

INTERNET-MAIL ORDER-TELEPHONE QUESTIONNAIRE

This document will help gather much of the necessary information regarding a business involved in mail order/telephone order (MO/TO). The questionnaire should be completed if **more than 10%** of the credit card transaction will involve MO/TO.

Does the merchant (business) own the product(s) being sold or does the merchant provide the services being paid for with a credit card? If the answer is "**NO**", **do not continue** with this questionnaire. This situation is known as "factoring" and it is in violation of several state laws as well as not permitted by MasterCard/Visa with their knowledge. Continue if the answer is Yes. Yes No

1. Merchant and Product information

How long has the merchant been involved with MO/TO? _____

What is the major customer group and what percentage does it represent?

- Retail to individuals _____%
- Wholesale to other business _____%
- U.S. Government, Municipalities _____%

Attach any product information from flyers, catalogs, etc. Also, include any pricing information if available for average ticket size. Any disclaimer information the business makes regarding their product(s) and/or service(s) or any warranties must be included with this questionnaire.

2. How are the product(s) and/or service(s) sold?

Mail Order Telephone Order In-bound Telemarketing Out-bound Telemarketing

Are there any recurring credit card charges? Yes No

If yes, how often? Monthly Quarterly Semi-Annual Annual

3. Who processes the order from the cardholder?

Merchant Fulfillment Center Other

4. Who enters actual credit card charges into the processing system?

Merchant Fulfillment Center Other

5. Shipping Procedures

Who ships the product(s) or provides the service(s)?

Merchant Fulfillment Center Other

When is the cardholder charged in relation to the sale or ship date? _____

What shipping service is used? Post Office Other

Type of service? Overnight Two Day Parcel Post
 Air Ground

Is the delivery receipt requested? Yes No

6. Does the merchant have information and training regarding Address Verification Services (AVS)? CVV2? Yes No
7. Does merchant charge for restocking a returned item? Yes No
If yes, when is the cardholder notified of this charge and where on the agreement is it mentioned? _____
8. Does the merchant have any type of "refund" policy? Yes No
If yes, is this policy in writing on a document which is obvious to the cardholder/customer? _____
9. If a fulfillment center or third party is involved, please provide the following information:
- Name: _____
- Address: _____
- City/State/Zip: _____
- Principal Contact: _____
- Telephone Number: (____) _____

Comments:
