

McDonald's Australia Merchant Acquiring

Glossary A-Z

A	
American Express (Amex)	A type of Card that a Merchant can accept. McDonald's Corporate or Licensees will need to have a separate agreement with American Express in order to accept these payments.
Authorisation	The process in which the issuer, or a processor on the issuer's behalf which approves or denies a transaction. When McDonald's obtain authorisation, payment for the authorisation amount is guaranteed provided that the rules associated with the authorisation process have been followed.

B

C

Cash-out	When a McDonald's permit the customer using a Debit Card to withdraw cash as part of the EFTPOS transaction for purchases.
Chain Number	A form of hierarchy when dividing a number of similar establishments beneath different ownerships.
Chargeback	Is a debit entry to a merchants account processed by Westpac. This entry is the reversal of a credit previously made to a merchants account when the merchant breaches the terms of the contract or where the cardholder questions the validity of the transaction. There are many reasons why chargebacks occur, the most common are: <ul style="list-style-type: none"> • Unauthorised MOTO transactions • Duplicate processing • Invalid account number • Alteration of amount • Failure to cancel direct debits at customer's request Depending on the type of transaction, Chargebacks may be processed to a merchants account for a period of up to 12 months after the date of the original transaction. A reference number of 7 digits beginning with a V or M will be issued to the merchant via a letter when this occurs. Chargebacks can be identified on a bank statement with the reference number of 001557.
Contactless Transactions	Contactless payments can provide a faster, better customer experience at the cash register with contactless enabled cards (check card for Visa PayWave or MasterCard PayPass symbols). For purchases under \$100, customers can simply hold their contactless enabled card near the contactless reader at the checkout. For purchases over \$100, a customer can still tap or wave their card at a Westpac contactless reader however they will still be required to enter a PIN. For readers that do not have this functionality the cardholder will be prompted to insert or swipe their card (this transaction is not contactless).

D

E

eCommerce Merchant	Is a merchant who conducts the sale of goods or services electronically over the Internet, and who has been authorised by Westpac to accept Credit Card Transactions over the Internet using an approved Payment Gateway. An example of this is the McDonald's Mobile App gateway.
eCommerce Merchant Facility	Includes any method and/or device utilised by a merchant, or by any service provider/s on a merchant's behalf, and used to engage in the acceptance, transmission or storage of credit card payment details.



Europay MasterCard Visa (EMV)	<p>EMV is the standard originally developed by Europay, MasterCard and Visa for chip-card transactions. It means the method of authenticating credit or debit card payments using a security microchip, containing personal data embedded in the credit or debit card.</p> <p>Chip-card acceptance technology represents enhanced protection for our merchants and customers as it offers a new standard in credit card security and transaction processing. The EMV/chip card standards are a regulatory requirement that is mandated by the Card Schemes.</p>
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F	
Fall-back (Electronic) Transactions	<p>Fall Back may be activated on a terminal to process transactions when one of the following scenarios occurs:</p> <ul style="list-style-type: none"> • Connection cannot be made to the Westpac HOST from the terminal • Cardholder's bank is down • Intermittent communication problems • Issues with a chip card <p>Electronic Fall-back (EFB) – When a transaction is processed as a mag stripe (i.e. swiped) at a terminal that is offline. The terminal will use the floor limits applied to the merchant and transaction type being requested in order to make a decision on whether to approve or decline the transaction.</p> <p>How is EFB activated?</p> <p>EFB is activated automatically, i.e. is driven by the terminal. There is no function a merchant can perform to send the device into EFB. Some terminal type/software combinations will automatically initiate to EFB when conditions are met with no message to the merchant, others will display a message inviting the merchant to select YES/NO to invoking EFB.</p>

G

H

Head Quarter	A form of hierarchy when dividing a number of similar establishments.
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M	
Merchant Service Fee (MSF)	<p>Credit MSF is charged as a % of credit Turnover.</p> <p>Credit is defined as a 'CREDIT' purchase transaction either through a credit card or Scheme debit card.</p> <p>When is the MSF charged?</p> <p>MSF is charged on a monthly basis on the first day of the following month. This will be viewed as a debit to the merchants account on the first business day of a month.</p>
MID (Merchant Identification Number)	A unique 8-digit number that identifies the Merchant Facility.

N

O

P	
Participation Fee	For online merchants, the participation fee covers the cost of managing software and servicing.
Payment Card Industry Data Security Standards (PCIDSS)	Payment Card Industry Data Security Standards refers to the data security standards mandated by Visa and MasterCard to facilitate protection of cardholder payment data from unauthorised access. This Standard is applicable to any merchant who stores or transmits card data regardless of that storage or transmittal device, have access to credit card details, or have systems which enable internet access to their company by the public.
Paypass (see Contactless)	Contactless cards offer a faster way to pay with the added benefit of contactless technology – MasterCard® PayPass™ and Visa® payWave. For purchases under \$100 at participating merchants, cards don't need to be swiped or inserted into the terminal and enter a PIN. The card needs to be held against the contactless terminal for the transaction to be processed.

Q

R

S

T

TID (Terminal Identification Number)	A unique 8-digit number that identifies the terminal and is always connected to a Merchant Facility ID.
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U

V

Voids	A cancellation of a credit card transaction from within the present day's settlement. The card does not need to be present as the function works from the invoice record of charge number (INV / ROC) found on the original receipt. A void will delete any record of the transaction, although the amount originally authorised will remain as unavailable funds until the authorisation drops off the card (5–7 working days). The transaction does not appear on the customer's credit card statement and the memory of the original transaction is deleted from the terminal. This function is not available on debit cards or charge cards. Note: A password is required for this function.
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