



# Risks of Manually Keying Credit Card Information

Manually keying credit card information into a point-of-sale (POS) device when the cardholder is present at the time of sale (known as “Card Present” transactions) significantly increases your risk of completing fraudulent transactions and losses incurred from Chargebacks. This includes the use of Force Post transactions, which is being removed by the Payment Card Networks (PCNs).

To help protect your business, it’s important for you to be aware of the risks associated with these transactions as well as understand how payments should be processed based on the type of transaction being completed. Please reference the frequently asked questions below for more information.

## **What is the most secure payment method to complete Card Present transactions?**

Credit and debit card chip technology is very secure, therefore using this technology to process Card Present transactions is one of the most important and effective ways to help protect your business from card fraud.

## **Why should Merchants never manually key credit card information into the POS device when the Cardholder is present?**

Recently there has been a significant increase in fraudulent transactions where credit card information is manually keyed into the POS device during Card Present transactions. With the advancements in chip technology there is no legitimate reason for a transaction to be completed manually when the cardholder is present. Additionally, as outlined in the TDMS Terms and Conditions/TDMS Agreements, Merchants are responsible for all Chargebacks (and associated fees) resulting from manually keyed transactions. Merchants are also required to take all reasonable steps to ensure that the card, cardholder, and transaction are legitimate.

## **Important Information on How to Process Transactions**

### ***How should I be processing transactions when the card holder is present?***

Transactions where the card and Cardholder are present should be completed by inserting the card into the POS device and having the cardholder enter their PIN, or by using contactless tap. If the chip or tap cannot be read or the transaction fails, we recommend that you ask the customer for an alternate method of payment to help protect your business from fraud.

### ***How should payments be processed when the cardholder is not present?***

If your business requires and TDMS has approved you to process transactions over the telephone or to accept credit card payment information through the mail (known as “Card Not Present” transactions), you will need to select the correct transaction type on the POS device when you initiate the transaction (e.g. Mail Order/Telephone Order). For instructions on how to complete telephone order or mail order transactions, please refer to the Merchant Guide for your specific POS device on our website [www.tdmerchantsolutions.com/resourcecentre](http://www.tdmerchantsolutions.com/resourcecentre).

If you require this functionality and your business is not currently set up to accept payments via mail order or telephone order, please contact a TD Merchant Solutions specialist at 1-800-363-1163 to request approval to accept Card Not Present transactions.