



MERCHANT SERVICES QUESTIONNAIRE

Business Name: _____

Contact: _____

Address: _____

Phone: _____

Years in Business _____ New Business _____

Bank Rep: _____

1. What products/services are sold and to whom? _____

- _____ 100% Consumer **or**
- _____ 100% Business-to-Business **or**
- _____ % Consumer and _____ % Business

2. What type equipment/software is used to process transactions?

- _____ Ingenico _____ ICT220 _____ ICT250 _____ IWL255 (wireless)
- _____ Verifone _____ Vx510LE _____ Vx510 _____ Vx510IP _____ Vx570
- _____ Verifone _____ Vx520EMV Dial _____ Vx520EMV IP _____ Vx680 (wireless)
- _____ Hypercom _____ T7Plus _____ T7P-T _____ T7P-F
- _____ Hypercom _____ T4205 _____ T4210 _____ T4220 _____ M4230 (wireless)
- _____ Nurit _____ 8320 _____ 8020 (wireless)
- _____ Authorize.Net
- _____ Other _____
- _____ POS (Point of Sale) System _____

3. Do you accept PIN-based debit cards? _____ Yes _____ No If "yes", what type PIN pad do you have?

- _____ Verifone PP1000SE _____ Part #P003-180-02-US (bluish-gray pin pad w purple keys on top row) **OR**
_____ Part #P003-160-02 (bluish-gray pin pad w blue keys on top row) **OR**
_____ Part #P003-180-02 (black PIN pad w purple keys)
- _____ Verifone Vx805EMV
- _____ Other _____

4. Is the equipment _____ leased or _____ owned?

5. How are transactions processed?

- _____ Card is present 100% of the time (swiped) **or**
- _____ Card is never present (keyed) **or**
- _____ Card is present _____ % of the time and not present _____ %

6. What is the size of the:

a) average ticket/sale? \$ _____ b) high ticket/sale? \$ _____ c) estimated monthly credit card volume? \$ _____

7. Do you accept gift cards? _____ Yes _____ No If "yes", do you process gift cards _____ on the same terminal used for credit cards or _____ on a separate terminal? (If "yes", attach a copy of the gift card statement and/or a copy of the front and back of one of the gift cards.)

8. Do you have check guarantee services? _____ Yes _____ No If "yes", what if any equipment is used with this service? _____ . (If "yes" attach a copy of the check guarantee statement.)

9. Notes _____
