

Appendix D: MOTO & Internet Questionnaire



This questionnaire must be completed by merchants who process 30% or more of their transactions as Card Not Present. Low volume merchants, you may use the standard application questionnaire.

1. What percentage do you sell to: Business _____% Public _____%
2. Do you have a retail location? Yes No
3. Do you sell a service or products? Service Product
4. Describe the Product/Service: _____
5. What percentage of sales will be from:
Mail _____% Internet _____% Telephone _____% Card Present _____%
6. What is the physical address of your business?
Street Address: _____
State: _____ Zip Code: _____
7. Is the product stored at the above address? Yes No
8. If not stored onsite, please provide address where product is held:
Street Address: _____
State: _____ Zip Code: _____
9. Do you own the product/inventory? Yes No
10. Do you sell (check all that apply): Yes No
11. Who is your current Card Brand processor? _____
12. How many chargebacks did you have for the previous year? # _____
What was the total dollar amount of those chargebacks? \$ _____
13. When is customer charged? Time of Order Upon shipment
14. How many days from the time of order does it take to deliver merchandise to the customer?
1-7 days: 8-14 days: 14+ days:
15. Are any other companies involved with accepting, shipping, or fulfilling the service or product, or the billing of the customer (i.e., fulfillment house)? Yes No
16. If yes, who are they and what do they do?
Company Name: _____ Telephone Number: _____
Street Address: _____
State: _____ Zip Code: _____
17. How do you advertise? (Catalogs, magazines, TV, Internet, etc. List all that apply.)

18. Please describe your refund policy: _____
