

MERCHANT NEWS

Keeping you in the know

Important Information - Please keep in a safe place 

This Edition of Merchant News

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Global Payments 2013 Round Up

As we draw to the end of another year, I'd like to take this opportunity to thank you for using Global Payments as your card processor. 2013 has been an important year for us, as back in February we completed the journey we began back in 2008 when we changed our name from HSBC Merchant Services to Global Payments.

Recently there have also been changes at our parent company Global Payments Inc, where after 14 years Paul Garcia has stood down as our Chief Executive Officer to become Chairman of the Board of Directors. In Paul's place Jeff Sloan has assumed the role of Company President and Chief Executive Officer. Jeff's leadership at Global Payments over the past three and a half years, coupled with his proven track record of nearly two decades in the financial services industry make him an ideal choice to advance the company.

Here in the UK we're continuing to develop cutting edge products that can help you to provide your customers with better customer service when paying. This year has seen us launch Global PAY Now and Global POS Link; and we've also rolled out acceptance of cards from the Discover Global Network, see the next article for an update on this. Next year will see us launch a mobile card payment solution and extend Tax Free Shopping to more of our customers. Read on to find out more about some of these exciting developments.

Finally I'd like to wish you and your families a Merry Christmas and a prosperous 2014.

Best Regards

A handwritten signature in black ink, appearing to read 'Chris Davies', written in a cursive style.

Chris Davies
Managing Director





Card Industry News

As part of Merchant News we'd like to keep you up to date with recent card industry news, new technology updates and features that be may be of interest to you.

Discover Global Network Card Acceptance

If you rent an Ingenico terminal from us, we wrote to you in September to let you know that soon you'd be able to accept cards from the Discover Global Network for Cardholder Present transactions. Well the good news is that we've now updated your terminal and you can accept these cards.

What Are The Benefits Of Accepting Cards From The Discover Global Network?

The Discover Global Network is growing rapidly and currently offers a combined \$1.34bn¹ spend opportunity in the UK and in most cases this is incremental spend.

Discover Global Network acceptance and partnership means you can now accept all of the cards that run on the network, including the Discover[®] card from the United States, Diners Club International[®], BC Global Card from South Korea, DinaCard from Serbia and RuPay[®] from India – this can give you access to an additional spending opportunity from international travellers and affluent cardholders around the globe.

Accepting cards from the Discover Global Network is a great opportunity for you to boost your bottom line as research shows that over half of Discover and Diners Club cardholders look for signage/decals before entering a store. These cardholders are less likely to have another card in their wallet; this means that you'll attract a whole new type of customer.

Discover Global Network cardholders prefer to use their card of choice as they enjoy both rewards and no foreign transaction fees when travelling abroad. Diners Club corporate card usage is often mandated and cardholders can only purchase where the card is accepted.

Remember To Display Your Discover/Diners Decals

The letter we sent you in September contained Discover/Diners decals and signage for you to display in your premises. If you've not yet put these up, please remember to do so, so that your customers know you accept these cards. If you need more, they can be ordered free of charge from www.discover signage.com.

About Each Brand



Diners Club International

Issued globally to high net worth cardholders, 110,000 companies use these corporate cards and operates in 185 countries



Discover Card

The 6th largest issuer of cards in the U.S., with 58 million Discover® branded cards².



BC Global Card

The largest domestic network in South Korea with approximately 3 million cards issued³.



DinaCard

The Serbian national payment card network with 2.5 million cards issued to date.



RuPay

Owned by the 10 largest banks in India, shifts personal consumption expenditure from cash to electronic payments in a growing economy with a population of 1.2 billion.

If you have any queries regarding Discover Global Network card acceptance, please call our helpdesk on **0845 702 3344*** selecting the option for 'all other enquiries'.

¹VisitBritain.org 2013

²The Nilson Report, #992, April 2012

³The Nilson Report, #986 January 2012

*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.

Coming Soon – Tax Free Shopping

We are pleased to announce that in Spring 2014, Global Payments will be launching our brand new Tax Free Shopping service, in conjunction with GB Tax Free.

What Is Tax Free Shopping?

We all have to pay VAT when we purchase goods and services in the UK. However, did you know that by law, non-EU residents are entitled to reclaim the VAT they pay on tangible items they purchase worth more than £30 and which they then export from the EU to their home country. Our new Tax Free Shopping service allows your customers to benefit from this, whilst we take care of the paperwork so you don't have to.

Benefits:

- **Increased Sales Volumes:** By offering Tax Free shopping you'll have a competitive edge over your competition. You have an opportunity to attract new target audience to your business leading to larger transactions through your cash register from foreign visitors.
- **Increased Profit:** For every Tax Free Transaction you take, you will earn a rebate. This can lead to increased profits for your business and repeat business from cardholders as they will want to shop where they can receive a rebate on their purchases, when they leave the EU.
- **No VAT Invoice:** GB Tax Free will be the ones dealing directly with HM Customs. This means that you don't have to spend your time sorting the paperwork.

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

“We are pleased to announce that in Spring 2014, Global Payments will be launching our brand new Tax Free Shopping service, in conjunction with GB Tax Free”

Coming Soon – Take Card Payments On The Move



Harnessing the power of smart phones and tablets to help you take and manage card transactions...

Mobile phones are everywhere in the UK, and with tablets following suit, the MasterCard Mobile Payments Readiness Index shows the UK has the 8th strongest mobile infrastructure in the world.

“The United Kingdom, with a sizable economy, large household spend, and a developed infrastructure, presents a very attractive picture for mobile payments readiness... Among its most attractive features is the intuitive distribution of familiarity, willingness, and usage of mobile payments by type across demographic segments, which lays out an easy-to-follow road map for marketing mobile payments.”*

Today, your smart phone has more computer power than all of NASA back in 1969 when it sent two astronauts to the moon. This can be used to drive apps for card processing. Global Payments are currently developing new products based on both mobile phone and tablet platforms, in the following areas:

- **Mobile Point Of Sale (PoS)** – Take card payments on the move with a payment app and secure card reader. Issue receipts to customers electronically and monitor transactions through a web portal. Ideal for taking face-to-face card payments at people’s homes, outdoor events, markets and other business premises.
- **Tablet PoS** – In-store tablet solutions function as a cost effective replacement for the traditional till and terminal. A tablet app can be simply updated with your product catalogue and work with a secure card reader to take card transactions. This can also be used to enhance the customer experience, complementing fixed PoS to take payment to the customer. Product catalogues can be integrated allowing customers to browse, select and pay. Out of stock items can be ordered and payment taken at the same time, increasing transaction volumes.
- **Loyalty** – A flexible loyalty app to give you control over customer interaction. You can offer points, incentives and electronic stamp cards and communicate sales and events. This is an easy way to engage your customers and increase return business.

All of the above are currently under development, for release during 2014. Further details will be available from our web site, www.globalpaymentsinc.co.uk as we get closer to launch.

*<http://mobilereadiness.mastercard.com/country/?gb>

Mandatory Change – Scheme Reference Data

The Card Schemes (Visa and MasterCard) have mandated that from 1st April 2014, a unique reference number must be flowed throughout the lifecycle of all 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.

- The introduction of this data will enable:
- Accurate matching of authorisations to completed transactions
- Make the linking of chargebacks to their original transaction easier
- Allow representments to be traced back to the corresponding chargeback more easily
- It will also aid in the prevention, research and detection of card fraud, making transactions more secure

To ensure you comply with this mandate, from February 2014 onwards we'll automatically update any card terminals you rent from us as part of their regular maintenance calls. Once this has taken place you won't need to make any changes to the way you accept card payments, however, you will see the Scheme Reference Data printed on your card transaction receipts.

We'll also update our payment gateway Global Iris to comply with the mandate. If you use this service, you'll see the data included in the records you receive for the transactions you take. We'll contact you separately to let you know when this has been completed.

If you use your own equipment or a Payment Service Provider (PSP) to accept card payments, you will need to upgrade your systems to comply with the mandate and flow this data. Please read the Scheme Reference Data article you'll find on page 28 in the Retail Specific section for more information on this.

If you have any queries relating to the mandate, please call us on **0845 702 3344*** selecting the option for 'all other enquiries'.

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Visa Europe Launch New Payment Stop Service – VEPSS

To meet a new directive introduced by the Financial Conduct Authority (FCA) Visa are introducing a new service.

What Is This Service?

A cardholder can instruct their card issuing bank to stop any Cardholder Not Present (CNP) future dated payment. This includes:

- Recurring Transactions
- Installment Transactions
- Payday Loan Repayments

The initial service applies to UK card issuers but this will eventually be rolled out to European issuers as well.

How Does This Impact My Business?

When you attempt to obtain authorisation on a card that has a stop instruction against it, the card issuer will send back a decline response. To help you identify these and provide you with a better understand of why the transaction has been declined we have updated our authorisation system to include the following description:

- Consent Revoked

If you receive this decline response, under the new rules, under no circumstances are you allowed to represent the transaction for authorisation and you must contact the cardholder to discuss alternative payment arrangements.

So there is consistency across Visa and MasterCard we have introduced this response message for both Card Schemes.

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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Don't Forget Our Website

Our website, which can be found at www.globalpaymentsinc.co.uk, is the place to visit for all your card processing needs. You can find a host of new features including:

- **Secure Customer Portal** – giving you access to industry news and updates.
- **Products Page** – featuring detailed information on Global Payments products and services that can benefit you and your business.
- **Merchant News Library** – where you can access an online copy of the latest version, together with archive editions.
- **Dynamic Frequently Asked Questions Area** – for all your card processing questions.

“Our website, which can be found at www.globalpaymentsinc.co.uk, is the place to visit for all your card processing needs”



Fraud Prevention

Fraudulent Refunds

We have recently seen an increase in criminals using social engineering techniques, such as phishing, to obtain information about merchant accounts with the aim of processing fraudulent refunds. These transactions make it appear as though cardholders' accounts have been legitimately credited for the return of goods, when in reality, no goods or services have ever been purchased and the refund is paid to the criminal's debit or credit card.

Using these details, criminals are able to hack into the merchant's payment gateway or third party software and can then submit credit refunds to card accounts which have previously been set up using false details or have been subject to account takeover. Once the refund has been credited the funds are quickly withdrawn.

To reduce the risk of your business being subject to this type of fraud, you must always:

- Ensure that your account IDs and passwords are stored in encrypted form
- Ensure that passwords for internet payment gateways are changed regularly – at least every 90 days
- When processing a refund ensure you have the details of the original sale and that the refund is processed on the same card account
- Inform Global Payments of any suspicious emails or telephone calls you may receive requesting user account IDs or passwords
- If you have a mobile terminal, ensure it is kept secure at all times to prevent criminals simply walking off with them
- If you receive a new Point of Sale (PoS) terminal, change the supervisor password immediately from the factory set generic code and change it regularly
- Inform Global Payments straight away if your PoS terminal is either lost or stolen. This will ensure that these devices are blocked from further processing

If you have any queries regarding this please call us on **0845 702 3344*** selecting the option for 'all other enquiries'.

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Card Scheme Compliance

Who Are SecurityMetrics? And How Can They Help You?

You may have recently received a letter from us introducing SecurityMetrics, or you may have received an email or telephone call from SecurityMetrics directly.

SecurityMetrics are a Qualified Security Assessor (QSA), who we have partnered with to introduce our product – Global Fortress, which can assist you in becoming Payment Card Industry Data Security Standard (PCI DSS) compliant.

If you're unsure what PCI DSS is, it 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 Visa or MasterCard transactions a year

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

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

Level 4 – all other merchants

But why should you choose to use SecurityMetrics as your preferred QSA?

- SecurityMetrics have more than 12 years experience in helping merchants with their PCI DSS needs.
- They are one of only a few QSA's that offer all PCI services. These include:
 - QSA services and PCI consultancy
 - Approved Scanning Vendor (ASV)
 - Penetration Testing
 - Onsite PCI Compliance audits (ROC)
 - Security Metrics PANscan™
 - Internal vulnerability scanning solution – SecurityMetrics Vision
 - Payment Application Qualified Security Assessor (PA QSA)
 - PCI Forensic Investigator – PFI
- They have an award winning call centre that provides
 - An initial free consultation to confirm your PCI validation requirements
 - And once you're enrolled, they provide unlimited technical support to assist you to understand and complete your requirements. So if you need help, just ask!

→ They provide online glossaries and also publish videos on YouTube, all aimed at helping you to meet the ever evolving and important Card Scheme mandate – The Payment Card Industry Data Security Standard

If SecurityMetrics contact you, then it is likely they are following up on a letter we have sent you.

As you are required to achieve, maintain and validate your PCI DSS compliance to us, please don't just ignore SecurityMetrics, as they can provide you with valuable guidance and support.

Our PCI product – Global Fortress, was introduced to give our Level 3 and Level 4 merchants the tools needed to understand and complete their PCI requirements and also for merchants that require the PCI vulnerability scans.

If you need help in understanding your PCI validation requirements, then SecurityMetrics can help.

SecurityMetrics can be contacted 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 SecurityMetrics, Global Fortress and PCI DSS, please call our helpdesk on **0845 702 3344****.

*Lines are open Monday to Friday, 9am - 5pm. Calls may be monitored and/or recorded. Any recording remains SecurityMetrics sole property. For BT business customers, calls to 0844 800 numbers will cost no more than 5.11p per minute, plus a call set-up charge of 6p (current at July 2012). The price for non-BT phone lines may be different.

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“If you need help in understanding your PCI validation requirements, then SecurityMetrics can help”

Important Changes to the Payment Card Industry Data Security Standard – Release Of Version 3.0

The Payment Card Industry Data Security Standard (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).

The PCI DSS standard is reviewed on an ongoing basis and formally re-released every three years. Version 3.0 has recently been published and will become effective 1st January 2014. Merchants (and any third parties that handle or process payment card data) are encouraged to begin the implementation of the new standard as soon as possible. To allow adequate time for the transition; Version 2.0 will remain active until 31st December 2014. After this date all PCI certifications – including Qualified Security Assessor (QSA) certificates, Self Assessment Questionnaires (SAQ's), Reports On Compliance (ROC's) and/or Milestone Action Plans (where applicable) - must be submitted on Version 3.0 documentation.

The changes in the new version are minimal. In most cases they 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 which can lead to cardholder data being compromised.

Lack of education and awareness around payment security, and poor implementation and maintenance of the PCI Standard, lead to many of the security breaches happening today. The updated standard addresses these challenges, by building in additional guidance and clarification on the intent of the requirements, and ways to meet them.

For general enquiries about PCI DSS, please call our helpdesk on **0845 702 3344***. Alternatively, if you use the services of our QSA, SecurityMetrics, you can contact them directly on **0844 800 3638****.

A summary of the changes can also be found by visiting the PCI Security Standards Council website (<https://www.pcisecuritystandards.org/index.php>). The website also provides lots of information and supporting documentation 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.

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Technology Update / Commercial Opportunities

Global PAY Now

We know through talking to our customers in the hospitality sector that you want to be able to offer your customers a better experience, whilst at the same time speeding up the turnaround of your tables. We launched our new innovative solution Global PAY Now in the summer and this has already proving itself to be a success.

What Is Global PAY Now?

If you think for a moment, your customer has had a fantastic meal, what is it they want to do at the end of a great night? That's right, to pay the bill easily and get on and enjoy the rest of their evening. Global PAY Now enables this by getting our portable devices talking with your Electronic Point of Sale (EPoS) till system. Your staff simply calls up the list of open tables from your EPoS system using the portable terminal, the customer pays immediately and a message is then sent back to the EPoS to close the table. Job Done!

So what benefits can Global PAY Now bring your business?

- More covers as you get to turn around your tables more quickly
- Stops the back and forth of the waiter fetching first the bill and then a second trip for the payments device
- Allows the waiter to concentrate on the customer without distraction
- Stops frustrated customers waiting to pay as they get to 'Pay Now' if they wish!
- Stops human error as the EPoS sends the terminal the bill!
- Go home earlier as you will reconcile first time due to the EPoS and the terminal matching!
- Eases your PCI journey as no payments details are shared with the EPoS

Don't worry if this sounds like a complex task to implement; we'll work directly with your EPoS provider to ensure they understand what needs to happen and that this process runs smoothly.

Interested?

If you think that Global Pay Now can help your business they why not call our helpdesk on **0845 702 3344***, selecting the option for 'all other enquiries' to find out more, including details of pricing.

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“We launched our new innovative solution Global PAY Now in the summer and this has already proving itself to be a success”

Are Your Terminals And Till Not Talking To Each Other? They Could Be!

In the summer edition of Merchant News we told you about our integrated solutions and how they can help your business.

So the question is; are your till and card terminal running separately? If they are, then why don't you take the step to integrate them like many of our customers, who are already reaping the benefits of our innovative solution **Global POS Link**. You could already be saving time, money and improve customer service.

Global POS Link is perfect for all types of retail businesses. And our latest technology has been designed to give you the benefits of a high-end Electronic Point of Sale (EPoS) solution, but with the convenience of a Global Payments managed terminal. You can now not only connect a desk-top terminal or retail PIN Pad but also our portable device, which is perfect in a hospitality environment!

Global POS Link:

- Stops the need to double key as the solution links our terminal to your EPoS system
- Increases accuracy as human error is eliminated – the till sends the payment information straight to the terminal
- Eases the PCI journey as all transactional information is encrypted and kept away from your EPoS
- Gives you the change to go home earlier as you'll no longer need to match your till transactions with your end-of-day reports, as all your transaction data is now in one place
- If you couple this with IP you can reduce authorisation times to about four seconds
- Contactless card acceptance comes as standard
- There is no need to worry about terminal updates as we take care of these for you

Having already worked with a number of EPoS providers we can take the strain out of the set-up process. So, what are you waiting for? For more information on Global POS Link please call our helpdesk on **0845 702 3344***, selecting the option for "all other enquiries".

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New GPRS Touch Screen Terminal Launched

Here at Global Payments we pride ourselves on innovation when it comes to the latest technology to support card payments. We're pleased to announce the launch of the VeriFone Vx680 GPRS terminal.

The Vx680 has all the key benefits of our current GPRS range but with the added benefit of a colour touch screen (as well as a fixed keypad for PIN input); allowing easier reading and also giving great brand promotion opportunities. The VeriFone Vx680 is also our first Contactless GPRS terminal allowing you to take payments in under one second whilst out and about, ensuring you keep queues to a minimum!

More and more businesses are finding a need for completely free-ranging card processing. Delivery companies, market traders, event organisers, mobile service organisations...the list is genuinely endless. Now, thanks to the GPRS network, that freedom and flexibility is available to every business.

Key Features:

- Contactless technology allowing you to take payments in under a second
- Able to take payments anywhere, anytime where there is a GPRS signal
- Roaming SIM allows the terminal to pick up the strongest available network
- Colour screen with backlit keyboard and large keys for ease of use
- Fully compliant with Payment Card Industry PIN Transaction Security (PCI PTS)
- Transactions are stored and processed securely end to end
- Allows acceptance of the widest possible range of chip and PIN cards, ensuring your business is compliant with all the Card Schemes

For more information on the VeriFone Vx680, including details of pricing, please call our helpdesk on **0845 702 3344*** selecting the option for 'all other enquiries'.

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Global Payments Tally Rolls

Global Payments are 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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“All stationery items can be ordered by calling our helpdesk on 0845 702 3344 selecting the option for ‘stationery’. Delivery is free of charge.”



Procedural Changes

Chargebacks Due To Fraud

The more risk aware you and your staff are when accepting card payments; the less successful fraudsters will be if they try to target your business. Please take the time to read this article and share the information with your employees.

What Is A Chargeback?

A chargeback is a sale transaction that is returned by the cardholder or their card issuer to a merchant for various reasons, often fraud.

How Can I Reduce The Risks Of Getting A Chargeback Due To Fraud?

Be suspicious if the sale is 'too easy' or unusually high value or volume compared to your normal sales. Also try to get a landline telephone number in addition to a mobile number. Fraudsters will typically only give a mobile number.

What Else Can I Do To Reduce The Risk?

You should never split the value of the sale over more than one card or split the sale into smaller amounts on the same card. Be cautious if a card is declined and your customer produces multiple cards until one is authorised.

Should I Release Goods To Couriers/Taxi Drivers Organised By The Cardholder?

No, this is the preferred collection option by fraudsters. Also be wary of requests for next day delivery, requests to alter the address at short notice or pre-arranged timed delivery as fraudsters will 'appear' at the address at a given time.

Are Some Transactions A Higher Risk Than Others?

Cardholder Not Present (CNP) transactions are always taken at the merchants' risk as there is no 100% guarantee that the transaction is genuine due to the nature of CNP.

Does An Authorisation Code Guarantee A Transaction?

No. An authorisation code confirms that, at the time of the transaction, the card has not been reported lost or stolen and that the genuine cardholder has sufficient funds in their account.

What Is A Code 10?

If you are suspicious of a transaction you can call our Authorisation Service on 0845 777 0600 (open 24 hrs a day, 7 days a week, 365 days a year) and ask for a Code 10. Further security checks will then be carried out – See P16 and P70 in our Merchant Operating Instructions for further details. **Care** - a Code 10 does not guarantee payment.

What Should I Do If My Terminal Displays A 'Referral' Message?

You must call our Authorisation Service to obtain authorisation. They will never initiate a call to you and you must never accept an authorisation code from a customer.

Is The Customer Making A Bulk Order Or Is It An Urgent Order?

Again, this could be a reason to take extra care with the transaction. Fraudsters typically place large orders or repeat orders over a short period and then move onto another card/merchant to help avoid detection.

What Else Can I Do?

For CNP transactions you should also perform Address Verification Service (AVS) and Card Security (CSC) checks. These do not guarantee the transaction but they add another layer of security.

The Following Pages And Sections In Our Merchant Operating Instructions Also Provide Further Information:

Page 4 – Risk Awareness

Page 5 – To Minimise CNP Risk

Page 53 – How To Prevent A Chargeback

You can also visit our website www.globalpaymentsinc.co.uk to find out more.

Above all, please remain vigilant. You know your business and what looks normal for you. Don't be afraid to challenge or question a customer if they place an order that's unusual for your business and don't be afraid to say no and ask for an alternative method of payment.

Update Following The March 2013 Budget

In the summer 2013 edition of Merchant News we informed you of changes to the Finance Bill 2013. These were announced in the March 2013 Budget and provide Her Majesty's Revenue and Customs (HMRC) with the powers to obtain merchant details, including data on transaction volume and associated charges from all Merchant Acquirers and Card Payment Processors. These new powers have been granted to HMRC to help them to tackle tax evasion by identifying businesses that are not declaring their full tax liability.

These changes have now come into effect; however, our Terms of Service will not need to change to incorporate these new requirements as there is already a provision to allow Global Payments to share data with regulators and government bodies. Please see clause 18.5.

If you would like further information on this, details can be found on HMRC's website: www.hmrc.gov.uk.

Global Payments Helpdesk Options

When calling our helpdesk number **0845 702 3344** please listen to the options available and select carefully as the order may change from time to time. The options now include:

- **To Order Stationery** – select if you require more tally rolls or any other item of Global Payments stationery. Lines are open 9.00am to 6.00pm Monday to Friday (except public holidays).
- **Card Terminal Support** – select if you are experiencing technical difficulties with your Global Payments provided terminal. Ensure you know the terminal type you are calling about. 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.*
- **Crediting And Invoice Enquiries** – select if you have any queries about any of your transactions, or charges that we have invoiced you for. Lines are open 9.00am to 6.00pm Monday to Friday (except public holidays).
- **Chargebacks Enquiries** – select if you have received a letter regarding a chargeback or dispute or retrieval request. Lines are open 9.00am to 5.00pm Monday to Friday (except public holidays).
- **Global Iris** – select if you have a query relating to our Global Iris service. Lines are open 8.30am to 6.15pm Monday to Friday, except Christmas Day, Boxing Day, New Year's Day, Easter Monday and May Day. All other public holidays, lines are open 10.00am to 6.00pm.
- **All Other Enquiries** – select if you have any queries that are not covered by the options above. Lines are open 9.00am to 6.00pm Monday to Friday (except public holidays).

We also provide a Textphone service on **0845 602 4818**.

*Except Ocius 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.

Are You Using The Correct Merchant ID?

You are reminded of the need to use your full eight digit Merchant ID in all communications with us. This includes calls to our authorisation service, any on-line authorisation requests submitted by you on your behalf, and any manual card transactions sent to us for processing.

Any fifteen digit Merchant IDs starting with 543457 previously issued by us are now invalid and if used will cause you delays in processing and obtaining authorisations.

Please use the full eight digit Merchant ID, including any leading zeros. You can find your eight digit Merchant ID printed on the first page of the monthly invoice we send you. If you are unsure of your Merchant ID, or you have any queries regarding this, please call our helpdesk us on **0845 702 3344*** selecting the option for all other enquiries.

*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.

Our Authorisation Service: 0845 770 0600

Please use this number when calling us for an authorisation, or in response to a referral or request to call. Calls to other numbers may result in a failed call that you may be charged for. The line is open 24 hours a day, 7 days a week, 365 days a year. Calls to this number may be monitored and/or recorded.

You should also ensure that any telephone auto-dial numbers you may use for our authorisation service are programmed with the correct telephone number.

Please ensure you have your eight digit Merchant ID and the card details available before you call.

Retail Specific News Update

The following Retail Specific section contains updates from the Card Schemes (Visa and MasterCard) that you need to apply if you own your own Point of Sale (PoS) equipment, rent card terminals from a supplier other than Global Payments or use a Payment Service Provider (PSP) to accept card payments on the internet.

If you rent a card terminal from us or use Global Iris to accept card payments on the internet, these updates will be made automatically and no action is required by you and you do not need to read any further.

RETAIL SPECIFIC NEWS

Keeping you in the know

Important Information - Please keep in a safe place



This Edition of Retail Specific

- ▶ **Dynamic Currency Conversion**
- ▶ **Card Scheme Updates**



Dynamic Currency Conversion

Taking A DCC Transaction, What You Need To Do

Do you offer your international customers the ability to purchase goods through our Dynamic Currency Conversion service? If you do, it is a Visa and MasterCard requirement that every cardholder whose card is eligible for Dynamic Currency Conversion (DCC), is given the option to pay in either the merchant's currency or their home currency (the currency in which the card is issued).

- You must make cardholders aware that DCC is an optional service and that the cardholder has the choice to pay in their currency if they prefer to.
- The cardholder's own billing currency (home currency) must be confirmed before authorisation takes place. The currency recognition software does this automatically.
- Your pricing currency remains the default currency on any transaction. However, where an eligible card is identified, the cardholder will be given the choice to decide which currency to pay with – either their home currency or the local currency.
- The DCC service is fully transparent—the merchant's pricing currency, the exchange rate, the rate margin, the rate source, the cardholder's home currency amount, and DCC provider are displayed on the receipt and, for eCommerce customers, on the web site payment confirmation page and in the payment confirmation email.
- All relevant DCC information must be made available to the cardholder before the transaction is completed. This information is readily available to the cardholder on the receipt or, for eCommerce customers, on the web site payment page.
- From time to time Visa and MasterCard audit merchants who are enabled with DCC to ensure these regulations are being followed.

“Every cardholder whose card is eligible for DCC, is given the option to pay in either the merchant’s currency or their home currency”



Questions You May Get Asked?

Q: What do you recommend?

A: We can't recommend whether you pay in your home currency or in the local currency. However by using DCC, you'll benefit from a transparent transaction using today's exchange rate and know how much your purchase will cost you when you make it.

Q: Where do the exchange rates come from?

A: The wholesale exchange rates are sourced from Reuters. They are updated early every day and are very competitive.

Q: What are the commission charges?

A: The commission charge will be included within the exchange rate used and you'll see these detailed on your receipt. However as the transaction will be in your own currency, you will not receive another charge from your card issuer.

Q: What's best for me?

A: We can't tell you which option is best but paying in your home currency means:

- 1) You get up to date rates of exchange and not a rate in one or two days time
- 2) Paying in your home currency gives you full transaction visibility, allowing you to make an informed decision about your purchase.
- 3) The rates applied to your transaction are very competitive.

Q: Is there a charge for this service?

A: No, the amount quoted is the amount that will be charged to your credit card. This amount already includes a highly competitive margin replacing what is normally applied by your bank or card issuer with the added benefit of today's wholesale rate of exchange by Reuters.



Discover Global Network Card Acceptance

We are pleased to announce, if you own your own Point of Sale (PoS) terminal or rent a terminal from a supplier other than Global Payments, you'll soon be able to accept cards from the Discover Global Network.

Take In More Tourism Spend

Many travellers heading to the UK carry cards running on The Discover Global Network (3rd largest network in the World)¹. These cardholders could come from one of 185 countries. As well as personal and corporate Diners Club International[®] cards from around the globe, there are U.S. issued Discover[®] cards, BC Global cards from Korea, DinaCards from Serbia, and RuPay[®] cards from India.

This can give you access to an additional spending opportunity with tourists from around the globe, creating a great opportunity for you to boost your bottom line. Most Discover and Diners cardholders will look for signage/decals before entering a store. These cardholders are less likely to have another card in their wallet; this means that you'll attract a whole new type of customer.

What You Need To Do

If you own your PoS terminal or you rent it from a third party supplier, just email us at product.enquiries.uk@globalpay.com quoting 'Discover Global Network' and we will take it from there.

If the Discover Global Network is new to you, why not read on to find out more.

Multiple Cards. One Network

About Each Brand



Diners Club International

Issued globally to high net worth cardholders, 110,000 companies use these corporate cards and operates in 185 countries



Discover Card

The 6th largest issuer of cards in the U.S., with 58 million Discover[®] branded cards².



BC Global Card

The largest domestic network in South Korea with approximately 3 million cards issued³.



DinaCard

The Serbian national payment card network with 2.5 million cards issued to date.



RuPay

Owned by the 10 largest banks in India, shifts personal consumption expenditure from cash to electronic payments in a growing economy with a population of 1.2 billion.

Loyal Cardholders

Discover Global Network cardholders are loyal, preferring to use their card of choice, and enjoy the many features and benefits their cards offer, including; cash-back, rich rewards, no Foreign Exchange (FX) fees and airport lounge access. Over 110,000 corporations and government organisations use Diners Club corporate cards for their employees' business expenses. Corporate reporting and expense management tools means these corporate cardholders prefer to spend at merchants that accept their card.

Promotions To Drive Spend To You

There will be opportunities to promote your business with multi-channel communications delivering millions of cardholder impressions across its network. It's easy to advertise your business to its travelling cardholders.

Complimentary PoS Signage

If you think that accepting cards from the Discover Global Network will benefit your business, we'll provide you with decals and signage that'll let cardholders know they are welcome to use their card at your business. Research shows that over half of Discover Global Network's cardholders look for signage before presenting their card for payment. They can be ordered free of charge from www.discover signage.com.

¹VisitBritain.org 2013

²The Nilson Report, #992, April 2012

³The Nilson Report, #986 January 2012

“Discover Global Network cardholders are loyal, preferring to use their card of choice, and enjoy the many features and benefits their cards offer”

Card Scheme Updates



Mandatory Change – Scheme Reference Data

The Card Schemes (Visa and MasterCard) have mandated that from 1st April 2014, a unique reference number must be flowed throughout the lifecycle of all 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.

The introduction of this data will enable:

- Accurate matching of authorisations to completed transactions
- Make the linking of chargebacks to their original transaction easier
- Allow representments to be traced back to the corresponding chargeback more easily
- It will also aid in the prevention, research and detection of card fraud, making transactions more secure

As you use your own equipment or a Payment Service Provider (PSP) to accept card payments, you will need to upgrade your systems, or speak to your PSP, to comply with the mandate and flow this data. We have put together a Technical Specification document which details the changes you need to make. You can download a copy of the document by visiting our website at: <http://www.globalpaymentsinc.co.uk/traceid.html>.

You'll find the information you need to update your systems on pages 14 (Sub Records) and 31 (Scheme Reference Data Record and Acquirer Reference Data Record). If you have any technical queries regarding the changes, you should refer these to your equipment provider or your PSP.

Under the terms of your Card Processing Agreement with us, it is your responsibility to ensure that your card processing equipment meets industry standards. You can find further details on this in your Merchant Operating Instructions in the 'Using Your Own Equipment' section (on page 12) and in your Terms of Service in clause 6.22.

Failure to comply with this mandate by **1st April 2014** could lead to the application of a 0.25% charge on every MasterCard transaction. It is therefore essential you take action as soon as possible to update your systems and avoid incurring this fee.

You won't need to make any changes to the way you accept card payments as a result of this change. Once you've updated your equipment, you'll see the Scheme Reference Data printed out on your card transaction receipts. The data will also be included in the records you receive for all internet transactions you take.

Whilst it is your responsibility to upgrade your own equipment, if you rent any card terminals from us or use Global Iris to accept card payments on the internet, then we will update these automatically so that they comply with the mandate.

If you have any queries relating to the mandate, we've put together a series of Questions and Answers which you can find on our website along with the Technical Specification document. Alternately please call us on **0845 702 3344*** selecting the option for 'all other enquiries'.

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“We have put together a Technical Specification document which details the changes you need to make. You can download a copy of the document by visiting our website at: www.globalpaymentsinc.co.uk/traceid.html.”

Visa Europe Launch New Payment Stop Service – VEPSS

To meet a new directive introduced by the Financial Conduct Authority (FCA) Visa are introducing a new service.

What Is This Service?

A cardholder can instruct their card issuing bank to stop any Cardholder Not Present (CNP) future dated payment. This includes:

- Recurring Transactions
- Installment Transactions
- Payday Loan Repayments

The initial service applies to UK card issuers but this will eventually be rolled out to European issuers as well.

How Does This Impact My Business?

When you attempt to obtain authorisation on a card that has a stop instruction against it, the card issuer will send back a decline response. To help you identify these and provide you with a better understand of why the transaction has been declined we have updated our authorisation system to include the following description:

- Consent Revoked

If you receive this decline response, under the new rules, under no circumstances are you allowed to represent the transaction for authorisation and you must contact the cardholder to discuss alternative payment arrangements.

So there is consistency across Visa and MasterCard we have introduced this response message for both Card Schemes.

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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Public Keys – Do Your Terminals Hold The Full Set?

All debit and credit cards containing a chip rely on the Card Schemes (Visa and MasterCard) 'Public Keys' cryptography to validate the data necessary to authorise and verify transactions. It is vital that if you own your own PoS equipment or rent a terminal from a supplier other than Global Payments, your equipment contains the latest set of Public Keys to maintain an effective fraud prevention and detection capability.

Maintaining the correct Public Keys can benefit you by helping to minimise the time it takes to respond to an authorisation request. However, failure to maintain the correct set of Public Keys (which we've listed below) can not only increase the risk of fraud, it could also result in a higher than usual transaction decline rate, leading to customer dissatisfaction and loss of business.

Failure to keep your Public Keys up to date may result in a fine being applied to your account, so please take this opportunity to ensure the following is maintained;

- **1024-bit Public Key** – Must not be deployed in new devices and should be removed from existing devices immediately
- **1152-bit Public Key** – Should be deployed – Expiry date 31 December 2017
- **1408-bit Public Key** – Should be deployed – Expiry date 31 December 2021
- **1984-bit Public Key** – Should be deployed – Expiry date 31 December 2021

If you have any questions or require details of the latest Public Keys, please call us on **0845 702 3344*** selecting the option for 'all other enquiries'.

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“Maintaining the correct Public Keys can benefit you by helping to minimise the time it takes to respond to an authorisation request”

Payment Application – Data Security Standards (PA-DSS)

If you purchase off-the-shelf software for your PoS equipment you must ensure that your software is listed by both the Card Schemes (Visa and MasterCard) and the Payment Card Industry Security Standards Council (PCI SSC) as being PA-DSS compliant. Using software that is not PA-DSS compliant is in breach of PCI DSS compliance regulations and can make you susceptible to a data breach and potentially the loss of customer card data.

Non-compliant software should be upgraded immediately and then configured and maintained correctly.

To assist you with this, the PCI SSC has introduced the Qualified Integrators and Reseller (QIR) Programme, with the aim of providing integrators and resellers who install, sell or service payment applications with authoritative guidance and best practices on secure installation.

Any supplier that undergoes this training will be listed on the PCI SSC website giving you a 'go-to' list of global suppliers qualified to handle the secure installation, configuration and maintenance of your payment solution.

It's very much in the early days of the programme, but going forward we should all benefit from improved security and help to achieve PCI DSS compliance.

If you are unsure if your solution is compliant please contact your software vendor or PoS supplier for further information. Additional information can also be found on the PCI PA-DSS website www.pcisecuritystandards.org

If you have any queries regarding PA-DSS please call us on **0845 702 3344*** selecting the option for 'all other enquiries'.

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“It’s very much in the early days of the programme, but going forward we should all benefit from improved security and help to achieve PCI DSS compliance”

Potential Security Risk To Hybrid PIN Entry Devices

Visa have identified a potential security threat involving Hybrid PIN Entry Devices (PED).

Hybrid PEDs have a single card entry slot which reads both the chip and the magnetic stripe on a debit or credit card (sometimes referred to as park and swipe or deep dip readers).

Visa have identified a number of cases where fraudsters have modified Hybrid PEDs to add a skimming device into the card reader slot to take copies of the card's magnetic stripe.

Merchants using devices of this type must ensure that any replacement/swap stock held is stored securely to reduce the risk of fraudsters infiltrating their terminal stock and modifying PEDs or, replacing PEDs with modified units.

Merchants should also be vigilant over engineers attending their sites to replace Hybrid PEDs and should ensure that appropriate validation is performed on any identification that is shown.

Where possible, merchants should look to move away from the use of Hybrid PEDs at the earliest possible opportunity and replace any such devices with more secure PCI PTS (PIN Transaction Security) 2.0 or 3.0 accredited devices.

If you have any queries regarding this requirement you will need to contact your terminal supplier. If you have any queries regarding your card processing facility with Global Payments please call our helpdesk on **0845 702 3344***.

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“Merchants should also be vigilant over engineers attending their sites to replace Hybrid PEDs and should ensure that appropriate validation is performed on any identification that is shown”

Retirement Of PCI v1.0 PIN Entry Devices

Since 1st January 2013 the minimum approval level for PIN Entry Devices (PED) is PCI PTS 1.0. These devices can still be purchased and used up until **30th April 2014**, after which only PCI PTS 2.0 or later devices may be purchased.

Any devices certified to the Pre PCI PTS standard must be removed from use immediately as they are no longer deemed to provide an adequate level of security to satisfactorily protect cardholder data – including the cardholder PIN. Customers continuing to use these devices will be more susceptible to their PEDs being compromised than those using the more secure PCI PTS approved devices.

If you have any queries regarding this requirement you will need to contact your terminal supplier. If you have any queries regarding your card processing facility with Global Payments please call our helpdesk on **0845 702 3344***.

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“Any devices certified to the Pre PCI PTS standard must be removed from use immediately as they are no longer deemed to provide an adequate level of security to satisfactorily protect cardholder data”



For more information about Global Payments please contact us on **0845 702 3344***, or visit our website: **www.globalpaymentsinc.co.uk**.

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

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