

Accepting Card Not Present (CNP) transactions – e-commerce, mail and telephone order

It is important that you understand the risks associated with accepting Card Not Present transactions. There are increased risks of chargebacks for Card Not Present transactions because the customer and card are not present at the time of transaction and so cannot always be verified.

When processing Card Not Present orders you must make sure you get:

- The card number
- The card expiry date
- The gross amount (in other words, including postage, packaging and VAT) of the transaction
- The customer reference number, if quoted – for a Visa transaction only
- The card security code (CSC), otherwise known as card verification value (CVV or CVV2).

When processing Card Not Present orders you should also get:

- The cardholder's full name and address, as held by their card issuer, including the postcode and phone number.
- The cardholder's signature, for mail order.
- The delivery address and name of the person receiving the goods if different from that of the cardholder.

Please remember an authorisation does not guarantee payment. It only confirms that there are enough funds available in the account and that the card has not been reported as lost or stolen at the time of the transaction. The bank cannot guarantee that the person presenting the card details is the genuine cardholder and so we may be at risk of chargebacks following fraudulent transactions.

You must not:

- Release goods to anyone claiming to have been sent by the cardholder (for example, a taxi driver, courier, friend) to collect the goods.
- Allow a cardholder to pick up goods paid for with a Card Not Present transaction. If a cardholder pays using an e-commerce transaction and collects the goods later, you must cancel the Card Not Present transaction and carry out a new Card Present transaction. Make sure you also carry out the full Card Present procedures