



evopayments.com



Simplifying Payments AROUND THE GLOBE
150+ CURRENCIES ACROSS 50 MARKETS WORLDWIDE

Customer Glossary

August 2023



Table of Contents

CUSTOMER GLOSSARY 1

Accelerated Settlement fee is an additional fee per month, on top of your acquiring service charges and fees to provide you with this service. Provided your card machine performs a reconciliation before 12am (midnight), you will receive settlement of funds the next banking day.

Acquirer/Acquiring Bank is a Bank or Financial Institution that processes credit and or debit card transactions for a merchant.

Authorisation code are codes that an Issuer or its authorising processor provides to indicate approval or denial for an authorisation request.

Authorisation requests means the merchant's system sends a payment request to EVO's authorisation platform, which then sends an authorisation request to the acquiring bank. The authorisation request is passed from the acquiring bank to the Card Schemes to the customer's issuing bank (the issuer) to determine whether or not to approve the authorisation request.

Card not present (CNP) means a transaction in which a merchant honours the account number associated with a card account and does not see or swipe a physical card or obtain the cardholders signature.

Card present a card-present transaction happens when the physical card is read with a point-of-sales (POS) terminal.

Cashback allows you to offer up to £100 in cash on top of any debit transaction. This way you are not only offering your customers a highly attractive service, you are also retaining less cash in-store and reducing costs associated with cash handling with your bank. And the best of it all is that it is free of charge for you.

Note: Cashback is not a feature of credit cards and is only available on domestic issued debit cards, from the UK.

Chargebacks (sometimes referred to as Disputes) is initiated by the Card Issuing bank; either at the request of the Cardholder or when the issuing bank sees the need to do so via the card schemes (Card schemes are the brand of the card e.g. Mastercard/Visa). EVO are governed by scheme rules and regulations. All Merchants accepting debit and credit card payments run the risk of being liable for chargebacks. A cardholder or card Issuer has the right to question or dispute a card transaction under the card scheme rules.

A chargeback can be received up to 120 days after the card transaction was taken. In the case of goods or services being delivered, a chargeback can be raised up to 120 days from agreed date of delivery. Certain exemptions to the 120 days may apply depending on the Card Scheme and the reason for the dispute.

Contactless is a way of paying that does not require the cardholder to insert/swipe their card on the payment terminal and provide a signature or PIN to verify the transaction. The cardholder simply taps or holds their contactless card to the reader on the terminal/pin pad.

Controller means the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data. Controllers make decisions about processing activities. They exercise overall control of the personal data being processed and are ultimately in charge of and responsible for the processing.

Customer Operating Instructions is a document that provides detailed guidance around all of the important elements about accepting card payments with EVO. The Customer Operating Instructions are available at https://evopayments.co.uk/wp-content/uploads/Customer-Operating-Instructions_EVO-UK-February-2021-v2.pdf.

Customised Till Receipts means that the terminal receipts can be customised to include the merchant's logo in black and white. Terms and conditions and special offers are not yet supported.

Domestic transaction this is a payment that is made within a country where a bank has issued client's credit/debit card and merchant's account is registered in the same country.

Dynamic Currency Conversion (DCC) enables your International cardholders to pay in their home currency while you will receive funding of the original sale amount in Sterling. If for example an American customer presents a card that is issued in US Dollars, the terminal will recognise it and will offer the cardholder to pay in US Dollars. If this option is selected, an immediate currency conversion into US Dollars is performed, showing the exact amount in US Dollars as it will appear on the customer's card statement.

Interchange Fee means a transaction fee payable between the payment service providers involved in processing a credit or debit card transaction. The interchange fee is passed to the cardholder's card issuing bank by the Acquiring bank. Fees are set by the Card networks and are usually the largest component of the various fees' merchants pay for card acceptance.

Inter-regional transactions are transactions where the card is issued outside of the EEA and the business is located within the EU or vice versa.

Intra-regional transactions are transactions where the business and the cardholder's issuing bank are in different EU countries.

Issuer means any association member financial institution, bank, credit union or company that issues cards to card holders.

Know Your Customer (KYC) are due diligence activities that financial institutions and other regulated companies must perform to ascertain relevant information from their clients for the purpose of doing business with them.

Merchant Category Code (MCC) is a four-digit number that identifies the type of products or services the merchant provides.

Merchant Service Charge means a fee paid by the acceptor/merchant to the acquirer for services provided.

Non-secure means are transactions that are not processed as secure (see 'Secure' for more detail).

Online billing portal fee is a fee charged for access to the Business Resource Centre (BRC) where you can access your statements and invoices. The fee is inclusive within your charges, so no additional line item will appear on your bill.

Payment Gateway facilitates the transfer of information between a payment portal and the front-end processor/acquiring bank.

PCI Compliance fee is for the processor's service and assistance in helping companies to become PCI compliant.

PCI DSS is Payment Card Industry Data Security Standards.

PCI non-compliance fee is charged to business owners by the processing company to remind them that they need to complete a self-assessment questionnaire (SAQ) to become PCI compliant. EVO do not charge a separate fee for this, this is inclusive within your charges.

Point of Sale (POS) is the location in the merchant premises at which the transaction for the receipt of goods or services takes place. A card terminal (the method by which you take a transaction face to face) is sometimes referred to as a point of sale device or POS Terminal.

Reconciliation / End of Day performed on your POS Terminal is the equivalent of 'cashing up' on a traditional till. This ensures the transactions you have taken through your terminal is transferred to your bank account. This confirms the transaction totals you have sent to EVO, we recommend this is performed daily. Carrying out your end of day will make your reconciliation easier.

Refunds when you make a refund on a card transaction, the amount of the refund is returned to the customer's card account and a corresponding debit will be made to your nominated bank account. If the refund facility is used where there is no corresponding originating transaction, this is not a Refund within the meaning of your contract and this is a breach of your contract for which you will be responsible.

Scheme Fee are charges that the Acquirer pays to the card schemes i.e. Visa, Mastercard etc.

Secure refers to the type of transactions and technology that is used during the authorisation of a card. Each time a transaction is processed the following elements will be considered:

- Entry type + region of Issuance + Card type + Transaction type
- All four elements must be deemed secure by the Card Schemes in order for the transaction to be processed at the lower secure rate

3D Secure / 3DS2.2 is a protocol designed to be an additional security layer for online credit and debit card transactions.

Settlement transfer of funds relating to successfully processed transactions to the merchants nominated bank account.

Virtual Terminal is a software application (often a web application) for merchants which allows them to accept payment with a payment card, specifically a credit card, without requiring the physical presence of the card ("card not present transaction").