

# Processor Questionnaire

Submitted to (business name): \_\_\_\_\_ Contact: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Salesperson's name: \_\_\_\_\_ Title: \_\_\_\_\_

Company: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

1. Are you:  A W2 employee  An independent contractor  A representative of an independent sales organization (ISO)?

2. Did you undergo a detailed background and criminal check for the company you represent?  Yes  No

Did all employees who may handle my account and payment card information?  Yes  No

3. Will I need to lease or purchase new equipment?  Yes  No If yes, who backs up the warranty, and what does the warranty cost? \_\_\_\_\_

4. Do you have an online portal that gives me instant access to Visa®, MasterCard®, Discover® Network and American Express® transactions — as well as billing account details — in real time from anywhere?  Yes  No

5. What is the monthly fee for this service? \_\_\_\_\_

6. Do you mark up or pass through at cost fees for keyed transactions, rewards cards, commercial cards and other non-qualified retail transactions?  Mark up  Pass through at cost

7. In addition to my qualified rate, do you charge a mid-qualified and/or non-qualified rate over and above interchange?

Yes  No

If yes, what is my qualified rate \_\_\_\_\_, mid-qualified rate \_\_\_\_\_ and non-qualified rate \_\_\_\_\_?

8. Will you refund processing fees when I issue a credit to a customer?  Yes  No

9. Supply a definitive fee and discount per item (DPI) for:

Swiped cards \_\_\_\_\_

Check/debit signature-based cards \_\_\_\_\_

Compliance fees \_\_\_\_\_

Rewards 2 \_\_\_\_\_

Maintenance fees \_\_\_\_\_

Signature cards \_\_\_\_\_

Key-entered cards \_\_\_\_\_

Small-ticket debit \_\_\_\_\_

Transaction fees \_\_\_\_\_

Installation fees \_\_\_\_\_

Annual fees \_\_\_\_\_

Rewards 1 \_\_\_\_\_

Statement fees \_\_\_\_\_

Corporate cards \_\_\_\_\_

Other fees \_\_\_\_\_

PCI/security fee \_\_\_\_\_

10. How long are my rates and fees guaranteed not to change? \_\_\_\_\_

11. After I settle my batch, when will I see my Visa, MasterCard, Discover Network and American Express deposits in my bank account? \_\_\_\_\_ Are they all funded at the same time?  Yes  No

12. Can you document any monthly savings I will receive by doing business with your company?  Yes  No

Detail where these savings will occur. \_\_\_\_\_

\_\_\_\_\_

13. How does your company handle rate increases and decreases from Visa, MasterCard, Discover Network and American Express?

---

14. Please attach a document detailing your rate increases and decreases over the past two years.

15. Explain how my business will benefit from the *Wal-Mart vs. Visa* lawsuit of 2003. \_\_\_\_\_

---

16. When do you debit your fees?  Daily  End of the month  Both Do I have a choice?  Yes  No

17. If I have a problem settling my daily transactions, can you recover my transactions remotely?  Yes  No  
Will I have to re-key all of my transactions?  Yes  No

18. Do you charge a retrieval fee?  Yes  No If so, what is the fee? \_\_\_\_\_  
Do you charge a chargeback fee?  Yes  No If so, what is the fee? \_\_\_\_\_  
Describe your chargeback and arbitration processes. \_\_\_\_\_

---

19. Do you offer continuing education on card industry directives such as PCI, PA DSS, point-of-sale over-authorizations, FACTA and truncation requirements — as well as upcoming mandates?  Yes  No

20. Please attach sample copies of two consecutive monthly statements.

21. Do you charge PCI compliance or security fees?  Yes  No If so, what do I get in exchange? \_\_\_\_\_

---

22. When I call for customer service, is my call handled domestically or internationally? \_\_\_\_\_

23. Are customer service calls answered by your company specifically, or is customer service outsourced?  
 My company specifically  Outsourced

24. What are the hours for live phone support? \_\_\_\_\_

25. Will my transactions be processed by your company directly or outsourced to a third-party payments processor?  
 Directly  Outsourced If outsourced, please identify the processor. \_\_\_\_\_

26. Please disclose your profit margin in your proposed rates and fees. \_\_\_\_\_

27. Please attach a list of five merchant references in my immediate area — including contact information for each.

28. What is the term of the agreement, and what are the penalties associated with cancelling? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

29. Please attach your proposal as well as the complete terms and conditions of your merchant agreement.

My signature below confirms I have disclosed all fees and guarantee the accuracy of the competitive proposal I have submitted on behalf of my organization.

Printed name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_