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## MERCHANT RULES

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<b>Setting Limits</b>	<b>Always honor valid credit cards, in your acceptance category, regardless of the dollar amount of the purchase.</b> Imposing minimum or maximum purchase amounts is a violation of the association's rules and regulations.
<b>No Surcharges</b>	<b>Always treat credit card transactions like any other transaction;</b> that is, you may not impose any surcharge on a credit card transaction. You may, however, offer a discount for cash transactions, provided that the offer is clearly disclosed to customers and the cash price is presented as a discount from the standard price charged for all other forms of payment.
<b>Taxes</b>	<b>Include any required taxes in the total transaction amount. Do not collect taxes separately in cash.</b> This policy reflects the needs of the many credit card holders who must have written records of the taxes they pay for goods and services.
<b>Split Sales</b>	<b>Prepare one sales receipt per transaction, using the full transaction amount.</b> Merchants are not allowed to split the cost of a single transaction between two or more sales receipts, using a single cardholder account. in order to avoid authorization limits.
<b>Laundering</b>	<b>Deposit transactions only for your own business.</b> Depositing transactions for a business that does not have a valid merchant agreement is called laundering or factoring. Laundering is not allowed; it is a form of fraud associated with high chargeback rates and the potential for forcing merchants out of business.
<b>Zero-Percent Tip</b>	<b>For restaurant transactions with a credit or debit card, authorize only for the known amount, not the transaction amount plus estimated tip.</b> Cardholders generally have the ability to check their credit or checking accounts almost instantaneously by phone, the Internet, or an ATM. Consequently, an authorization that includes an estimated tip can reduce a cardholder's available funds or credit by an unrecognizable or unexpected amount.
<b>No Cash Refunds</b>	<b>Complete a credit card receipt for merchandise returns or adjustments. Do not provide cash refunds for returned merchandise originally purchased with a credit card.</b> Credit card providers do not permit cash refunds for any credit or debit card transaction. By issuing credits, you protect your customers from individuals who might fraudulently make a purchase with their credit cards and then return the merchandise for cash.
<b>Deposit Time Limits</b>	<b>Deposit your credit card receipts within five calendar days of the transaction.</b> The sooner you deposit transaction receipts, the sooner you get paid. For card-not-present transactions, the transaction date is the <b>ship date</b> , not the order date. Transactions deposited more than 30 days after the original transaction date may be charged back to you.

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**Delivery of  
Goods and  
Services**

**Deliver the merchandise or services to the cardholder at the time of the transaction.** Cardholders expect immediate delivery of goods and services unless other delivery arrangements have been made. For card-not-present transactions, cardholders should be informed of delivery method and tentative delivery date. Transactions can not be deposited until goods or services have been delivered.

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**Delayed  
Delivery**

**For a delayed delivery, obtain two authorizations: one for the deposit amount and one for the balance amount.** Some merchandise, such as a custom-covered sofa, requires delivery after the transaction date. In these delayed-delivery situations, the customer pays a deposit at the time of the transaction and agrees to pay the balance upon delivery of the merchandise or services.

To complete a delayed-delivery transaction, you should:

- **Create two transaction receipts** – one for the deposit and one for the balance. Write “Deposit” or “Balance,” as appropriate, on the receipt.
- **Obtain an authorization** for each transaction receipt on their respective transaction dates. Ensure an authorization code is on each receipt; if your POS device does not automatically print authorization codes on sales receipts, write the codes on the receipts so they are clearly identifiable as such.
- **Write “Delayed Delivery”** along with the authorization code on each transaction receipt.

You may deposit the receipt for the deposit portion of the transaction before delivery of the goods or services. However, you must not deposit the transaction receipt for the balance amount prior to delivery.

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For questions related to these merchant rules, please contact our Client Services Team at  
1-800-618-4428