



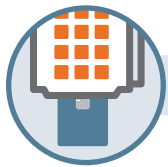
# CHIP CARD PAYMENTS—MADE EASY.

Chip-enabled cards are here, and with them comes a new checkout experience. By familiarizing yourself with the steps below, you—and your customers—can look forward to smooth, secure transactions.

## INSERTING



When a chip card is presented at checkout, the customer should follow these steps.



### INSERT

Customer inserts chip end of card face up into terminal. *(Card should not be removed until prompted.)*



### PROCESS

Terminal processes transaction, while customer follows on-screen prompts and provides signature or enters a PIN as requested.<sup>1</sup>



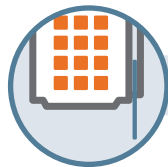
### PRINT AND REMOVE CARD

Once transaction is complete and/or receipt is printed, customer removes card.

## SWIPING<sup>2</sup>



If the terminal fails to read a chip card due to a technical issue, the merchant should follow network rules—having the customer swipe the card to complete the transaction. If the customer doesn't have a chip card, they should also follow these steps.



### SWIPE

Customer swipes card as they do today.



### PROCESS

Terminal processes transaction, while customer follows on-screen prompts and provides signature or enters a PIN as requested.<sup>1</sup>



### PRINT

Once transaction is complete, receipt is printed.

## TAPPING



If your store accepts mobile or contactless payments the customer should follow these steps.



Look for this symbol on the terminal.



Look for this symbol on the card.



### TAP

Customer taps chip card or mobile device on terminal.



### PROCESS

Terminal processes transaction, while customer follows on-screen prompts and provides signature or enters PIN as requested.<sup>1</sup>



### PRINT

Once transaction is complete, receipt is printed.

<sup>1</sup>If purchase is less than \$50, verification may not be required.

<sup>2</sup>If the consumer is unsure of what to do, instruct them to swipe their card and follow the prompts on the terminal.