

MONERIS' TOP 11 FRAUD PREVENTION TIPS

WE STRONGLY ENCOURAGE YOU TO READ AND PRACTICE THESE TIPS, AS FRAUD CAN HAVE NEGATIVE FINANCIAL AND REPUTATIONAL IMPLICATIONS FOR YOUR BUSINESS



CANADA'S CREDIT
AND DEBIT CARD
PROCESSING EXPERTS

FROM OUR ONLINE POLLS TO OUR ELECTRONIC NEWSLETTER, WE HEAR FROM YOU TIME AND TIME AGAIN THAT CARD FRAUD PREVENTION IS A SUBJECT THAT BUSINESSES WOULD LIKE TO KNOW MORE ABOUT.

AND WHILE THE OVERWHELMING MAJORITY OF CARDS PRESENTED TO YOU FOR PAYMENT ARE COMPLETELY LEGITIMATE, YOU HAVE LIKELY READ IN THE PAPERS THAT CREDIT AND DEBIT CARD FRAUD EXISTS IN CANADA.

MONERIS SOLUTIONS WOULD LIKE TO TAKE THIS OPPORTUNITY TO PASS ALONG SOME OF OUR LEARNINGS FROM YEARS OF EXPERIENCE IN THIS FIELD.

AS YOU GO THROUGH THE TIPS, KEEP IN MIND THAT NO TIP IS MORE IMPORTANT THAN ANY OTHER – RATHER THEY SHOULD BE FOLLOWED COLLECTIVELY, AND AT ALL TIMES.

11 KNOW CREDIT CARD SECURITY FEATURES

Credit cards have a number of security features that need to be checked each time one is presented for payment. These features are detailed in your Visa and MasterCard Merchant Manuals as well as Moneris' Fraud Prevention Reference Guide.

NOTE: Downloading instructions for these manuals and guides are presented in Tip#2

10 KNOW THE SUSPICIOUS CUSTOMER BEHAVIOURS TO LOOK FOR

Be on the alert for suspicious customer behaviours – such as customers randomly collecting merchandise without regard to size, colour and price, or in the case of electronics, without regard to technical specifications or warranties, customers who appear nervous or in a hurry, customers who sign the receipt in a very deliberate manner, and whose signature does not closely resemble the one on the credit card.

9 KNOW PROPER CARD PROCESSING PROCEDURES

Always follow proper card processing procedures as outlined in your merchant manuals. Swipe the cards through a point-of-sale terminal whenever possible, ensure that the sales receipt is signed (and imprinted in the case of manual transactions) and that an authorization is obtained whenever one is required.



8 KNOW YOUR EMPLOYEES

Establish the full identity of your employees by obtaining full name, address, telephone number and Social Insurance Number. Utilize shift schedules so that an accurate record of employee access to the point-of-sale is always at hand. Look for any electronic type devices that employees bring to work, such as a laptop computer with cable attachments. This tip is especially critical if the employee works alone and unsupervised for long periods of time – and has access to the point-of-sale equipment.

7 KNOW YOUR SUPPLIERS

Many merchants use the services of third party companies or individuals to do work – especially after hours (such as cleaners, electricians, painters, and so on). Keep a record of when these companies do work for you, and ensure that these suppliers keep records of the names and verified contact information of employees who are dispatched to your place of business.

6 KNOW YOUR POINT-OF-SALE ENVIRONMENT

Check the point-of-sale area for additional terminals, wires or cables that don't belong. Look for signs (such as a small hole in the ceiling above your terminal or PINpad) that a pinhole camera may be being used to record customers entering their PIN numbers.

5 KNOW YOUR POINT-OF-SALE EQUIPMENT

Have good look at your point-of-sale terminals and PINpads. Take note of their appearance, including the decals on the back of the devices. Do a regular inspection, and if anything changes, report this immediately to the company that supplies you with the devices. Also note the number of each of these devices you have, including those that may be in a storeroom awaiting repair, as extras, etc... If the number of devices on hand changes for any unexplained reason, report this immediately to the company that is supplying you with the equipment.

4 KNOW WHEN TO REPORT A MALFUNCTIONING TERMINAL/PINPAD

As soon as you are aware of, or suspect that a terminal or PINpad is malfunctioning, report this immediately to the company that supplies you with the devices.

3 KNOW THAT EMPLOYEE EDUCATION IS CRITICAL

As important as fraud awareness education is for you, it's just as critical to educate those front-line employees who service your customers and complete the sales transactions. Ensure that your staff see and understand this document as well as the downloadable documents listed below – and be sure that they understand how to report potential fraud to the credit card processing companies, and the point-of-sale equipment provider (these may or may not be the same company).

2 KNOW WHERE TO GET MORE INFORMATION

The information presented in this document is really just an introduction to Fraud Prevention. More details can be obtained from www.moneris.com, specifically:

- 1) **FREE DOWNLOAD – VISA MERCHANT MANUAL:** www.moneris.com/downloads/manuals/visa_manual_eng.pdf
- 2) **FREE DOWNLOAD – MASTERCARD MERCHANT MANUAL:** www.moneris.com/downloads/manuals/mc_manual_eng.pdf
- 3) **FREE DOWNLOAD – FRAUD PREVENTION GUIDE:** www.moneris.com/downloads/guides/fraud_guide.pdf
- 4) **FREE ACCESS TO THE LATEST FRAUD ALERTS: GO TO:** www.moneris.com/index.php?context=/onlineservice THEN CLICK ON THE "FRAUD ALERTS" LINK. CHECK THIS ON A REGULAR BASIS.

1 KNOW THAT YOU CAN MAKE A DIFFERENCE

By following these tips and those supplied in the reference guides and manuals – and by ensuring that your staff is well trained on fraud-prevention best practices, you can make a big difference in reducing credit and debit card fraud. This is positive for your customers – and positive for your business.

THANK YOU FOR YOUR ASSISTANCE.