

DEBIT CARD SERVICE GUIDE

Display of Logo

- ◆ The Merchant shall display the Debit Logos wherever any other Acceptance Mark is displayed to inform the public that Debit Cards will be honored at the Merchant's place of business.

Transaction Receipt

- ◆ The following information must be provided on each transaction receipt:
 - Amount of the Transaction
 - Transaction date
 - Type of Transaction
 - Type of account
 - Only the last four digits of the Card Number must be printed on the Transaction Receipt
 - Location of the Terminal at which the Transaction was initiated
 - Name of the retailer providing the goods, services or money to the Cardholder
 - Trace number

Terminal Requirements

- ◆ Magnetic Stripe Reader: The merchant shall have at, or in proximity to, the point of sale where a Debit card is accepted, an operating Track 2 Magnetic Stripe Reader for purposes of initiating all Debit Transactions. No manual key entry is permitted on Debit Transactions.
- ◆ PIN Pad: The Merchant shall have at, or in proximity to, any point of sale where a Debit card is accepted, an operating PIN Pad with an alphanumeric keyboard.
- ◆ Receipt Printer: A receipt printer capable of providing a receipt conforming to the requirements listed under the Transaction Receipt section of this Service Guide.

Paper Audit Tapes/Journals

- ◆ Any paper Audit Tape/Journal printed at the terminal or in a physically unsecured environment must display only the last four digits of the card number. To qualify as a physically secure environment, the audit journal must print within a locked location and not be accessible to unauthorized store personnel or other individuals such as vendor personnel. Any other environment where audit or journal tapes print will be considered unsecured.

Requirements of PIN/Cardholder Signature

- ◆ The merchant shall require that the Debit Cardholder enter his PIN at, or in proximity to, the point of sale when initiating a Debit Transaction. The Merchant may not require or request the Cardholder's signature or any other means of verifying the Cardholder's identity.

Reversals/Voids

- ◆ A Debit Transaction may be reversed or voided electronically, but only if such Reversal/Void is entered prior to 5:00 p.m. Central of the calendar day on which the original Transaction was initiated. To effect a void or reversal, the Cardholder must re-enter their PIN, the Debit card must be read by the Magnetic Stripe Reader and the Merchant must transmit the Trace Number and the exact dollar amount of the Debit Transaction to be reversed or voided. A reversal or void must be initiated at the same Merchant identified on the receipt at which the original Transaction was initiated but need not be initiated at the same terminal.

Preauthorization

- ◆ Preauthorization requests may be initiated at or in proximity to the point of sale. All requests must be initiated through use of a PIN and a Magnetic Stripe Reader and shall be for a specified dollar amount. Funds shall not be transferred until a completion message is received for the actual dollar amount of the Transaction. The Card Authorization System need not Authorize the Transaction unless the actual dollar amount of the Transaction is less than or equal to the amount specified in the Preauthorization request.
- ◆ All Preauthorized Debit Transactions must be complete within two hours of the original preauthorization request. To complete a Preauthorization Transaction, use of the PIN and/or Magnetic Stripe Reader is not required.

Merchandise Credit Transaction

- ◆ A Merchandise Credit Transaction request may be initiated to credit a Cardholder's Account only when the Debit Cardholder provides the written receipt from the original Debit Transaction.
- ◆ A Merchandise Credit Transaction must be processed to the same Debit Card as the original Transaction within one year following the original transaction date.
- ◆ The Merchandise Credit request must include the Transaction Date of the Debit Transaction and may not be for an amount that exceeds the original Transaction amount.
- ◆ The merchandise Credit Transaction must be initiated by the same Merchant identified on the written receipt, at which the original Debit Transaction was initiated, but need not be at the same terminal or Merchant location.

Cash Back Transactions

- ◆ Each Cash Back Transaction shall transmit in its transaction message the amount of Cash Back given to the Cardholder pursuant to the Debit Transaction.
- ◆ A Merchant that receives a denial code which indicates that a Cash Back Transaction has been denied solely because the Cash Back portion of the transaction would cause the cardholder to exceed a limit on cash withdrawals, shall inform the Cardholder that the Transaction was denied because it would cause the Cardholder to exceed such limit on cash withdrawal, but a new Transaction in the amount of the purchase alone may be approved.
- ◆ Not all point of sale devices support Cash Back Transactions. Merchant should refer to their sales agent to acquire a device for this purpose if so desired.

Batch Settlement

- ◆ Online Debit Transactions will automatically be settled through the credit card processor at 5:00 p.m. Central. If Merchant is processing both Debit and Credit Card Transactions, Merchant is required to manually settle the Credit Card Transaction batch.

Terminal Balancing

- ◆ When a Terminal is balanced, it shall be reconciled with its Terminal Records to ensure that necessary adjustments may be identified and initiated promptly.

Reconciliation

- ◆ The merchant shall maintain a summary of Terminal Records and reconcile for each Banking Business Day in a timely manner in order to verify settlement and initiate appropriate Adjustments.

Requests for Documentation

- ◆ A Request for Documentation may be initiated by an Issuer in response to Cardholder inquiry or dispute.

- ◆ The merchant must supply, within five (5) calendar days of the date of Request for Documentation, a legible copy of the Transaction, produced by the Terminal.

Retention of Records

- ◆ Each Merchant shall maintain all transaction records or copies thereof for a period of seven years.

Confidentiality

- ◆ The merchant shall not disclose to third parties, other than to:
 - the Merchant's agents, Debit Network, or a Debit Member for the purpose of assisting the Merchant in completing the Debit Transaction or for purposes of collection on Sales Drafts.
 - comply with the Debit Network error resolution procedures.
 - as otherwise specifically required by law.any information related to Debit Transactions (including, but not limited to, Cardholder account information) without the prior written consent of the Cardholder and the Card Issuer Member.

Honor All Cards

- ◆ The Merchant shall not establish minimum Transaction amounts as a condition for honoring Cards and/or maximum Transaction amounts. Each Merchant that allows Cardholders to initiate Cash back Transactions may establish minimum and maximum Cash back amounts, not to exceed the maximum dollar amount disclosed in the Debit Card Merchant Processing Addendum.
- ◆ The Rules and Regulations regarding assessing surcharges on Debit Transactions vary between the Debit Networks. If Merchant wants to assess a surcharge for Debit Transactions, Merchant is required to obtain surcharge guidelines from Merchant provider and abide by the specifications outlined for each Debit Network.