



# don't lose out

A guide to preventing chargebacks  
on card present transactions

# protect yourself

With features such as Chip and PIN, taking card Payments face to face is now more secure than ever. To protect yourself further from the costs of fraud and chargebacks, here are a few more simple steps you should take.

## Important information for preventing fraud-related chargebacks on PIN-enabled transactions

To prevent fraudulent transactions being charged back at a later date, any Chip and PIN-enabled cards should be used with a Chip and PIN-enabled Point-of-Sale (POS) terminal.

- Always make sure the transaction is PIN-verified if the card is Chip and PIN-enabled.
- Always ensure you have authorised the transaction – if you receive a referral on your terminal you must call 0844 822 2000\* for an authorisation code.
- Never take an order over the telephone if you usually only process face-to-face Payments – a fraudster will have a plausible reason to request this but any transactions taken this way will be taken at your own risk.
- If a cardholder doesn't know their PIN, you should ask for an alternative method of Payment, for example a different card that they know the PIN for or cash. If you do process the Payment as a signed and swiped transaction, you do so at your own risk.

## Important information for preventing fraud-related chargebacks on non-PIN preferring cards

- If your terminal is Chip and PIN-enabled, apart from Chip and PIN-verified transactions, you could be presented with the following types of card verifications:
  - magnetic stripe and signature verification – for example, from an overseas customer where the country has yet to upgrade to Chip and PIN technology
  - Chip and signature verification – for example, from a disabled customer who's unable to use PIN technology.
- If your terminal flags the transaction as 'fallback', make sure you gain authorisation and process the Payment accordingly.
- If you make a decision to revert to a signed-and-swiped transaction without your terminal flagging the transaction as a non-PIN-enabled card, you do so at your own risk.
- Always make sure the signature on the voucher matches that on the card.
- Make sure **all** transactions have an authorisation code.
- Always ensure you give the customer the correct copy of the sales voucher – you must retain the copy with the signature. Unfortunately we can't defend any disputed Payments without a signature.
- Always make sure the voucher is clear – for example, avoid giving them a voucher printed on the end of till rolls. If the sales voucher is illegible we may not be able to defend you if the Payment is disputed at a later stage.
- Never manually key in a card number unless there's a terminal failure. If your terminal does fail, you must take an imprint of the card on a manual card swipe machine, make sure that the details of the sale including the date, amount and details of the goods are on the voucher and ask the customer to sign the voucher. This will enable us to prove to the card issuer that the card was present at the time of processing. Never manually write in the card number or attempt to make it clearer manually.
- Always make sure your copy of the voucher is kept secure in line with PCI DSS standards. You can find out more about this on our website, [www.barclaycard.co.uk/business/accepting-payments](http://www.barclaycard.co.uk/business/accepting-payments)

## Important information about all types of card transactions

- Always make sure that the number on the card matches the number printed on the receipt. If it doesn't, you must call Authorisation on 0844 822 2000\*. Once you're connected to the automated Authorisation system, advise that you have a Code 10 call (or press 9) at the transaction type prompt.

Please note that Maestro is an exception to this because the number printed on the front of the card may be the bank account number.

### What to do if you're suspicious

- If you're suspicious of a customer and the transaction isn't Chip and PIN, you can call Authorisation. You will be given an option (9) for suspicious cardholders (also known as a 'Code 10'). This will alert Barclaycard that you are suspicious but will not make the cardholder aware of your doubts.
- If your terminal informs you to intercept the card, advise the customer of your actions and retain the card. Then send the card to Dept RC, 1234 Pavilion Drive, Northampton NN4 7SG. There's a £50 reward for any card that's returned when you're asked to intercept it. Don't put yourself at risk if the cardholder insists on keeping the card.

# need further help?

This guide is just one in the series we've developed to help you better understand what chargebacks are, why they occur and what you can do to reduce their impact on your business. More detailed guides are available.

## Other guides available include:

- **"strength through knowledge"** – Your introduction to chargebacks and retrievals
- **"be prepared"** – A guide to preventing chargebacks on card not present transactions
- A series of sector specific guides on best practice for avoiding chargebacks, including codes and defences, for:
  - **Airline**
  - **Car rental**
  - **Hotel**
  - **Card not present gaming.**

Together we can help your business build stronger defences.

Contact our dedicated Chargeback team on  
**01604 614 012\***

[www.barclaycard.co.uk/business/  
existing-customers/chargebacks](http://www.barclaycard.co.uk/business/existing-customers/chargebacks)

Please ensure that all card data is protected in accordance with the Payment Card Industry Data Security Standard (PCI DSS). For further information see: [www.barclaycard.co.uk/pcidss](http://www.barclaycard.co.uk/pcidss) or [www.pcisecuritystandards.org](http://www.pcisecuritystandards.org)

This document is available in large print, Braille and audio by calling **0844 811 6666.\***

\*Calls may be monitored and/or recorded to maintain high levels of security and quality of service. Calls to 0844 numbers will cost no more than 5.5p per minute, minimum call charge 6p (current at October 2011). The price on non-BT phone lines may be different.

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