal cannot read a card, **you must** imprint the card on a manual imprinter and have the cardholder sign the imprinted draft.

1. Maintain a manual imprinter, merchant plate and a supply of sales drafts. **This is your backup system.**
2. Do not accept a credit card before its valid from date, or after its expiration date, on the card. **Do not accept a credit card that is not signed.**
3. Maintain your terminal and printer to insure legible sales draft receipts. Keep copies of credit card receipts, for a minimum of 18 months. **Store receipts in a secure location.**
4. If you are using point of sale software, you must have the latest updates installed to secure card data. If connected to the internet you must maintain a firewall between your POS software and the internet.
5. Do not store the 3-digit security code (V-Code) with the card number and expiration date.
6. Respond within 7 days to all retrieval requests for a copy of a sales draft.
7. Call your voice authorization number and ask for a "code 10" if you are suspicious of a card or cardholder.
8. Authorizations are good for 7 days only. If you have not submitted authorized transactions within 7 days you must re-authorize.
9. If you wish to close your merchant account you must submit a closure letter with the name of your business, your merchant number, a brief closure statement and it must be signed by the principal who opened the account.

## Inform Acumen of any of the following:

1. Checking account changes
2. Address change
3. Ownership or Incorporation changes
4. Telephone or internet system changes
5. If you process transactions through a payment gateway other than Acumen, you must inform them separately of any checking account changes.

## Transaction Holds:

Your merchant account has an established high monthly volume and high ticket amount. If you process a transaction in excess of the high ticket amount the transaction may be held by the processor. We will notify you within 24 hours of any holds and request additional information about the transaction including but not limited to:

1. Customer invoice (showing service or product)
2. Cardholder contact information including telephone number
3. Merchant bank statement (summary pages only)

To satisfy our banks risk mitigation, you must supply the requested information in order for the transaction to be released.

### Alternate Authorization:

Should your terminal or software at any time become inoperable, or if the authorization network is unavailable, follow the steps below to continue accepting credit/debit cards for payment.

1. Should your terminal become inoperable, you must call the Voice Authorization Center to obtain authorization for a transaction. If the card is present, you must make an imprint of the card using your manual imprinter. When your terminal is repaired or replaced you will need to capture your voice-authorized transactions, by following the Force or Offline procedure listed in this user guide.
2. Should your software become inoperable, you must call the Voice Authorization Center to obtain authorization for a transaction. Please consult your software manual to capture a voice-authorized transaction in your software. If the card is present, you must make an imprint of the card using your manual imprinter.

These steps are necessary for your protection, and your ability to continue to accept credit cards for payment. You must have and maintain.

1. An Imprinter
2. Sales drafts
3. Proper merchant plate for your imprinter

If you do not have any of these please contact the Help Desk number located on the cover of this user guide.

### First View Setup: (Access your merchant statement online)

To access your Merchant Statement, Authorization, Settlement, and Chargeback reports for your merchant account, you must complete setup of the First View online reporting tool. Please follow the below instructions for access to First View.

1. Go to [www.firstview.net](http://www.firstview.net)
2. Enter the User Name for your account
3. Enter the Password
4. Select Login

You will be prompted to enter user setup information including a new user name, password and security questions. Once complete you will no longer use the below information to login to your First View account.

USERNAME	PASSWORD

### Payment Card Industry Data Security Standards – PCI DSS (What it means to you)

By keeping your systems secure your customers can trust you with their sensitive payment card information. When you stay compliant with the payment brands security standards you join the global response to fighting payment card data compromise. Merchants are highly encouraged to visit [www.pcisecuritystandards.org](http://www.pcisecuritystandards.org) to obtain the latest Requirements and Security Assessment Procedures.

Acumen Connections has partnered with Security Metrics a leading provider of PCI DSS audit and scanning services. After approval and setup of your merchant account, you will receive an email from Security Metrics, select the embedded link and establish a password for your account. Follow the prompts to complete your audit, SAQ and if necessary a network scan. After successfully validating your compliance you can download a copy of your Attestation of Compliance (AOC) for your records. Validating your compliance must be performed once a year and you will receive an email notification from Security Metrics when your due date is near.

Please contact us if you need assistance with completing validation.

## Tips to Avoid Chargebacks:

### What is a retrieval request?

A retrieval request comes from a cardholder or their bank, requesting to see a copy of a sales draft or a mail order form. This can be done for a variety of reasons ranging from verifying a sale to tax purposes and sometimes fraud reasons. Failure to supply a draft promptly could result in a chargeback.

### What is a chargeback?

A chargeback is the reversal of a sales transaction previously processed by your business. The amount of the previous transaction is deducted from your account. Chargebacks are usually initiated by your customer (the cardholder), but can also be initiated by the bank that issued their card. While some chargebacks cannot be prevented, the basic steps below prevent some of the most common errors and help you avoid chargebacks when possible.

## TIPS FOR ALL MERCHANTS

1. If you receive a “decline” or “do not honor” message through your terminal, software or telephone touch-tone capture, **DO NOT** proceed with the transaction. **DO NOT** try again for an authorization; there is no protection for a transaction after you have received a “decline” or “do not honor” message, even if you receive an approval code on a second attempt.
2. Position company logo or marketing messages away from the transaction information. A company name, logo, or marketing message printed across the face of the sales draft can make the image copies illegible.
3. Always use high quality white non-patterned thermal paper for transaction information, since colored or patterned paper can render an imaged document illegible.
4. Always provide documentation in original size format. Avoid reducing images, as this will result in illegible images.
5. Check readability of all printed receipts and/or sales drafts daily.
6. Handle thermal paper carefully as any pressure during the handling/storage process causes black blotches, making copies illegible. Extreme heat or cold will degrade the paper.
7. Change printer paper when colored streak first appears as this indicates the end of the roll. The streak diminishes the legibility of transaction information.
8. Save all receipts and/or sales drafts for 18 months. Do not receipts or store sales drafts by cardholder name. You will be required to locate the receipt or sales draft by card number and approximate transaction date only. We will not be able to give you the cardholders name because cardholder names are not provided to us.
9. If you receive a call center or pick up card or “hold call” message through your terminal, call the authorization center and follow their instructions.
10. Do not attempt to process transactions for any persons or businesses other than the approved merchant. This is a violation of United States Code and may subject you to criminal prosecution.
11. Please refer to your Merchant Application and Agreement for your highest ticket limit. If you have a transaction greater than this limit please contact us for instructions before you attempt to process it.

## TIPS FOR FACE-TO-FACE TRANSACTIONS (RETAIL)

1. Whenever possible, obtain a swipe of the card through the terminal; verify that the card number on the terminal matches the card number embossed on the card.
2. If you manually key in the card number to your terminal, you **MUST** manually imprint the card using an imprinter with your correct merchant plate. Non-embossed cards **MUST** be swiped, do not manually key.
3. **NEVER** accept an expired card. Check valid to and from dates.
4. Compare the signature on the sales draft to the signature on the back of the card. The card must be signed. If the card is not signed, return it to the customer, have them sign it and request to see their identification. If the signature on the back of the card, does not match the sales draft or identification, **DO NOT** continue with the sale. If the customer refuses to sign the card, **DO NOT** continue with the sale.
5. Obtain an authorization for the full amount of the sale (hotels may authorize within 15% of total, restaurants/beauty salons within 20%). If a settled amount exceeds the allowed percentage, you must void the original transaction and re-authorize for the new purchase total.-authorize for the new purchase total.

6. If you limit the return or exchange of merchandise your return policies must be clearly indicated on the printed receipt or sales draft near the cardholder signature area or in an area easily seen by the cardholder. Please contact us for instructions.
7. Compare the four digits of the embossed account number to the four digits printed below the embossed account number to determine they are the same numbers in the same sequence. The first four numbers should always match, if not **DO NOT** complete the transaction and notify the authorization center.
8. If the transaction is a cash advance, record the four printed digits on the cash disbursement slip in the space provided
9. Always inspect the card. Keep the card throughout the transaction. Inspect the name, expiration date, and signature on back. **Never** accept a card that appears to have been altered.

**TIPS FOR MAIL/PHONE/E-COMMERCE TRANSACTIONS**

All Mail/Phone/E-Commerce transactions are considered high risk because the card and cardholder are not present. The following suggestions are offered to assist you in an attempt to prevent chargebacks to your account. However, we are not always able to prevent chargebacks affiliated with doing business in Mail/Phone/E-Commerce environments.

REQUIRED INFORMATION ON EVERY MAIL/PHONE/E-COMMERCE receipt or sales draft:

- The last four digits of the card number and expiration date
  - The name that appears on the front of the credit card
  - The cardholders billing address and phone number
  - Description of merchandise and/or services rendered
1. ADDRESS VERIFICATION SERVICE (AVS) is available on all terminals. AVS will verify the cardholders billing address with the cardholders credit card issuer. If you do not get an **EXACT MATCH** do not proceed with the transaction.
  2. Ship product or merchandise, only to the cardholders billing address. **NEVER** ship to any other address that the customer may request.
    - Request certified signature for proof of delivery
    - AVS will only verify addresses within the United States
  3. Provide cardholder name and merchant contact details in the sales transaction data.
  4. CVV2/CVC/CID otherwise known as the V-Code is the 3-digit code located on/after the signature panel following the last four digits of the card number. This code helps to verify that the cardholder is in possession of the card. It does not provide protection against chargebacks but does provide an additional level of security.
  5. Clearly link credits/refunds you have issued with the original sale information. Include invoice number, settlement information, etc.
  6. Ask Acumen to include your customer service telephone number in the billing name that appears on your customer's credit card statement. This allows your customers the ability to contact you directly if they have questions regarding the sale.



**Address Verification System (AVS) Response Codes:**

The Address Verification System (AVS) is a feature that adds fraud protection on card-not-present transactions. The numeric portion of the customer's street address and the ZIP code are compared against the information on file with the card-issuing bank.

Code	Description	Visa	MC	Amex	Disc
<b>X</b>	Match-Address and 9-digit Zip Code	x	✓	x	✓
<b>Y</b>	Match - Address and ZIP code (for Discover, address only matches)	✓	✓	✓	✓
<b>A</b>	Partial - Address matches, ZIP code does not (for Discover, both address and ZIP match)	✓	✓	✓	✓
<b>W</b>	Partial - 9-digit ZIP code matches, address does not (for Discover, no data from issuer)	x	✓	x	✓
<b>Z</b>	Partial - ZIP code matches, address does not	✓	✓	✓	✓
<b>N</b>	No match - Neither address nor ZIP code match	✓	✓	✓	✓
<b>U</b>	Unavailable - AVS system unavailable or issuer does not support AVS	✓	✓	✓	✓
<b>R</b>	Retry - Issuer's system unavailable or timed out	✓	✓	✓	x
<b>S</b>	Not supported - AVS not supported by issuer at this time	✓	✓	✓	x

## **Acumen Connections Equipment Terms:**

**Approval of your merchant account constitutes your acceptance to the terms and conditions set forth in this document.**

### **Alterations/Replacement of Equipment Owned and Provided by Acumen**

- Upon request, you must allow Acumen Connections reasonable access to the premises where POS terminals, and or printers are or will be located.
- Only Acumen Connections can alter or modify POS terminals or other equipment owned by us.
- If a terminal or printer appears to be defective, you must contact the help-desk immediately.
- You are responsible for safeguarding POS terminals or other equipment from loss, damage, or theft.
- If necessary, replacement equipment will be sent to you. If you fail to return the defective equipment, you will be responsible for its replacement value and for any legal and/or collection costs incurred by us in connection with recovering the equipment.
- You are responsible for keeping all Acumen Connections owned equipment from claims, liens, and legal processes initiated by creditors.
- Equipment may not be subleased at any time. The cost of comparable new equipment, as well as any associated legal and/or collection costs incurred by Acumen Connections will be assessed to you for each piece of equipment not returned to us upon termination of the Merchant Agreement by either party, or upon our request for the return of the equipment for any reason.

### **Replacement of Merchant Owned Equipment**

- Purchased and leased equipment is under warranty for 1-year from date of purchase, or manufactures warranty whichever is longer. (Applies only to equipment purchased from Acumen Connections ). You must pay the cost of repair if not under warranty.
- If equipment is submitted for repair Acumen Connections will provide you with comparable equipment at a monthly rental fee. Acumen Connections assumes no liability for repair or shipping of equipment.
- Rental fees will be discontinued upon return of rental equipment to us.
- Rental equipment must be shipped to us by traceable delivery. Equipment not sent traceable, and lost in transit will be billed to you at retail value.