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Guidelines for merchants working with a virtual POS terminal





For what period of time do you need to keep payment documents?

POS receipts and the documents related to online orders are stored by the merchant for a period of 36 months, starting from the date of the transaction. Other documents that you should keep are: agreement with the valid conditions of sale, transport documents – Handing-Over Record, goods receipts, etc.



Refunds to customers

In refusal of a reservation, service or good, the amount of a transaction through POS should be refunded to the client's card. Use the "Reversal" functions. Avoid making refunds by alternative methods (e.g. bank transfer or cash) due to increased risk of fraud and disputes.



Virtual POS monitoring

Online trading implies daily monitoring of transactions by the merchant. For this purpose, the customer receives access to a transaction monitoring platform through a virtual POS.

The merchant should establish a system for the identification of the customers who pay through the terminal. A good practice in this direction is the creation of an individual profile for each customer. Watch for unusual chargeback activity for your customers.



General terms and conditions of the merchant for maintaining a virtual POS

It is a requirement for the merchant's website to publish General Terms and Conditions which should include detailed information regarding:

- Data for the Legal Entity – merchant (name, United Identification Code (UIC), headquarters, contacts – address, telephone number, e-mail);
- Rights and obligations of the merchant and the user;
- Order placing process;
- Payment terms and methods;
- Conditions for submitting a complaint/refusal of a service or a product.



Secure the access to your virtual terminal and your online store

- Access the administrative portal through reliable and verified domains.
- Ensure access control to the portal and do not share your username and password with others;
- Restrict access to the virtual terminal systems and administrative access to your online store only to people who really need such access;
- Consult your developer about upgrading your malware protection;
- Regularly scan your website for malware;
- Keep all platforms, apps and applications updated to the latest software version;
- Regularly update the information in your online store.



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