

MO/TO & INTERNET QUESTIONNAIRE

(For Low volume merchants, you may use the standard application questionnaire)

1. What percentage do you sell to: Business _____% Public _____%
2. Do you have a retail location? Yes _____ No _____
3. Do you sell a service or product? Service _____ Product _____
4. Describe Product/Service: _____
5. What percentage of sales will be from:
Mail _____% Internet _____% Telephone _____% Card Present _____%
6. What is the physical address of your business?
Street: _____
State: _____ Zip Code: _____
7. Is the product stored at the above address? Yes _____ No _____
8. If not stored onsite, please provide address where product is held:
Street: _____
State: _____ Zip Code: _____
9. Do you own the product/inventory? Yes _____ No _____
10. Do you sell (check all that apply): Nationally _____ Locally _____
11. Who is your current Card Brand processor? _____
12. How many chargebacks did you have for the previous year? _____
What was the total dollar amount for those chargebacks? \$ _____
13. When is customer charged? Time of order _____ Upon shipment _____
14. How many days from the time of order does it take to deliver merchandise to the customer?
1-7 days: _____ 8-14 days: _____ 14+ days: _____
15. Are any other companies involved with accepting, shipping, or fulfilling the service or product, or the billing of the customer (i.e. fulfillment house)?
Yes _____ No _____
16. If yes, who are they and what do they do? Please provide the company's name, address and telephone number:

17. How do you advertise? (Catalogs, magazines, TV, Internet, etc. (List all that apply):

18. Please describe your refund policy:

