



## Business Description Summary For MO/TO and Internet Merchants

1. What % of sales is to: Business Consumers \_\_\_\_\_% Individual Consumers \_\_\_\_\_%

2. Brief description of products or services offered:

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3. In what geographical areas will your products be sold or services are offered?

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4. How does the business advertise?

- Direct Mail     Yellow Pages     Internet (address) \_\_\_\_\_  
 Magazines     Radio/ Television     Can you purchase product on website?  
 The website used only for only advertising

5. How are your products or services sold?

- Internet \_\_\_\_\_%     In-Person \_\_\_\_\_%  
 Mail- Order \_\_\_\_\_%     Phone Inbound \_\_\_\_\_% Order Outbound \_\_\_\_\_%

6. Do you have all products in stock?  Yes  No

7. Do you have a retail location?  Yes  No

8. What are the business hours and days? \_\_\_\_\_

9. Who is your current bankcard processor? \_\_\_\_\_

10. How many chargeback did you have for the previous year and the total dollar amount?

\_\_\_\_\_ \$\_\_\_\_\_

11. Have you been placed on the Terminated Merchant File?  YES  NO

12. Why were you terminated? \_\_\_\_\_

13. Who processes the order for the cardholder?

- Merchant     Fulfillment center     other \_\_\_\_\_

14. Who enters credit card information into the processing system?

- Merchant     Fulfillment Center  
 Consumer     Other \_\_\_\_\_

**15. What is your policy for customer payment?**

Customer billed at time of order  customer billed at time of delivery?

**16. Do you use address verification services?**  Yes  No

**17. After charge authorization, how long until product ships?**

1-7 day's  7-14 day's  14+ days

**18. Who Ships the Product?**  Merchant  Fulfillment Center (Name, phone#, contact)

**19. Are Products in stock or Direct shipped from Manufacturer?**  Yes  No

**20. What Shipping service is used?**  US Mail  Other \_\_\_\_\_

**21. What type of services is used?**  Regular  Overnight  Other \_\_\_\_\_

**22. Is signature required before product is delivered to customer?**  Yes  No

**23. Is the delivery Receipt requested?**  Yes  No

**24. Fulfillment time for travel or How far in advance is travel booked?** \_\_\_\_\_

**25. What are the best times to contact you?**

(PHONE#) \_\_\_\_\_ (TIMES) \_\_\_\_\_

**26. Briefly describe your refund policy?**

\_\_\_\_\_  
\_\_\_\_\_

**27. What is your web site Address (es)?**

\_\_\_\_\_

**28. Is website completed?**  YES  NO - w/product, terms/conditions, privacy & refund policy & contact us with business name, address and phone # and payment working.

**I have reviewed and agreed that the information reflected above is true and correct to the best of my knowledge.**

X \_\_\_\_\_

Merchant Signature (1) Title Dated

X \_\_\_\_\_

Merchant Signature (2) Title Dated