

MERCHANT NEWS

Keeping you in the know

Important Information - Please keep in a safe place 

This Edition of Merchant News

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Welcome To The Autumn 2014 Edition

Following our successes back in the Spring at the Card and Payments Awards and the Merchant Payment Ecosystem Awards I'm pleased to let you know that we continued our winning streak at both the Diners Club International/Discover European Conference held in Rome recently and the Future Payments And Digital Banking 2014 Awards held in May.

At the Diners/Discover Conference we picked up the 'Best Acquirer Launch' award for rolling out the Discover Global Network acceptance to our terminal estate and launching it to you, our customers within the UK. The launch now serves as a blueprint for Discover for a successful partnership throughout the world. You can find out more about the Discover Global Network on pages 3-4. At the Future Payments And Digital Banking 2014 Awards we collected awards for Merchant Acquirer Of The Year and Online Innovation Of The Year for Global Iris.

As well as awards that we've won as a company, Andrew Langford, our Financial Director (FD), was named Young FD of the Year at The Real Business FDs' Excellence Awards. Andrew beat four other shortlisted candidates to receive the accolade, which was presented at a ceremony in London back in May, held in conjunction with the Institute of Chartered Accountants and supported by the CBI.

Andrew joined us in July 2011 and was recognised for a number of initiatives he has since spearheaded. He has also won plaudits from external partners such as the Pennies Foundation, with whom Global Payments works on a not-for-profit basis to help charities collect donations via card. As our business has expanded and matured he continues to play a strong role outside of his core strengths as an FD. I'm thrilled that he has received this recognition which he thoroughly deserves.

Earlier this year, we wrote to you to let you know about important changes that are taking place on 1st October 2014 to the way MasterCard transactions are authorised. On page 8 of this edition of Merchant News you'll find more information on these changes. Please take the time to read this important article to ensure you're ready for these changes when they come into effect at the start of October. If you own your own terminal or you use a Payment Service Provider, please read the article in the Retail Specific section as well.

In the Spring edition of Merchant News we let you know about the changes we'd made to improve our customer service including the different ways that you can contact us. Don't forget if you want to get in touch with us you can email us at customerservices@globalpay.com or reach us through our Twitter account [@GlobalPaymentUK](https://twitter.com/GlobalPaymentUK), as well as calling our helpdesk. We really want to keep improving our service, so if you have any comments on any aspect of your card processing service, please email us at customerexperience@globalpay.com.

Best Regards

Chris Davies
Managing Director



Product News

All businesses need to be able to offer their customers new and exciting products that can help them stand out from the competition and at Global Payments we're no different. We have a number of solutions that can attract new customers and benefit your company. Just keep on reading to find out more.

More Things To Know About Discover Global Network

Attract New Customers Every Day

Whatever business you're in and whatever the size, the Discover Global Network brings high-spending international travellers to your door. With over 70m cards issued, including 100K corporate relationships, acceptance means you can do business with affluent, travelling cardholders including Discover Card, Diners Club and alliance partners from around the globe.

Loyal Cardholders Want To Use Their Card As Much As Possible

Based on a recent survey conducted by Discover, 66% of cardholders look for signage before selecting a merchant, 75% look for signage before paying and, if the merchant does not accept Discover, 25% spend less, shop elsewhere or decide not to purchase¹. For business travellers where 84% are mandated to use their corporate card, 46% of them will spend less or shop elsewhere if their card is not accepted².

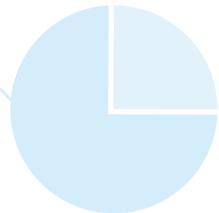
66%

Look for Discover signage before selecting a merchant



25%

Spend less, shop elsewhere or don't purchase when Discover is not accepted



Discover Global Network is available on our Ingenico terminals and many of you had your terminals updated to accept Discover and Diners Club cards last year. In the last few months, Discover representatives visited many of our merchants in Greater London and Edinburgh to remind you of the benefits of accepting their cards and encourage you to display their logos. We want you to be ready to capture your share of their cardholders spend.

To maximise your opportunities, it is important for you to display the decals we supplied. If you need any additional signage you can order these, free of charge, from: www.discoverglobalsignage.com.

If you have any queries, please contact us on **0845 702 3344***, selecting the option for 'all other enquiries'. For further information about the Discover Global Network visit: www.discoverglobalnetwork.com

*TNS, Global Merchant Card Acceptance, 2014

†Forrester Research - Online Omnibus Survey, Q2 2014

*Lines are open Monday to Friday, 9am - 6pm, excluding public holidays. To help us continually improve our service, and in the interests of security, we may monitor and/or record your telephone calls with us. Any recording remains our sole property. We also provide a Textphone service on 0845 602 4818.

Free Broadband Cable - What Would Faster Transactions Mean For Your Business?

As part of our commitment to provide an ongoing and improved customer experience, we're offering all of our customers who rent a terminal from us a free broadband cable to enable you to take advantage of super fast transaction times. All of our terminals are broadband capable so if you have broadband onsite you just need to plug in a standard broadband cable between your terminal and router to benefit from super fast transactions (up to 4 times faster*).

To take advantage of this offer please call us on **0845 702 3344**** selecting option 8, and we'll arrange for a cable(s) to be sent to you free of charge.

If you need any help when you plug in your cable just call us on **0845 702 3344*****, selecting the option for 'card terminals', followed by the option for your terminal type. We can then help ensure you have everything in place for taking faster payments over broadband.

Key Benefits:

- Reduce customer waiting time and queues with transactions up to **FOUR times faster** than traditional dial up.
- Save costs - multiple terminals can carry our transactions at the same time on **one single line**.
- Peace of mind with **secure transactions** across a private, high speed network with Payment Card Industry Data Security Standard (PCI DSS) compliant security.

*Average authorisation time over PSTN (Public Switch Telephone Network) dial up connection 18 seconds, average authorisation time over broadband 4 seconds

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***Lines are open every day (except Christmas Day) between 8.00am and 11.00pm Monday to Saturday, 10.00am and 5.00pm on Sunday and between 10.00am and 4.00pm on public holidays. Except Ocuis Terminal Support, where lines are open every day (except Christmas Day) between 8.00am and 11.00pm Monday to Saturday, 9.00am and 5.00pm on Sunday and between 8.00am and 8.00pm on public holidays.



Tax Free Shopping

Our new Tax Free Shopping service allows your non-EU customers to benefit by reclaiming the VAT they pay on tangible goods worth more than £30 when they take them back to their home country.

Being able to claim back the VAT encourages shoppers to spend more and builds customer satisfaction, whilst generating a new revenue stream for you. We take care of the paperwork; the terminal automatically prints the tax free receipt so you don't have to manually complete the required form. This can all be done today on our Ingenico terminals.

If this sounds like a service that could benefit your business, why not call us on **0845 702 3344***, selecting the option for 'all other enquiries' to find out more

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“We take care of the paperwork; the terminal automatically prints the tax free receipt so you don't have to manually complete the required form. This can all be done today on our Ingenico terminals.”

Coming Soon

At Global Payments we're always aiming to bring you developments to help you and your business. Read on to find out about the developments we're going to be introducing over the next few months.



American Express Contactless Acceptance Is Coming Soon

Great news if you have a contactless terminal and accept American Express cards as we'll be updating your terminal over the coming months to allow you to accept American Express Contactless cards. This will happen automatically as part of your terminal's regular maintenance call so you won't need to do anything.

Benefits Of Contactless:

- Faster payment processing as the average transaction time is less than a second.
- Touch & Go - allowing more customers through your tills - queue busting.
- Ensures your business is ready for the future world of mobile payments.
- Contactless transactions are as secure as chip and PIN.
- Fraudulent payments are covered by the cardholder's issuing bank.

Use Smartphones And Tablets To Take Card Transactions

Our new Mobile Point of Sale solution, Global mPOS, is launching this Autumn. Global mPOS enables you to take card transactions using your smartphone or tablet, and a secure chip and PIN card reader. You'll also be able to view and manage transactions and electronic receipts within an online merchant portal.

This exciting new product can help you manage and grow your business in a number of ways including:

- Take card payments on the go or in store, anywhere a mobile signal or Wi-Fi is available.
- Take the hassle out of collecting payments and speed up cashflow by taking card payments at customers' homes and premises instead of relying on cheques and invoices.
- Reduce customer 'walk away' and increase customer engagement and sales in store, by using Global mPOS on the sales floor.
- A cost effective way of taking card payments at events.

Details of availability will be available on our website, www.globalpaymentsinc.co.uk over the coming months.



HomeCurrencyPay

Here at Global Payments we are continuing to expand the functionality available on our extensive range of terminals. Early in 2015, we will be launching our new Dynamic Currency Conversion product called HomeCurrencyPay:



HomeCurrencyPay offers you the ability to provide your customers with the choice and convenience of paying for goods and/or services in their own home currency. You will experience a seamless implementation and the ability to provide an instant conversion of all the major currencies on the terminal.

HomeCurrencyPay also credits your bank account in sterling for easy reconciliation whilst your customer's sales receipt will both reflect the payment in their home currency and in sterling. Your customer's account will be charged in their home currency.

There is no additional charge for this additional service, in fact it gives you the opportunity to earn commission, as a percentage of each HomeCurrencyPay transaction you submit. Any commission earned will be reflected as a credit on your monthly invoice.

If you rent an Ingenico terminal from us we'll be writing to you in early 2015 to let you know when you'll be able to start benefitting from this service – you won't need to do anything!

Premier Service – Receive Your Funds Quicker

We are pleased to announce that in January 2015 we'll be launching a premier settlement service, which will allow you to receive your cleared funds quicker.

You'll be able to find further details on this new service on our website www.globalpaymentsinc.co.uk as we get closer to launch.



Card Scheme Updates

Changes To MasterCard Authorisations

To help improve the accuracy of cardholders' available funds on debit and credit cards as well as addressing regulatory concerns regarding the use of pre-authorisations, MasterCard has mandated a number of changes to how authorisations are processed.

From **1st October 2014**, all MasterCard authorisations must be defined as either a "Final" or a "Pre-Authorisation" and flow the Scheme Reference Data. These changes apply to **all transactions** made on the following MasterCard brands: MasterCard Credit, MasterCard Debit, Maestro Debit and Maestro International.

Final Authorisations

Final Authorisations are used in most face to face environments where goods or services can be dispatched and settled within 4 working days of the original authorisation. A Final Authorisation is categorised as:

- An authorisation on a transaction (greater than zero) for the final or known amount.
- The transaction may no longer be cancelled after the authorisation is requested other than by performing a refund. This excludes any technical failures before the transaction completes.
- The transaction must be cleared (sent to the card processor) within 4 days of the authorisation date.

New Processing Integrity Fee (PIF) Of 0.25%

Any authorisations marked as a Final Authorisation that do not meet the above criteria will attract an Integrity Fee of 0.25% (minimum 3p) of the transaction value. This is in addition to the service charge applied to the transaction. Similarly, transactions not flagged as Final Authorisation in the qualifying criteria above will attract a 1 pence 'Unknown Finality' fee. To avoid either of these fees being applied, it is vital you select the correct authorisation type for the transaction you are undertaking.

Pre-Authorisations

Pre-Authorisations are used in the travel and entertainment sectors or anywhere where the final amount of the transaction may not be known at the point of original authorisation, for example, an online business where it is not possible to fulfil an order in a single transaction. These transactions will attract a payment guarantee period¹ of up to 30 days (please note that all Maestro card authorisations only have a payment guarantee period of 7 days). Any transaction processed outside of these timescales requires another authorisation.

A Pre-Authorisation is categorised by any of the following characteristics:

- An authorisation for an 'estimated' amount (greater than zero).
- Where a transaction isn't cleared (sent to Global Payments to debit the card holder) within 4 working days of the original authorisation date.
- Where a payment guarantee period is required for up to 30 days. For example, online orders where it is not clear at the point of sale when goods will be dispatched.
- Where the cardholder will be offered the option to pay by an alternate means at completion. For example, a hotelier may hold a room open for a period of time against an authorisation code but may offer the customer the choice to 'checkout' by paying cash.

It is your responsibility to ensure you select the correct type of authorisation for the transaction you are carrying out. You must also ensure if you are carrying out a Pre-Authorisation, that you keep the cardholder informed of any amounts that may be held on their card. This can be done verbally, by displaying a sign or via the screen on a terminal. Failure to define an authorisation as either a Final Authorisation or a Pre-Authorisation could result in fines being levied by the Card Schemes, for which you will be liable.

“It is your responsibility to ensure you select the correct type of authorisation for the transaction you are carrying out.”

New Pre-Authorisation Fee Of 0.02%

Where you select to perform a Pre-Authorisation, a fee of 0.02% (minimum 1p) of the authorisation value will be applied in addition to the service charges applied to the transaction.

Please note: Zero Value Authorisations that check whether a card is valid and not lost or stolen will not attract the Pre-Authorisation charge, since a Zero Value Authorisation does not 'ring fence' any funds in the cardholder's account.

Finalising Pre-Authorisations And Flowing Scheme Reference Data (SRD)

When you are ready to complete a Pre-Authorisation, a clearing² record must be created that contains the Scheme Reference Data (see section below titled Scheme Reference Data) from the Pre-Authorisation(s), the authorisation code from the first Pre-Authorisation and the actual transaction value. The clearing record may relate to a single Pre-Authorisation, or a Pre-Authorisation and several incremental authorisations.

If the value of the clearing record is greater than the total value of any Pre-Authorisation plus any incremental authorisation(s), a further incremental authorisation must be performed for the difference to ensure the value of the clearing record is equal to the total value of the Pre-Authorisation and any incremental authorisations.

Changes To Authorisation Reversals

It is a requirement that an Authorisation Reversal is carried out for any excess authorisations gained above the final authorised transaction amount, unless you send the clearing² record to Global Payments within 24 hours of the actual transaction amount being confirmed.

For cancelled transactions, the authorisation(s) must be reversed within 24 hours of the transaction being cancelled.

Wherever an authorisation code is generated and that transaction is not sent for clearing, you will need to complete a reversal of the authorisation to ensure that the cardholder is able to draw on their funds.

If you rent your terminal from us or use Global Iris, please refer to your 'User Guide' for how to complete a reversal. If you use your own equipment or a PSP to accept card payments, then you will need to refer to their guides or contact them directly for advice. If you operate an automated fuel dispenser or accept PayPass transactions, the reversal of authorisations is not required.

Removal Of Tolerances For Hotels, Vehicle Hire And Cruise Lines

Previously, MasterCard has allowed up to a 20% tolerance between the amount authorised and the final transaction value sent for processing in the hotel, car hire and travel industries, where the final amount of a transaction may differ due to additional services that were not already captured under the original authorisation.

These industries now must ensure the amount authorised is same as the final transaction value that is sent for processing.

If you rent a terminal from Global Payments or use Global Iris to accept card payments, then we will update your equipment automatically to support the new authorisation flags. Global Payments will also ensure that Scheme Reference Data is captured and correctly applied to all authorisations including any "top up" or incremental pre-authorisations you may take but it is your responsibility to ensure you select the correct type of authorisation for the transaction you are carrying out.

You can find more information on the changes to the authorisation of MasterCard transactions by visiting our website at: <https://globalpaymentsinc.co.uk/traceid.html> and clicking on the option for 'MasterCard Authorisations'. Alternatively, please call our helpdesk on **0845 702 3344***, selecting the option for 'all other enquiries'.

If you use your own equipment or use a PSP to process your transactions, you are responsible for ensuring that your provider has made the necessary changes to mark all authorisations as either a Final Authorisation or a Pre-Authorisation, flow the Scheme Reference Data and carry out reversals where applicable. To assist you with this we have put together a Technical Specification document which details the changes that you need to make. You can download a copy of the document and view a series of Questions and Answers by visiting our website at: <https://globalpaymentsinc.co.uk/traceid.html> and clicking on the option for 'MasterCard Authorisations'.

¹A Payment Guarantee Period is the length of time that an authorisation request holds funds in a cardholders account, it does not confirm the cardholder's identity or guarantee payment.

²Clearing is where the merchant (you) sends all their card sales transactions to their processor (Global Payments) for that day. If you have a physical card terminal this usually happens when you complete your end of day banking.

Scheme Reference Data

The following changes refer to both Visa and MasterCard authorisations and authorised transactions.

To aid the detection of card fraud and make the linking of chargebacks to their original transaction easier, the Card Schemes (Visa and MasterCard) require a unique reference number be flowed throughout the lifecycle of all authorised card transactions. Visa refers to this data as the Transaction Identification Number, whilst MasterCard refers to it as the Trace Identification Number. Generically this data is referred to as Scheme Reference Data.

If you rent a terminal from us or you use Global Iris, your transactions will contain this data. However, if you use your own equipment or use a PSP to process your transactions, you are responsible for ensuring that all transactions contain Scheme Reference Data. To assist you with this we have put together a Technical Specification document which details the changes that you need to make. You can download a copy of the document and view a series of Questions and Answers by visiting our website at: <https://globalpaymentsinc.co.uk/traceid.html> and clicking on the option for 'Scheme Reference Data'. Failure to include the Scheme Reference Data could result in fines being levied by the Card Schemes, for which you will be liable.

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“Visa refers to this data as the Transaction Identification Number, whilst MasterCard refers to it as the Trace Identification Number.”

Recurring Transactions – Visa Europe Operating Regulation Change

Changes To Expiry Dates For Visa Cards

Do you carry out Recurring Transactions, where a cardholder has given you written authority to periodically charge their card for recurring purchases of products and services? If you do, the European Union's Payment Service Directive requires that wherever possible you provide the correct expiry date for these transactions.

From **17th October 2014** issuers of Visa debit and credit cards may decline authorisation requests for recurring transactions if the expiry date is incorrect, invalid or missing. So that you are not impacted by this change, you must ensure that you include the correct expiry dates for all recurring transactions you submit.

If you have any queries regarding this change, please contact our helpdesk on **0845 702 3344***, selecting the option for 'all other enquiries'.

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“From 17th October 2014 issuers of Visa debit and credit cards may decline authorisation requests for recurring transactions if the expiry date is incorrect, invalid or missing.”



Card Scheme Compliance

Global Fortress – Remember To Check Your Compliance Is Reported Correctly For Your Business

The Payment Card Industry Data Security Standard (PCI DSS) is a globally adopted, industry standard that sets out the procedures that must be adhered to, to ensure the safe storage, processing and transmission of payment card data. All merchants are mandated to achieve and maintain PCI DSS compliance in accordance with Card Scheme Rules.

PCI DSS compliance is divided into 4 levels, identified by transaction type and/or volumes:

Level 1 – more than 6,000,000 MasterCard or Visa transactions a year

Level 2 – more than 1,000,000 MasterCard or Visa transactions a year

Level 3 – more than 20,000 MasterCard or Visa e-commerce transactions a year

Level 4 – all other merchants

To help our Level 4 merchants achieve compliance, we have partnered with SecurityMetrics (an approved Qualified Security Assessor (QSA)) to provide Global Fortress. By giving you access to the resources you need to protect your customer card data, Global Fortress is designed to simplify the process for you to achieve and maintain PCI DSS compliance. The key benefits of Global Fortress include:

- Access to SecurityMetrics™ (our QSA) who will support you in taking the necessary steps to achieve PCI DSS compliance via their dedicated technical helpdesk, who are available 24/7. They can provide you with unlimited assistance in understanding and interpreting the security requirements, detailed within the relevant Self Assessment Questionnaire (SAQ) for your business.
- The use of SecurityMetrics™ PANscan® – a simple to use tool, helping you to ensure that you are not storing customer card data.
- Provides you with a PCI DSS compliance certificate.

Although many of our customers have now enrolled in the programme and gained compliance, our records show that some customers may not yet have logged into SecurityMetrics™ portal to complete their Self Assessment Questionnaire. Others have forgotten to renew their compliance or scans when they expire. It is vital that these updates are done as soon as possible to ensure you are not incurring any non-compliance fees. If in doubt, please log into the portal and check your profile.

Remember to check that your compliance covers all your Merchant IDs. If you have not advised SecurityMetrics™ to link your Merchant IDs together, then you may still have some that are showing as non-compliant and you may be incurring non-compliance charges. These details can easily be checked by contacting SecurityMetrics™ on their contact details below.

Remember, once you have achieved compliance, it is vital that you communicate any changes to your business to SecurityMetrics™ (or your chosen QSA, if you decide not to use SecurityMetrics™). These include (but are not limited to) the following:

- A change in the manner in which you process transactions or handle customer data, including changes with the third parties/payment applications that you use;
- Obtaining new or additional merchant numbers; or
- Any other updates such as a change of legal entity, contact details (name, address, email).

The Card Schemes (MasterCard and Visa) monitor PCI DSS compliance closely and both SecurityMetrics™ and Global Payments may contact you by telephone, email or post to discuss your compliance. If you have received any notification from us advising you that you're not currently PCI DSS compliant, please contact SecurityMetrics™ at the earliest opportunity to check your compliance status.

Additional information on Global Fortress can be found by visiting: www.globalfortress.co.uk or by contacting SecurityMetrics™ on **0844 800 3638***.

If you are a Level 1, 2 or 3 merchant we will contact you directly about the steps you need to validate your PCI compliance with us. For general enquiries about PCI DSS, please call our helpdesk on **0845 702 3344****, selecting the option for 'all other enquiries'.

*Lines are open Monday to Friday, 9am - 5pm. Calls may be monitored and/or recorded. Any recording remains SecurityMetrics sole property. Please consult your phone line provider for call costs to 0844 800 numbers. For guidance, BT residential rates are 5.105p per minute, plus a call set-up charge of 15p (current at February 2014).

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**“Remember to check that
your compliance covers all
your Merchant IDs.”**

Payment Card Industry Data Security Standard (PCI DSS) Version 3.0 Is Here!

PCI DSS is a set of requirements issued by the PCI Security Standards Council (PCI SSC), for the protection of payment card data and is enforced by the Card Schemes (Visa and MasterCard). Version 3.0 of the PCI DSS standard has now been published and will become mandatory for all new validations and annual renewals from 1st January 2015.

Anyone that handles or processes payment card data is encouraged to begin the implementation of the new standard as soon as possible. However, to allow adequate time for the transition; version 2.0 remains active until 31st December 2014. After this date all PCI certifications (QSA certificates, Self Assessment Questionnaires (SAQs), Report on Compliance (RoCs) and/or Milestone Action Plans where applicable) must be submitted on V3.0 documentation. Those certifications received on V2.0 documentation will not be accepted.

In most cases, the changes to the revised standard are either a clarification of an existing requirement, or the expansion of a requirement to provide additional guidance. The changes focus on some of the most frequently seen threats and risks that lead to incidents of cardholder-data compromise. However, there have been some changes to the scope of the SAQs in V3.0 (including the addition of two new SAQs) that merchants should review at their earliest opportunity. You can read more about this in the next article.

Please take the time to visit the PCI Security Standards Council website for the full details of the new standard: www.pcisecuritystandards.org/index.php. Their website provides lots of information and supporting documentation regarding the changes and general advice to help you achieve and maintain your PCI DSS compliance; so we strongly recommend that you take the time to visit and review their website.

If you use Global Fortress to validate your PCI compliance to us, you will be guided through this transition process, but you can contact SecurityMetrics™ directly on **0844 800 3638***.

For general enquiries about PCI DSS, please call our helpdesk on **0845 702 3344****, selecting the option for 'all other enquiries'.

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Payment Card Industry Data Security Standard (PCI DSS) Self Assessment Questionnaires (SAQs) Are Evolving

You'll have read in the previous article about the release of version 3.0 of the PCI DSS. With the release of version 3.0, the revised standard focuses on frequently seen threats and risks that lead to incidents of cardholder-data compromise. In most cases, the changes to the revised standard are either a clarification of an existing requirement, or the expansion of a requirement to provide additional guidance. However, in addition to the existing SAQs, there are now an additional two SAQs for version 3.0. These new SAQs will become mandatory for all new validations and annual renewals from 1st January 2015.

Consequently, the SAQ you currently complete may have additional requirements or you may now be classified under one of the new SAQs. If you use Global Fortress to validate your PCI compliance to us you will be guided through this transition process, but you need to be aware of the potential changes to your validation requirements so you can begin the implementation of any new requirements before your annual compliance expires.

Please take the time to visit the PCI Security Standards Council website for the full details of the new standard: www.pcisecuritystandards.org/index.php. Their website provides lots of information and supporting documentation regarding the changes and general advice to help you achieve and maintain your PCI DSS compliance; so we strongly recommend that you take the time to visit and review their website.

If you have not yet enrolled into Global Fortress and you need help in understanding your PCI DSS validation requirements, please call SecurityMetrics™ on **0844 800 3638***. Alternatively please visit www.globalfortress.co.uk where you can find out more about our Global Fortress product, or request one of their PCI consultants to call you back.

For general enquiries about PCI DSS, please call our helpdesk on **0845 702 3344****, selecting the option for 'all other enquiries'.

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“If you have not yet enrolled into Global Fortress and you need help in understanding your PCI DSS validation requirements, please call SecurityMetrics™ on 0844 800 3638.”

Hosted Payment Pages – The Best Way To Secure Your Transactions

Do You Take Online Card Payments?

If the answer's yes, it's highly likely that you store, process and transmit card data. If you do any of these, then you should know that you need to be Payment Card Industry Data Security Standards (PCI DSS) compliant.

The Importance Of PCI DSS

In the previous articles in this section of Merchant News you'll have read that PCI DSS is a minimum set of guidelines that ensure that you protect the card data you process from fraud. If you're not PCI compliant you're at risk of having this data compromised.

Card data compromises are on the increase and data breaches do make headline news. Compromised businesses not only suffer damage to their brand reputation, they can also incur heavy fines from the Card Schemes, and consequently have known to spend considerable resource in achieving PCI DSS compliance. Penalties can start at €10,000 and the cost of resolve and achieving compliance can also go in to thousands of pounds.

Prevention, as they say, is better than cure, so what can you do to reduce the scope of your PCI DSS compliance? Well the answer is to use a hosted payment page on your website.

What Is A Hosted Payment Page?

A hosted payment page is a way of adding a secure transaction processing ability to your website without it seeing any sensitive card payment data. The cardholder is simply directed away from your website to a secure payment page. You'll still receive your payments for all the transactions as usual, but this way you're not collecting, storing or transmitting card data. This essentially reduces the possibility of card fraud through data compromises and can simplify your path to PCI DSS compliance.

How Can We Help You? - Global Iris

Global Iris is our award winning solution, which is a simple, convenient and secure online payment processing solution. Global Iris allows you to process card transaction online using a secured hosted payment page. It is an essential and a perfect security solution for your card processing needs.

Benefits Of Global Iris

- Quick and easy to implement
 - Supports multicurrency transactions
 - Supports 3D Secure transactions
 - Your PCI DSS responsibilities are reduced
- ...and much more
-

How Does It Work?

Your customer clicks the “checkout” button on your website, they enter their personal details, including name, address etc. When they select the card payment option as a means of payment they are directed to our Global Iris secure hosted page. Here the card payment details are taken and the customer is directed back to your website.

What's Next?

It's so easy! To find out more just visit our website www.globalpayments.co.uk/global-iris. Alternatively, call us on **0800 731 8921*** to find out more.

*Lines are open Monday to Friday, 9am - 5pm, excluding public holidays. To help us continually improve our service, and in the interests of security, we may monitor and/or record your telephone calls with us. Any recording remains our sole property. We also provide a Textphone service on 0845 602 4818.

Non Compliant Service Providers May Be Putting Your Business At Risk

Did you know that your service providers could not only be putting you at risk but also prevent you from becoming Payment Card Industry Data Security Standard (PCI DSS) compliant?

A service provider is a company that directly or indirectly stores, transmits or processes cardholder data on your behalf. A few examples are web hosts, payment gateway providers and shopping cart solution providers. Most merchants tend to use at least one or more of these service providers, are you one of them?

Service providers have increasingly become a prime target for cyber criminals and data hackers as many have involvement with large volumes of card data but lack robust security. You may be doing all you can to keep your customers' data and your reputation safe, but your service provider may be leaving you vulnerable.

If you share cardholder data with a service provider, certain requirements apply to you to ensure continued protection of this data. This is especially important for Version 3.0 of the PCI DSS that have come into effect this year. You can find out more about this in the article 'Payment Card Industry Data Security Standard (PCI DSS) Version 3.0 Is Here!' earlier in this edition of Merchant News. Knowing your service providers are PCI DSS compliant provides assurance that they comply with the same requirements that your organisation is subject to.

What Must I Do?

If you use a service provider, you must review section 12.8 of Version 3.0 of the PCI DSS guide, which you can find by visiting: www.pcisecuritystandards.org/documents/PCI_DSS_v3.pdf.

The new standards require you to maintain and implement policies and procedures to manage service providers with whom cardholder data is shared. They have been introduced to try to prevent the large increase in data breaches at these companies.

Some of the key points are briefly listed here:

- Maintain a list of service providers which helps you to easily identify where potential risks extend to outside your business.
- Maintain written agreements with your service providers that include an acknowledgement by service providers that they are responsible for the security of cardholder data that the service providers possess or otherwise store, process or transmit on your behalf.
- Establish and maintain a process for engaging service providers that includes proper due diligence prior to engagement and maintain a program to monitor their PCI DSS compliance status annually for the services provided to you.

Remember you can also use the link www.visamerchantagentslist.com to check whether your service provider is PCI DSS compliant. If they are not listed there you should contact your service providers to ensure that they have plans to list on the portal as it is a mandatory requirement for all service providers to register with Visa Europe.

Remember, you are still responsible for the security of the card data you process even when it is handled by a third party. If the service provider you contract with suffers a breach, your business may still have an adverse impact. You may incur significant cost towards remediation and compliance and also be subject to Card Scheme penalties.

Further information on this is available on the websites listed above. However, if you have any queries regarding this, please call our helpdesk on **0845 702 3344*** selecting the option for 'all other enquiries'.

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“Remember you can also use the link www.visamerchantagentslist.com to check whether your service provider is PCI DSS compliant.”



Technology Update / Commercial Opportunities

Customer Feedback At The Point
Of Purchase

Introducing truRating – Give Your Customers A Say When They Pay

Global Payments is partnering with truRating* to bring a ratings revolution to the UK. From this Autumn, you'll be able to access powerful customer insight via your terminals.



What Do Your Customers Really Think?

truRating asks every customer a single, anonymous feedback question on the terminal (or an eCommerce website) when they pay using a debit or credit card. The questions are rotated for example 'please rate the service from 0-9', and all the data is available for you to view on your own online dashboard. Because of the speed and simplicity of truRating, the vast majority of your customers will provide feedback, rather than the small minority who might take part in other surveys or online reviews.

Powerful Data To Help Run Your Business Better

truRating questions are rotated from a set of 5 core questions for each business sector (for example, 'value' or 'product range') and merchants can add their own custom questions too. You can track your ratings on your truRating online account, where you can benchmark against competitors and manage performance across staff members and branches. For the first time, you can link what your customers think with what they spend. Powerfully, using truRating as an early warning signal, you can quickly change your service offering or react to problems before you see a decline in sales, for example, use truRating to test out a new menu.

A Win For Your Customers

truRating gives your customers a voice to help improve the businesses they love. Customers want to provide feedback, but they want it to be hassle free. They also want a source of online reviews they can trust. We engaged independent research firm TNS Global to survey 1,200 British adults in April 2013 around the principles of truRating. 85% of customers stated that they would happily rate 'often' (35%) or 'always' (50%). Additionally, 80% would use the truRating customer website (compared to 68% who currently use review websites such as TripAdvisor).

A Win For Merchants

truRating gives you mass, representative, fast and affordable customer insight. You'll see your ratings data near to real-time utilising a broadband terminal (and within 24 hours if you use dial-up). You'll also have the option to have a free profile page on the truRating customer recommendations website, providing fantastic online promotion for your business.

How Much Does It Cost?

For merchants processing up to 50 questions each day, truRating costs just £15 per month per outlet and £30 for up to 250 daily questions. It doesn't matter how many terminals you have, the cost is based per store. If you operate more than 25 outlets you'll qualify for a 10% discount and more than 100 outlets gives you a 20% discount. There's also a flat-rate of £50 per outlet sign-up fee to contribute towards the cost of your welcome packs and software activation.

A Ratings Revolution

- ★ truRating will be available soon on Global Payments terminals.
- ★ For the first time, you'll be able to gather accurate, fast and affordable feedback from the majority of your customers, at the point of payment.
- ★ You'll have access to a truRating online dashboard where you can manage and monitor your ratings data.
- ★ You'll also have the option of a profile page on the truRating customer recommendations website.
- ★ Fees start from £15 per month per outlet.

*truRating is a registered trademark of truRating Ltd and has UK and international patents pending.

Tell us you're interested by visiting us at www.trurating.co.uk or email us at hello@trurating.co.uk.





GLOBAL
IRIS™

Now Available On
Global Iris

Find Out How PayPal Can Help You To Increase Your Global Iris Online Sales



If you use our Global Iris service, did you know you can now able to offer PayPal's Express Checkout* via Global Iris.

Millions of customers around the world prefer to use PayPal because they can checkout easily and securely in just 3 clicks. Research has shown that this convenience can boost your sales by an estimated 31%**.

Want To Find Out More?

Check us out online at: globalpaymentsinc.co.uk/global-iris or call us on **0800 731 8921*****.

*You will be required to sign up to a PayPal Standard business account which is free to open and has no cancellation fees or monthly charges. You will simply pay a small transaction fee for every payment received.

**Survey conducted by Northstar Research Partners, Q4 2012. Based on retailer-level data for 5 large online retailers representing 443 buyers.

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**“If you use our Global
Iris service, did you know
you can now able to offer
PayPal’s Express Checkout
via Global Iris.”**



Customer Service Update

To make your life easier we would like to provide you with some useful hints and tips to help you out and resolve any queries or issues you may have with your card processing with us. Read on to find out more.

Your Invoice Explained...

We send you an invoice at the beginning of every month that shows the charges and fees applied for the provision of your card processing facility in the previous month. Your service charges are unlikely to be the same every month due to the volume and type of transactions you accept and the type of facility you operate. The first page of invoice gives you a summary of the total charge and then the following pages show you a full breakdown of all the individual fees.

Whilst we are required to provide an in-depth level of information, we know your invoice can sometimes run into several pages and appear complex and daunting. So to make it easier for you, we have a guide called 'Your Invoice Explained'; which can help you understand and reconcile your invoice. You can find this in the 'Understanding Your Invoice' section of your Merchant Operating Instructions or by visiting our website at www.globalpaymentsinc.co.uk and logging into our Customer Centre. A copy can also be found in the 'Help' section of our My Merchant Info (MMI) service. You can also request a copy by dropping us an email at: customerservices@globalpay.com.

If you have a query about your invoice you can call us on **0845 702 3344***, selecting the option for 'all other enquiries', or you can email it to us using the email address above. In the meantime, here are some of the common abbreviations used on your invoice, together with a breakdown of the different sections you'll find on your invoice.

View Common Abbreviations on the Next page...

“The first page of invoice gives you a summary of the total charge and then the following pages show you a full breakdown of all the individual fees.”

Common Abbreviations

Abbreviation	Description
Adjust	Refund
Amex	American Express
Bus	Business
Cbk	Chargeback
RFI	Request for information under the chargeback process
CR	Credit
DB	Debit
DB/CR Adj	Rejected transactions that have been adjusted and will not be debited or credited to your bank account.
E-Com	E-Commerce
MAE	Maestro
MC	MasterCard
Min Adjust Fee	The fee applied to ensure the monthly Minimum Service Charge has been met.
MOTO	Mail order/Telephone order
Rtn	Return
UK Base 24	Authorisation
VDC	Visa debit card
PCI NON-COM	A fee applied if the facility is not compliant with the Payment Card Industry Data Security Standard (PDI DSS)
GF	Global Fortress our product which can assist you to become PCI DSS compliant.

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Section	Description
Summary	A summary of the monthly service fee due for payment after 14 days and a summary of the relevant VAT charges.
Transactions	A daily break down of the total number of card transactions and batch values that have been received and processed by us
Transaction Item Summary	The total number and value of sales and refunds received and processed by us for the month.
Card Summary	A simple daily breakdown of the transactions arranged by card type.
Transaction Charges	The headline rate applied for the transaction type and any Chargeback charges that might be applicable.
Interchange Other Charges	These are applied by the Card Schemes dependant on the card type used and the method of acceptance.
Interchange	A processing fee paid to the relevant card issuers to cover their associated costs. Interchange fees for chip and PIN transactions, for either personal cards issued in the UK or transactions that qualify for a similar beneficial interchange rate are already included in your headline rates. Transactions that do not qualify for this favourable rate will be subject to an Interchange Differential Fee (IDF).
Scheme Fees	Applied on qualifying card types depending where they were issued. This fee may comprise of one, two or three elements - a pence per item rate, a percentage rate per volume or both a pence per item rate and a percentage rate per volume amount.
Chargebacks/Reject	This section is populated if you have been subject to a chargeback in the preceding month. It shows the date of the chargeback, the number of chargebacks received on that date and the total amount charged back.
Other Fees	This section shows the monthly fee applicable for additional items or products and is broken down into VAT applicable and Non VAT applicable fees. Items here may include terminal rental, tally rolls and additional products such as Global Fortress or Global Access Advantage (GA@ - our reconciliation and MI business tool).
Messages	We use this section to keep you updated with messages. It's important that you read them.

Have You Had A Chargeback Before? If Not You Should Read On!

- Did you know a proof of delivery alone is not sufficient to defend a chargeback?
- An authorisation does not guarantee payment.
- A chargeback can occur up to 6 months after you took the original transaction.
- The Card Scheme Rules favour the consumer to ensure confidence for the user.

In certain circumstances, card issuers are entitled to refuse to settle a transaction accepted by you and presented to them by us.

Fraudsters, for example, often pretend to be bona fide cardholders in order to obtain goods from reputable businesses. This type of fraud only comes to light when the genuine cardholder sees a transaction on their monthly card statement that they don't recognise, which they dispute with their card issuer. This dispute begins a chargeback process.

Whilst we're able to support you if you are caught up in this process, you should be aware there is no financial compensation scheme available to merchants if a card issuer upholds a chargeback in favour of a cardholder. As the risk of chargeback lies with you as the merchant, it is extremely important that you take every opportunity to reduce that risk by taking positive action to reduce fraud and the threat of financial loss. Fraudsters are constantly changing and adapting their methods to increase their chance of 'getting away with it' because if they succeed, it's usually at your cost.

No one knows your business better than you and to help you to protect it you need to ensure that:

- Any written orders you accept contain the cardholder's signature.
- You establish a process to check if different transactions relate to the same address or if the same card number is used for different addresses.
- For deliveries to a cardholder's address, you obtain the telephone number from a directory service and if possible, telephone the customer on the number provided to confirm the order before dispatching the goods.

In cases of Card Not Present (CNP) transactions, remember to be suspicious if:

- A customer asks to collect the goods, perform the transaction as Card Present at the time of the collection.
- A transaction is unusually high in value or volume for your type of business or if the sale is 'too easy'.

Be cautious if:

- The delivery address is different to the billing address and avoid delivering to third party addresses such as hotels, internet cafes and 'care of' addresses.
- A customer only provides a mobile telephone number or only uses an email address where their name is not reflected within the address.

Never:

→ Accept an authorisation from someone who says they have called to provide you with one.

If you suspect that a transaction is fraudulent, you do not have to accept it. For additional checks you can make a 'Code 10 Call'. Although this in itself does not guarantee payment, it can provide you with additional information to help your decision on whether to accept or decline the transaction.

In cases of Card Present transactions, you must follow the prompts shown on the terminal. Cards that are not chip and PIN but have a magnetic strip instead are at greater risk of chargeback. If you are prompted to key-enter the transaction, ensure you obtain an authorisation and a manual imprint of the card with the cardholder's signature to reduce the risk of chargeback.

If you are subject to a chargeback or a retrieval request, where a cardholder queries a transaction because they cannot remember undertaking it, we will write to you advising you of the transaction details, the action you need to take and the date we need a response by. If you fail to respond to a chargeback notification or a retrieval request within the specified timeframe, the card issuer has the right to uphold the dispute.

We want you and your business to trade successfully. Thankfully, the majority of businesses are not targeted by fraud or suffered a financial loss as a result.

However, you need to stay ahead of the fraudsters so please do take the time to read your Merchant Operating Instructions and review your card acceptance procedures. Ensure your staff are trained on the correct use of the terminal and do undertake security checks before providing terminal supervisor passwords or privileges to your staff. Above all, remain vigilant in the fight against fraud.

If you have any questions at all about how to minimise your risks of fraud, please get in touch with our helpdesk on **0845 702 3344***, selecting the option for 'all other enquiries'.

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“If you suspect that a transaction is fraudulent, you do not have to accept it. For additional checks you can make a ‘Code 10 Call.’”

Chip And PIN Fraud

We have noticed a trend where fraudsters enter a store, often with an accomplice who is used to distract the retailer, to purchase high value items via a chip and PIN transaction. When the sale is processed the transaction is referred and at this stage the business receives a telephone call allegedly from either the authorisation centre or the card issuing bank.

As the caller is working with the fraudster, they will know the amount of the transaction and appear extremely plausible. They will ask to speak to the 'customer' who will then be heard answering security questions. Following this conversation, the customer hands the phone back to the retailer and a fake authorisation code is given, which the retailer, presuming it to be genuine, enters it in to their terminal to complete the transaction.

As the transaction will not have been authorised the retailer is likely to receive a chargeback for an unauthorised transaction and a loss to their business. The fraudsters use Barclays Bank issued debit cards, which start with the numbers **465858** or **465859**.

Remember:

- It only takes a few seconds for a customer to enter their PIN;
- Don't let yourself be distracted! Take control of your terminal again straight away;
- Remember to change your terminal's referral pass code frequently...and
- Never accept an incoming authorisation call. Neither Global Payments nor a card issuer will contact you directly regarding a referred transaction.

“The fraudsters use Barclays Bank issued debit cards, which start with the numbers 465858 or 465859.”

Global Payments Tally Rolls

Global Payments is able to supply you and your business with a variety of high quality terminal tally rolls, which comply with your terminal's warranty requirements.

All stationery items can be ordered by calling our helpdesk on **0845 702 3344*** selecting the option for 'stationery'. Delivery is free of charge.

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“Global Payments is able to supply you and your business with a variety of high quality terminal tally rolls, which comply with your terminal’s warranty requirements.”

Global Payments is HSBC Bank plc's preferred supplier for card processing in the UK.

Global Payments is a trading name of GPUK LLP. GPUK LLP is authorised by the Financial Conduct Authority under the Payment Services Regulations 2009 (504290) for the provision of payment services.

GPUK LLP is a limited liability partnership registered in England number OC337146. Registered Office: 51, De Montfort Street, Leicester, LE1 7BB. The members are Global Payments U.K. Limited and Global Payments U.K. 2 Limited. Service of any documents relating to the business will be effective if served at the Registered Office.