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# Merchant Error Data Collection Form: EMV Chip and Transaction Issues

At times, a chip or chip transaction may not function properly or may be declined in the field. In these situations, information is needed to research and report errors, and it is important to be able to provide as much relevant information as possible.

Acquirers: When an issue is reported with a chip or EMV transaction, acquirers are encouraged to contact the reporting merchant for answers to the questions below.

Merchants: When an issue is reported with a chip or EMV transaction, merchants are encouraged to contact their acquirer, and based on acquirer feedback, collect the information in this form.

This form was designed to assist merchants, acquirers and acquiring processors with gathering information in a consistent way with sufficient details to help determine the source of the error. The form has two sections:

* To be completed by the merchant
* To be completed by the acquirer

The form may be completed by entering text (in field “Click or tap here to enter text.”) and selecting the check box (for multiple choice questions); the form may also be printed.

## To Be Completed by the Merchant (Complete as much as possible)

### Merchant ID: Click or tap here to enter text.

### Card Information:

### a. Card PAN\*: Click or tap here to enter text.

### b. Card BIN: Click or tap here to enter text.

### c. Card token (if available): Click or tap here to enter text.

\* Check your company’s PCI policies before recording and transmitting this information. Send via a secure channel.

### Transaction date/time: Click or tap here to enter text.

### Transaction amount: Click or tap here to enter text.

### Location Reporting Issue: Click or tap here to enter text.

### Is the problem specific to:

Certain terminals at the reporting location. Which terminals? Click or tap here to enter text.

All terminals at the reporting location?  Yes  No

Multiple locations. Which locations? Click or tap here to enter text.

All locations.

### Is the problem affecting:

Some cards within a brand (i.e., specific issuers). Which issuers? Click or tap here to enter text.

All cards in a brand. Which brand? Click or tap here to enter text.

Multiple brands. Which brands? Click or tap here to enter text.

### Was the transaction:

EMV contact  Fallback  Contactless  Magnetic stripe

### If the transaction was contactless, what cardholder device was used?

Dual-interface card  Mobile phone  Wearable

### Was the transaction:

PIN  Signature  No CVM

### What type(s) of terminals/POS systems does the merchant use? Click or tap here to enter text.

### Were there any recent changes to the POS: Yes No

### If yes, what were the changes? Click or tap here to enter text.

### When did the error first occur? Click or tap here to enter text.

### Did the transaction start? Yes No

### Did the error occur:

Before attempting to send online  After attempting to send online

### What prompts/messages were displayed? Click or tap here to enter text.

### Reason code (if declined): Click or tap here to enter text.

### Is there a receipt available? Yes No

If yes, please provide receipt.

### Is the EMV configuration report from terminal available? Yes No

If yes, please provide.

## To Be Completed by the Acquirer

### RRN (assuming the transaction was sent to the payment network): Click or tap here to enter text.

### Transaction ID / BankNet Reference Number: Click or tap here to enter text.

### Acquiring BIN: Click or tap here to enter text.

### Trace information (assuming the transaction was sent to the payment network): Click or tap here to enter text.

## Additional Information

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| Please add any other information that would be helpful to troubleshooting the error. |
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## Contact Information for Merchant Reporting the Problem

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|  |  |  |  |
| First Name | Last Name |
|  |  |  |  |
| Address | City | State | ZIP Code |
|  |  |  |  |
| Email | Phone |  |  |