



EPAY FRAUD PREVENTION TIPS

Tip #1

Epay **STRONGLY ENCOURAGES** all retailers using WebPOS to submit a static IP address to our customer service team to help mitigate losses associated with fraudulent transactions occurring outside of your store. Retailers are liable for sales from any and all IP addresses. A static IP address may involve a small upcharge with your internet provider, but the average loss associated with IP fraud is in the thousands of dollars.

Tip #2

NEVER GIVE PIN NUMBERS OVER THE PHONE. Epay will NEVER call your store and ask for a PIN number. If anyone calls your store and claims they are with epay (or PaySpot) and requests PIN numbers – for whatever reason – do NOT give any PIN numbers over the phone; it is a scam. A true epay employee would only need the Control number or Serial number.

Tip #3

Assign each clerk a confidential operator code and require them to use that code only. Ask them to change it periodically. Do not make codes too simple, and don't set up all of your clerks under one operator code. When a clerk resigns or gets let go, remove his or her code from the terminal.

Tip #4

Always take payment from the customer **BEFORE** processing a transaction. If the customer doesn't have cash, or gives you a credit card that will be declined, you want to know that **BEFORE** you process a transaction. Additionally, for cards that come in packages (such as prepaid debit cards), make sure the packaging has not been tampered with by the customer before you ring it up.

Tip #5

Reconcile your store's cash drawer and prepaid/payment sales at least once per day. Stores that don't frequently reconcile their cash drawer have a higher likelihood of falling victim to a scam. The longer the period between reconciliations, the longer a scam can go on unnoticed. Reconcile regularly and frequently.

Tip #6

Never refund a product that has left your store or been out of your sight. Chances are good that it could have been used during that time. If a customer comes back with a gift or debit card and states the card has no balance, do not give a refund or activate the card unless the customer has the original receipt showing that the card was indeed paid for in the first place.

Tip #7

Carriers and providers (Boost, AT&T, Paysafe, etc) do not contact retail locations directly. If your store receives a call from someone claiming to be with a provider and asks you to check something or process something, **DO NOT COMPLY**. Report this to Epay immediately.

4601 College Boulevard • Suite 300 • Leawood, KS 66211
T (913) 327-4200 F (913) 327-4266 W epayworldwide.com

PaySpot, Inc. dba epay North America

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