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Insider Tips: Rules for Returns & Exchanges

Did you know that Visa and Mastercard have guidelines for return and exchange disclosures? In order to protect yourself from a possible dispute, it is important for you to establish a return/exchange policy. It is equally important to disclose your policy clearly to avoid misunderstandings and protect your business in the event of a dispute.

Visa and MasterCard will support your policy only if it is clearly disclosed to cardholders **before** the completion of a transaction. For face to face merchants, the policy must also appear on the receipt near the cardholder's signature line. If you are a Mail/Phone Order business, your policy must be mailed, emailed or faxed to the cardholder who must then sign and return the disclosure statement to you. If you are an internet merchant, you need to have clear links on your home page. You should also have a "click through" confirmation such as "Accept" on important elements of your policy before the cardholder proceeds to check-out.

Listed below are 4 examples of disclosure statements and what they mean.

1. No Refunds or Returns: Your business does not issue refunds and does not accept returned

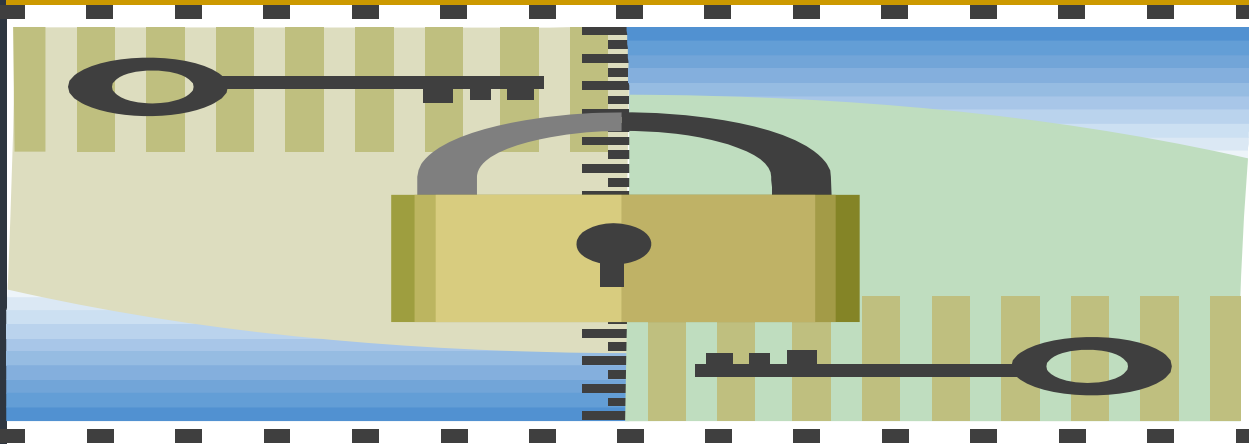
merchandise or merchandise exchanges.

2. Exchange Only: Your business is willing to exchange returned merchandise for similar merchandise that is equal in price to the amount of the original transaction.

3. In-Store Credit Only: Your business takes returned merchandise and gives the cardholder an in-store credit for the value of the returned merchandise.

4. Special Circumstances: You and the cardholder have agreed to special terms (such as delivery charges or restocking fees). The agreed-upon terms must then be written on the transaction receipt or a related document (for example, an invoice). The cardholder's signature on the receipt or invoice indicates the acceptance of the agreed-upon terms.

For additional information, questions about your return policy, or to update your receipts, please contact our office.



PCI Data Security

What impact has it had?

PCI Data Security Standards have been a hot topic of conversation for merchants over the past 2 years. From the expense of protecting their business to the time it takes to complete the survey and scanning. So, what merchants really want to know is, is this truly protecting my business? Is it worth it?

The answer is yes! In 2011, a PCI DSS Compliance Trends Study was completed by Imperva and Ponemon Institute. According to their study, 64% of PCI DSS-compliant organizations reported suffering no data breaches, while only 38% of noncompliant organizations reported suffering no breaches over the same period. Another supporting statistic of the positive impact PCI DSS has had, is that 26% of noncompliant organizations suffered more than 5 breaches during this same time frame.

“Over the past few years, most companies have matured in their understanding of the PCI mandate and have worked to meet strict compliance deadlines. We believe this is one of the primary reasons we’ve seen an overall increase in compliance and also, we believe, a decline in the number of credit card related data breaches,” stated the co-founder and CTO of Imperva.

At Meridian, our merchants can take the necessary steps to become compliant using ControlScan. The process is simple. If you have questions about completing your certification, or need to request your misplaced user name and password, please contact either our office or ControlScan directly.



Support: 800-370-9180

www.controlscan.com/meridianmerchant



Desktop Banking

Taking a lot of checks?

Tired of making trips to the bank?

Frustrated with waiting 2-3 days for funds to be made available?

If you answered yes to any of these questions, Remote Deposit Capture (RDC) is the ideal solution for your business. RDC is the process of electronically capturing check images and data, transmitting that information for deposit and clearing, and truncating the original paper check all through your PC. The solution has a later cut-off time for next day funding and the ability to deposit to multiple bank accounts.

Here's a quick look at some of the benefits or RDC:

- Reduce time and labor costs: no more paper check deposit preparation or photocopying
- Extend deposit hours to get with your busy schedule – no more rushing to get to the bank before cut-off times or end of day.
- Increased collection of returned (NSF) checks.
- Improved funds availability of check deposits to next day.
- Reduce paper check

deposit and clearing fees.

- Not locked into a specific banking relationship.
- Eliminate the need to call the bank to research an item.

Trips to the bank cost you money. Not only are you paying an employee to drive to the bank and make deposit, but you are decreasing their productivity as well. RDC is a reliable and convenient solution that will eliminate these costly trips to the bank. To enroll in this solution, contact your relationship manager.

Meridian Marketplace

Terminal Supplies

Printer 250

- Single Ribbon - \$4.60
- 6 Ribbons - \$24.95
- 10 paper rolls - \$16.75
- 50 paper rolls - \$65.50

Printer 900

- Single ribbon – \$4.90
- 6 ribbons - \$28.75
- 10 paper rolls - \$16.75
- 50 paper rolls - \$65.50

T7P-Friction/T460

- Single ribbon - \$4.60
- 5 ribbons - \$21.75
- 10 paper rolls - \$16.75
- 50 paper rolls - \$65.50

Omni, Nurit & T7P-Thermal

- 10 paper rolls - \$13.80
- 50 paper rolls - \$61.00

Miscellaneous Supplies

Decals

- Visa/MC/Disc – Free
- Visa/MC/Disc/Amex – Free

Imprinter/Supplies

- Imprinter - \$35.00
- Imprinter plate - \$2.50
- Sales drafts (100) - \$4.50

Cords/Outlets/Adapters

- 7 Outlet Surge Protector - \$19.99
- Terminal powerpaks – call for pricing
- 3' pinpad cord - \$9.50
- 6' pinpad cord - \$15.75

*Prices listed do not include tax and shipping.

Referral Rewards

Don't forget about our referral rewards program!

Receive \$50.00 for any business who signs an agreement with us.

Simply email service@meridianmerchant.com with Referral in the subject line.

Include the business name, contact name and phone number.

~OR~

Submit the information via our website's Contact Us page.

www.meridianmerchant.com

We will take care of the rest.

