



# ***EU Pays***

## **The Knowledge Base**

*The larger the island of knowledge,  
The longer the shoreline of wonder*



## **1. What is Payment Gateway?**

Payment Gateway is the sphere which is used for credit and virtual transactions between two parties. Payment Gateways are crucial for the survival of online businesses, as it help them to earn revenue from customers paying via their credit cards. All they need is to produce the card details followed by some easy process to the merchant who forward it to the Payment Gateway. Once the gateway gets information, they carry forward it to the issuing bank and the beneficiary. A payment gateway acts as the agent who serves as payment solution for the merchants.

Payment gateways authorize every transaction. It examines the card information and compares it with the database of issuing bank. If the details match, payment gateway gives green signal to the transaction and if it fails to match, the transaction is stopped temporarily and sent for further investigation. In case of successful transaction, the amount is sent to the Merchant Account. Payment gateways monitor the transactions and detect any possible fraud in its initial stage.

## **2. What is Merchant Account?**

This can be a new tem for you. But if you want get a payment gateway, merchant account is one of the crucial concepts you need to understand. Merchant account is much more similar to normal bank account with some differences like it is an online account. Merchant Account temporarily holds the approved payments received from customers who have paid the amount against the products or services they have purchased. After some time, this payment amount is transferred to the normal bank account of the merchant. Merchants account holds the money for 2 to 7 days.

Merchant account is must for all businesses who wants to get money online. Many financial banks offers merchant accounts to their reputed clients, We at EU Pays, offer you payment gateway as well as merchant accounts according to the need of your business.

## **3. What is the role of Payment Service Provider?**

Payment solution Provider (PSP) is the institution that acts as a bridge between merchants and their customers. PSP gathers the information and forward it to the acquiring bank/ beneficiary bank form where it is transferred to the card networks (Visa, Master) for verification purpose. Later it is transferred to the issuing bank (Customer's bank) for final processing. PSPs monitor every step of payment processing and update both the parties (Merchant & customers) updated. PSPs empowers you to accept online payments via various methods.

## **4. What is difference between Merchant Account and normal bank account?**

You can be confused between the two. Merchant account is an obligatory account for the merchants who accept payment online. This is the bank account which temporarily holds the amount received by the customer before it is transferred to beneficiary bank which holds the account of the merchant. Unlike normal bank account, merchant account can keep unlimited amount. Other difference between

the two accounts is that, normal bank account allows two way transactions, whereas merchant account only entertains one way transaction.

## **5. What is Discount Fees?**

Discount Fess is also popularly known as MDR is the common term used for Merchant Discount Rates. In simple words, you can call it the service fee or commission charged by the Payment Gateways for their offerings. MDR is deducted from the amount received before transferring to the merchants.

## **6. What is Discount Rate for EU Pays?**

Discount Rate or MDR for EU Pays ranges between 4.95% to 9.95 %. This rate is determined by the plan chosen by you.

## **7. What is transaction fee charged by EU Pays?**

EU Pays charges the amount of € 0.89 per transaction.

## **8. What is reserve Stand-in?**

Reserve Stand-in is the reserve charged by EU Pays from the settlement amount to secure the merchants from potential chargebacks, and other fines. The amount of deposit balance is also varies from merchant to merchant. Your reserve stand-in will be defined according to the plan selected by you.

This is the reserve with keeps on changing with changing the factors determining it. The risk team does the assessment on regular basis in order to shield the business from future risks. Reserve stand-in is applicable for every merchant account independently. You have to provide separate reserve balance in case you hold more than one merchant account with EU Pays.

This deposit will be refunded to the merchant only in the case if their chargeback percentage or ECP (VISA/ Master Card/Other) is less than or equal to 1.5% of the entire deposit balance. If the chargebacks or ECP (Visa/Master/Other) is more than 1.9% of total deposit balance, the whole deposit amount will be forfeited.

Merchants can't claim their deposit balance in the situation their chargeback percentage exceeds 1.5%.

## **9. What is Chargeback?**

Chargeback is one of the most important terms used by the payment industry. It is compulsory that every merchant is well aware of it. Chargeback is the monetary penalty raised by the financial banks on the demand of card holder. It is the result of dissatisfaction attitude towards that service or goods delivered to the customer. A chargeback is essentially the reversal of a credit card transaction which is forced directly by the customer's credit card-issuing bank. Limited chargebacks are normal in online businesses, but if it exceed over the limit it can be harmful.

## 10. What triggers Chargebacks?

The common reasons of chargebacks are as follows-

- The good or service purchased is not delivered on time
- Product delivered is damaged
- Goods or services rendered are not satisfactory
- Issuing bank raises the chargeback
- Customer deny to identify the transaction
- Phishing or Fraud Transaction: Payment from stolen card/ pick up card/ Fraud charging

## 11. What is Excessive Chargeback Program?

ECP stand for excessive chargeback program. This is in connection with the guidelines prescribed by the card schemes like VISA, MASTER, and AMEX etc. Generally, the limit is 1.5% of the sales volume. In case the chargeback exceeds this limit card scheme and the acquiring bank may issue a penalty.

ECP calculation for Visa = (Total chargeback volume per month/Total sales volume per month) X 100

## 12. What is Friendly Chargeback?

Friendly Chargebacks are the monetary penalty raised by the issuing bank after fake call of customers. Sometimes customers raise false chargebacks even when they get desired product. Customers force false charge backs for their own benefits. This is harmful for the merchants as they have to suffer for no genuine reason.

## 13. What is Chargeback Representment?

Chargeback representment is the monetary penalty raised by the schemes in case of a chargeback. Chargeback representment for EU Pays is € 59. There is nothing new; chargeback representment is a concept applicable worldwide.

## 14. How can you avoid chargeback?

Yes, it's true; you can oppose the chargeback, if you think it is raised out of no reason.

You have to submit relevant documents of the transaction on which the chargeback is raised.

Documents accepted by EU Pays are-

- The copy of front and back panel of the card used in the transaction ( We need first six digits and last four digits of your card number)
- ID proof of the customer (Passport, Driving License, Social Security Number, or any other valid proof)
- Email format of KYC Verbatim form
- Tracking ID (in case the product needs to be physically delivered)

P.S.-Issuing bank only accepts above mentioned documents. They don't entertain other proofs like call recording or email from customer.

## **15. What is KYC Verbatim?**

KYC stands for Know Your Customers. It is the standard form or document which can be used to fight false chargebacks. You can find the KYC form from download section of your merchant panel.

## **16. What are chargeback reason codes?**

### **1. Visa® Reason Codes**

**130** - Services Not Provided or Merchandise Not Received

**41** - Cancelled Recurring Transaction

**53** - Not as Described/Defective Merchandise

**57** - Fraudulent Multiple Transactions

**60** - Requested Copy Illegible

**62** - Counterfeit Transaction

**71** - Authorization Request Declined / Declined Authorization

**72** - No Authorization / Transaction Exceeds Floor Limit

**73** - Expired Card

**74** - Late Presentment

**75** - Cardholder Does Not Recognize the Transaction

**76** - Incorrect Transaction Code

**77** - Non Matching Account Number

**79** - Requested Transaction Information Not Received

**80** - Incorrect transaction amount or account number

**81** - Fraudulent transaction - Card Present Environment

**82** - Duplicate Processing

**83** - Fraudulent Transaction - Card Absent Environment

**85** - Credit Not Processed

86 - Paid by Other Means

## **2. MasterCard® Reason Codes**

01 - Requested Transaction Data Not Received

02 - Requested item illegible

07 - Warning Bulletin File

08 - Requested/Required Authorization Not Obtained

12 - Account Number Not on File

31 - Transaction Amount Differs

34 - Duplicate Processing

35 - Card Not Valid or Expired

37 - Fraudulent Mail/Phone Order Transaction

40 - Fraudulent Processing of Transactions

41 - Canceled Recurring Transaction

42 - Late Presentment

47 - Exceeds Floor Limit, Not Authorized, and Fraud Transactions

49 - Questionable Merchant Activity

50 - Credit Posted as a Debit

53 - Cardholder Dispute Defective/Not as Described

54 - Cardholder Dispute-Not Elsewhere (U.S. only)

55 - Non-receipt of Merchandise

59 - Services Not Rendered

60 - Credit Not Processed

62 - Counterfeit Transaction Magnetic Stripe POS Fraud

63 - Cardholder Does Not Recognize - Potential Fraud

### **3. Discover Network Reason Codes**

- 4750** AL Airline Transaction Dispute
- 4541** AP Automatic Payment Dispute
- 4586** AW Altered Amount Dispute
- 4751** CA Cash Advance Dispute
- 4550** CD Credit Posted as Card Sale
- 4594** CR Cancelled Reservation
- 4752** DA Declined Authorization
- 4534** DP Duplicate Processing
- 4535** EX Expired Card
- 4502** IC Illegible Transaction Documentation
- 4753** IN Invalid Card Number
- 4584** IS Missing Signature
- 4542** LP Late Presentation
- 4754** NA No Authorization
- 4554** NC Not Classified
- 4755** RG Non-receipts of Goods or Services
- 4553** RM Quality of Goods or Services Dispute
- 4555** RN1 Additional Credit Requested
- 4555** RN2 Credit Not Received
- 4756** SV Stored Value Dispute
- 4757** TF Violation of Operating Regulations
- 4540** UA Fraud Dispute

### **4. American Express® Reason Codes**

- A01** Charge Amount Exceeds Authorization Amount

**A02** No Valid Authorization

**A08** Authorization Approval Expired

**F10\*** Missing Imprint

**F14\*** Missing Signature

**F22** Expired or Not Yet Valid Card

**F24\*** No Cardholder Authorization

**F29** Card Not Present  
**C02** Credit (or partial credit) not processed

**C04** Goods / Services Returned or Refused

**C05** Goods / Services Cancelled

**C08** Goods / Services Not Received

**C14** Paid by Other Means

**C18** "No Show" or CARD Deposit Cancelled

**C28** Cancelled Recurring Billing

**C31** Goods / Services Not as Described

**C32** Goods / Services Damaged or Defective

**M10** Vehicle Rental — Capital Damages

**M49** Vehicle Rental — Theft or Loss of Use

**P01** Unassigned Card Number

**P03** Credit Processed as Charge

**P04** Charge Processed as Credit

**P05** Incorrect Charge Amount

**P07** Late Submission

**P08** Duplicate Charge

**P22** Non-matching Card Number

**P23** Currency Discrepancy

**R03\*** Insufficient Reply

**R13\*** No Reply

**M01\*** Chargeback Authorization

**FR2** Fraud Full Recourse Program

**FR4** Immediate Chargeback Program

**FR6** Partial Immediate Chargeback Program

## **17. What is EU Pays?**

EU Pays is a global Payment Service Provider incorporated in Poland. EU Pays is the PSP with offers complete payment services to the all business especially high risk accounts. Our gateway is empowered by robust processor which can process multiple transactions in one time.

## **18. What is difference between High Risk Business and Low Risk business?**

High Risk businesses are those which are more prone to chargebacks. Similarly, Low Risk businesses are those in which there are lesser changes of chargebacks.

## **19. Why should I choose EU Pays?**

EU Pays is the payment gateway which accepts payment from all over the world through more than 30 payment options. EU Pays is certified by PCI DSS and ISO standards. Https/SSL, 3D verified adds more charms to the gateway when it comes to security. Moreover we are regulated by FDIC.

As High Risk account providers, we have extended capacity to bear chargebacks. Unlike other PSPs, you get both merchant account and payment gateways at a single platform.

## **20. What are the payment modes accepted by EU Pays?**

EU Pays provides more than 30 payment options. This helps the merchants to increase the possibility of their sales. Some of the major payment methods are Apple pay, MOTO, POS, ACH/echecks, Credit card, Virtual Terminal, etc.

## **21. What is Virtual Terminal?**

Virtual terminal credit card processing solutions from Secure Trading allow card payments via fax, mail order or telephone (MOTO), ideal for Call Centers. Virtual payment processing terminal is a convenient solution, allowing merchants to hand-key or swipe credit, debit or ACH transactions, 24/7, from any device with an Internet connection.

## **22. What is POS?**

POS stands for Point Of sale. POS is the payment method where the customers make the payment at the counter at the time of purchase. The customer is physically present at the time of payment. It is one of the oldest and common methods of accepting payment.

## **23. What is Apple Pay?**

Apple Pay is the payment app introduced by Apple Incorporation for their devices. It is friendly with all Apple devices operated on iOS. Currently Apple pay is launched in US and UK only.

## **24. Is my money safe with EU Pays?**

It's very normal to worry about your hard earned money, but you need not to worry. Your money is handled with the safe hands of EU Pays. Our payment gateway is secured with 2048 bit SSL layer and we work strictly according to the guidelines of PCI DSS during card processing. Easy Encryption & Direct API, White Label Integration are some of the add-on features which ensure that your money is fully secured.

Moreover, our gateway is audited every year by our banking partners and 3<sup>rd</sup> party auditor.

EU Pays is controlled and managed by the management foundation with has a different legal entity on the behalf of our merchants. This means that your funds are secured even in the situation of EU Pays' bankruptcy. We will recover all your funds from the third party foundation.

## **25. What is the maximum chargeback percentage EU Pay can handle?**

The percentage of chargeback limit entertained by EU Pays varies merchant to merchant. It depends upon factors like size of the business, years in business, the duration of merchant account, and chargeback track record of previous years, how frequent the merchant receives the chargeback.

EU Pays is the payment gateway which process high risk accounts to businesses which are prone to chargebacks. We don't close the merchant account even in case of penalty raised by banks or card network against friendly chargeback.

## **26. What is Refund?**

In some cases, when the customers are not fully satisfied with the product or service offered by the retailers or merchant. So the payment service providers ask the merchant to return the amount paid by them. This is known as Refund.

## **27. How Refund is different from chargebacks?**

Refund and chargebacks are two very different concepts. Chargebacks are raised by the financial institution (Banks) on the demand of customers. On other hand, Refunds are scheduled by the payment service providers. In case of chargebacks, customers are bound to return the whole amount of purchase,

but in case Refund, the amount can be full or partial as asked by the customer. Chargebacks are considered as negative approach.

## **28. What is Refund policy of EU Pays?**

EU Pays ensures that the financial institution is well aware of refund and accepts it immediately. Merchants have to refund the transferred money to customers once the refund is scheduled. Usually customers receive the refund within 5 working days once the payment is released by the merchant.

## **29. What is conversion rate of EU Pays?**

Conversion rate of EU Pays is decided by the intra bank sales rate applicable on the date of transaction. Some of you are confused that it depends on the rate applicable on settlement date.

The Intra bank rate is regulated by central bank not by EU Pays. We can't entertain any request to offer better conversion rate. Please contact the issuing bank for the same.

## **30. What is Bank Dishonor?**

This is situation when the transaction fails. This happens because the bank involved in the transaction flags the MID and suspend the transaction. Due to which, no amount is deducted from the customers bank.

## **31. What is the solution of Bank Dishonor?**

If you have received bank dishonor, don't stress. You have to ensure that your customers are not charged for the transaction suspended by bank. Now you can ask them to make payment again.

## **32. What is Bank Retrieval?**

This is again a situation where the payment is suspended. This usually happens if the MID is marked as flagged by our risk and compliance department or payment is done by the credit card reported as stolen or pick up. These transactions are rejected considering as fraudulence transactions. Bank retrieval is introduced to the check the rising fraud cases.

## **33. How to fight retrieval cases?**

This process is identical to the process of fighting chargebacks. You need to submit the copy of front and bank panel of card used for transaction. You need to provide the first six and last four digits of your card number or the identity proof of the customer. Driving License, Social Security Number, and Passport will serve the ID proof purpose.

If you fail to submit the documents with in the given time, the bank will refund the whole to the customer on the 14<sup>th</sup> day of the transaction.

P.S. - Call recording or email from customer will not be considered as a valid proof to fight the bank retrieval.

### **34. How I can avoid chargeback?**

This is the question which strikes in the mind of every merchant. Follow these steps to minimize the chances of Chargebacks-

- Make sure that desired product is delivered to the customers in considerable time. In case there is delay in delivery, inform the customer the cause of delay.
- Make sure that the customers identify the description appearing on their credit card statement. This description appears on BIARO sheet.
- Provide your contact details, return and refund policies on the business website where it is clearly visible to the customers who want to return the product purchased.
- Keep vigilant to detect the fraudulent cases. If you see any suspicious activity or irregular behavior of the customer, suspend the transaction and inquire the details from issuing bank.

### **35. What is code 10 authorization?**

This the concept introduced by the issuing bank to control the fraudulent transaction at point of sale. It concept empowers the vendors and merchants to inquire the suspicious customers.

Merchants can contact the issuer and ask them series of questions to check whether the transaction is initiated by a genuine card holder. These questions can be answered in yes and no, so the customer will have no idea that he is been investigated.

### **36. Does EU Pays check Card Verification Code (CVC)?**

Affirmative, once the payment is processed through EU pay, we check the billing address and CVC of the card through which the payment is made. We verify the CVC by matching it with the customers' database of the issuing bank and furnish the details to you.

You can ask us to conduct the CVC verification before payment then you can decide whether you want to charge the card or not. This facility is available to a specific account type. So check your account type before making any of such requests.

### **37. Does EU Pays store the card details?**

Negative, we don't store any of the details of the customers' card in entire process. Once the processing is done, we remove the card information from our database.

### **38. Can I charge recurring bills from customers?**

Yes, you can charge the recurring bills from customers on regular or irregular intervals. The only rule for such nature of payment is that there should be the gap of at least 30 days between two installments.

You can to provide details of payment and duration of installment to our risk and compliance team, they will approve the same after evaluating the risk involved in the business.

### **39. Can I charge the customer at my own system?**

No, that is not possible. As a regular payment gateway, we strictly follow the guidelines of PCI DSS, That's the reason we can't allow you to charge the customers at your IP. The customers have to initiate the transaction at their own IP.

### **40. How can I detect fraudulent charges and prevent them?**

The transactions which are not made by the authorized person are considered as fraudulent charges. These charges are made using stolen or pick up credit cards.

Such charges can be detected by staying vigilant during accepting payments from customers. Fraudulent charges are generally have irregularities. Like sudden bulk purchases, or the billing address is different from the shipping address.

### **41. Am I responsible for fraudulent charges made on the EU Pays merchant account?**

This can be frustrating to the core, but yes you will be held responsible if the customer make the fraudulent charges on the merchant account. The reason behind this is that the customer furnish all his details at the time of purchase for filling the order, you can avoid such unpleasant situation by nip the fraud in the bud.

### **42. How can I say that a charge is fraudulent?**

We all know fraudulent charges are one of the major reasons behind chargebacks. So it is very important for you to identify the charges which can be potential frauds.

If you look carefully these charges, it can be observed easily. There are some things which can indicate that there is something fishy about the transaction. So, all you need to do is look for something unusual.

- Look for sudden series of transaction mad in few hours.
- The purchase which doesn't make any sense
- The location of transaction is new and far from the locality of card holder
- Gibberish name and contact details provided the customers at the time of purchases

If you witness any of such case, contact the customer on the contact number or e-mail id provided by him. The calls and mails get bounced back then it can be case of fraud transaction.

Contact the issuing bank or card network of the card used in transaction. You can ask them the details of the card holder and match with the information provided by the customer claiming to be card holder.

If you offer the delivery of product, then check whether the billing address and shipping address is same. However it not necessary that it is always same, in such case look for more proof. Enquire the AVS or postal Zip from the person making the transaction.

Check the card number and ask the bank whether they have received any card stolen report on such number

#### **43. How to stop Fraud transactions?**

Cross checking the suspicious transactions are an effective way to stop fraudulent charges. Moreover provide as all data of the customers during the payment processing. We have certain methods which can be used to counter fraud.

#### **44. What happens in case of excessive fraud transactions on my account?**

If you receive many excessive chargebacks one after other on your account, you will reach to the threshold zone designed by the card network. This is like warning sign. If you get fail to control the chargebacks due to frauds, your accounts may undergo monitoring program by the card network. In that case, card networks will raise heavy penalty on very chargeback. In can prove fatal to the business.

EU Pays issues warning once your account reaches 1% Excessive Chargeback program (ECP). We close the account once it crosses the limit of 1.5% ECP.

#### **45. ‘My customer said that the dispute was raised by mistake.’ What can I do to reverse the dispute?**

It is good that your customer has accepted his mistake and ready to rectify the same. You practice few things to reverse the dispute. Ask your customer to inform the bank that he has raised the dispute by mistake. No bank is able to realize this type of mistake unless the customers themselves not tell them about their mistake. Or you can ask them to write a letter mentioning about the false dispute raised by mistake. These letters can be produced as a proof to reverse the dispute. For more details, read ‘How to fight chargeback?’

#### **46. Where Can I find the logos of payment method that we accept?**

You can download the desired logo from the download section of EU Pays.

#### **47. Does EU Pays support ACH/e-check as a payment method?**

Yes, we do support the ACH network and e-check.

#### **48. What is the parameter to utilize the ACH method/ e-check?**

There is no such special requirement, just click on the e-check option on your account and you are ready to go. If it not becomes active after clicking on the e-check tab on account, you have to inform our technical team. May be your account is not yet integrated with the e-check facility.

e-check is an additional service of EU Pays, you may be charged extra processing fees for the service.

#### **49. How can I change my bank account information?**

You can change the bank account information in the Settings Section of your account. Once the details are successfully updated, the new account details will be applicable from the next transactions.

#### **50. How can I change the settlement currency?**

EU Pays sets a default settlement currency at the time of opening the merchant account. The merchants can't change the default currency on their own, if you want to change the settlement currency, you need to contact our Risk Team or you can do the same using 'Bank Amendment Form' which is available in the download section.

#### **51. What currencies does EU Pays support?**

The currencies EU Pays supports depend on where your business is located and the risk associated with the business. Presently we are supporting more than 160+ currencies.

Please note that some currencies are unsupported for American Express cards. We're working to make additional currencies available in other countries as quickly as possible.

- AED: United Arab Emirates Dirham
- AFN: Afghan Afghani\*
- ALL: Albanian Lek
- AMD: Armenian Dram
- ANG: Netherlands Antillean Gulden
- AOA: Angolan Kwanza\*
- ARS: Argentine Peso\*
- AUD: Australian Dollar
- AWG: Aruban Florin
- AZN: Azerbaijani Manat
- BAM: Bosnia & Herzegovina Convertible Mark
- BBD: Barbadian Dollar
- BDT: Bangladeshi Taka
- BGN: Bulgarian Lev
- BIF: Burundian Franc
- BMD: Bermudian Dollar
- BND: Brunei Dollar
- BOB: Bolivian Boliviano\*
- BRL: Brazilian Real\*
- BSD: Bahamian Dollar
- BWP: Botswana Pula
- BZD: Belize Dollar
- CAD: Canadian Dollar
- CDF: Congolese Franc
- CHF: Swiss Franc
- CLP: Chilean Peso\*

- CNY: Chinese Renminbi Yuan
- COP: Colombian Peso\*
- CRC: Costa Rican Colón\*
- CVE: Cape Verdean Escudo\*
- CZK: Czech Koruna\*
- DJF: Djiboutian Franc\*
- DKK: Danish Krone
- DOP: Dominican Peso
- DZD: Algerian Dinar
- EEK: Estonian Kroon\*
- EGP: Egyptian Pound
- ETB: Ethiopian Birr
- EUR: Euro
- FJD: Fijian Dollar
- FKP: Falkland Islands Pound\*
- GBP: British Pound
- GEL: Georgian Lari
- GIP: Gibraltar Pound
- GMD: Gambian Dalasi
- GNF: Guinean Franc\*
- GTQ: Guatemalan Quetzal\*
- GYD: Guyanese Dollar
- HKD: Hong Kong Dollar
- HNL: Honduran Lempira\*
- HRK: Croatian Kuna
- HTG: Haitian Gourde
- HUF: Hungarian Forint\*
- IDR: Indonesian Rupiah
- ILS: Israeli New Sheqel
- INR: Indian Rupee\*
- ISK: Icelandic Króna
- JMD: Jamaican Dollar
- JPY: Japanese Yen
- KES: Kenyan Shilling
- KGS: Kyrgyzstani Som
- KHR: Cambodian Riel
- KMF: Comorian Franc
- KRW: South Korean Won
- KYD: Cayman Islands Dollar
- KZT: Kazakhstani Tenge
- LAK: Lao Kip\*
- LBP: Lebanese Pound
- LKR: Sri Lankan Rupee
- LRD: Liberian Dollar
- LSL: Lesotho Loti
- LTL: Lithuanian Litas
- LVL: Latvian Lats
- MAD: Moroccan Dirham

- MDL: Moldovan Leu
- MGA: Malagasy Ariary
- MKD: Macedonian Denar
- MNT: Mongolian Tögrög
- MOP: Macanese Pataca
- MRO: Mauritanian Ouguiya
- MUR: Mauritian Rupee\*
- MVR: Maldivian Rufiyaa
- MWK: Malawian Kwacha
- MXN: Mexican Peso\*
- MYR: Malaysian Ringgit
- MZN: Mozambican Metical
- NAD: Namibian Dollar
- NGN: Nigerian Naira
- NIO: Nicaraguan Córdoba\*
- NOK: Norwegian Krone
- NPR: Nepalese Rupee
- NZD: New Zealand Dollar
- PAB: Panamanian Balboa\*
- PEN: Peruvian Nuevo Sol\*
- PGK: Papua New Guinean Kina
- PHP: Philippine Peso
- PKR: Pakistani Rupee
- PLN: Polish Złoty
- PYG: Paraguayan Guaraní\*
- QAR: Qatari Riyal
- RON: Romanian Leu
- RSD: Serbian Dinar
- RUB: Russian Ruble
- RWF: Rwandan Franc
- SAR: Saudi Riyal
- SBD: Solomon Islands Dollar
- SCR: Seychellois Rupee
- SEK: Swedish Krona
- SGD: Singapore Dollar
- SHP: Saint Helenian Pound\*
- SLL: Sierra Leonean Leone
- SOS: Somali Shilling
- SRD: Surinamese Dollar\*
- STD: São Tomé and Príncipe Dobra
- SVC: Salvadoran Colón\*
- SZL: Swazi Lilangeni
- THB: Thai Baht
- TJS: Tajikistani Somoni
- TOP: Tongan Pa'anga
- TRY: Turkish Lira
- TTD: Trinidad and Tobago Dollar
- TWD: New Taiwan Dollar

- TZS: Tanzanian Shilling
  - UAH: Ukrainian Hryvnia
  - UGX: Ugandan Shilling
  - USD: United States Dollar
  - UYU: Uruguayan Peso\*
  - UZS: Uzbekistani Som
  - VND: Vietnamese Đồng
  - VUV: Vanuatu Vatu
  - WST: Samoan Tala
  - XAF: Central African Cfa Franc
  - XCD: East Caribbean Dollar
  - XOF: West African Cfa Franc\*
  - XPF: Cfp Franc\*
  - YER: Yemeni Rial
  - ZAR: South African Rand
  - ZMW: Zambian Kwacha
- (\*) Unsupported on American Express.

## **52. Why I have to provide my SSN/EIN/Driver's License/Passport?**

You have to provide us these documents because we have to verify your identity before for security purpose. This is the sole purpose of these documents.

## **53. What countries are supported by EU Pays?**

EU pay supports major countries of European Union along with other countries like India, United States, Thailand, Malaysia, etc. You can accept credit card payment from a country supporting it. We welcome business from all over the world.

## **54. Can I include all sales tax, VAT and other cost in the price?**

It is up to you. We only concentrate on final amount provided by you. Our price slab doesn't contain any of such specific details.

## **55. What are the cards which I can accept with EU Pays?**

EU Pays supports all major card schemes and networks of debit and credit card. If you have an U.S. based business, you can accept Visa, Master, Maestro, Amex, JCB, Discover and Diner Club. If your business is located in Australia, Canada or European Union, you have option of American Express and Master Card. You can also use the prepaid and gift card of these card networks.

## **56. Is EU Pays secured by SSL?**

Yes, EU Pays is fully secured with 2048 bit Secured Socket Layer (SSL)

## **57. What is the Payment Cycle of EU Pays?**

We do settlements daily/weekly/bi weekly/14 days/monthly. The payment cycle of your business will be decided the risk team after analyzing the risk factor in your business.

### **58. Can I change my Payment Cycle?**

Sorry, you can't make any such request. We will not accept the application to change Payout Cycle.

### **59. Why EU Pays holds payouts for 14 to 21 days even after having Reserve Stand-in?**

Payment cycles are decided by the country in which the business is incorporated. In most of the countries it is of 14 days. That is the reason we hold back payouts for 14-21 days depending on the plan selected by you. As we process your high risk account, so it becomes essential to hold the payout for few days.

### **60. What is the minimum limit required for releasing the payout?**

There is no such limit decided by our gateway. But it is compulsory to release payout of minimum €100. This is beneficial for both you and our gateway.

### **61. Do I need to install some special software or plugin to their website?**

No, you don't have to do anything special to empower your business website with EU Pays. There are two ways where you can easily process all your payment via our payment gateway. You can navigate the customers to our gateway for making the online payments. But if you don't want that the customers leave your website, you can integrate our payment services on your website and you can control all payment process using your own server.

### **62. What are the payment modes I can offer to my customers with EU Pays?**

You can offer more than 30 different payment modes to your customers. We accept payment from all major modes like credit card payment, Ach/ e-checks, Apple Pay, MOTO, Virtual Wallet, Online transfer, etc. We accept payments in more than 160 different currencies.

### **63. What is MOTO?**

MOTO stands for Mail Order/ Telephone Order. It the indirect mode through which the customer can make transactions even if he is not physically present to initiate the transaction.

A MOTO merchant account is similar to a conventional internet merchant account (IMA) in that they both offer 'cardholder not present' (CNP) processing solutions. MOTO accounts process payment details provided by mail order or telephone. MOTO accounts are higher risk because the cardholder is not present. A MOTO account is accessed through a secure webpage and is therefore operational from anywhere in the world with an internet connection.

## 64. 'I have lost my Password', what to do in such case?

No need to panic, just enter your registered email id and our automated software will regenerate new password on your mail.

## 65. Can I get my payout in my personal account?

Sorry, we only entertain current account for payouts. This is because of the risk associated with your business. No payouts will be transferred in personal bank accounts.

## 66. Can I become affiliate for your business?

Yes you can be a helping hand to expand our client base. Being an affiliate, we will be entitled to monetary incentives. There is only condition you need to fulfill to be a service reseller, viz. you have to do sale of worth €100,000.

## 67. How much will I get for each referral?

You are entitled to €100 per referral along with 0.50% of the commission received.

## 68. Please explain the commercials of EU Pays

Silver	Gold	Platinum
Discount Fee 9.95%	Discount Fee 8.95%	Discount Fee 4.95%
Recurrent Charge €79/MO	Recurrent Charge €89/MO	Recurrent Charge €99/MO
Reserve Stand-in 20%	Reserve Stand-in 18%	Reserve Stand-in 18%
Transaction Charge €0.75	Transaction Charge €0.75	Transaction Charge €0.75
Refund Charge €20	Refund Charge €20	Refund Charge NIL
Chargeback Fee €59	Chargeback Fee €59	Chargeback Fee €59
Arrears 14 Days	Arrears 14 Days	Arrears 21 Days
Payout Weekly	Payout Weekly	Payout Daily
Batch Transfer Fee €15	Batch Transfer €15	Batch Transfer €9
Daily Statement ✗	Daily Statement ✗	Daily Statement ✓
Fraud Protection ✗	Fraud Protection ✓	Fraud Protection ✓
SMS and Email Alert ✗	SMS and Email Alert ✗	SMS and Email Alert ✓
Virtual Terminal ✗	Virtual Terminal ✗	Virtual Terminal ✓
Payment methods:	Payment methods:	Payment methods: