

# Merchant Checklist

## For INTERAC Online Certification Testing



Use this checklist to ensure you meet INTERAC online testing requirements. If you have any questions about this application, please call (833)226.2672

### Merchant checklist for web display requirements.

The Merchant must adhere to the requirements listed below.

#### 1. "Checkout" Page

- Display the INTERAC Online design (logo), or wordmark (the text "INTERAC Online"), or both

*(The checkout page must show the Visa and MasterCard logos if supported. A screenshot is required)*

#### 2. Design and Wordmark Requirements (any page)

##### 2.1 Other Payment Option Logos

- Display the INTERAC Online design (logo) if the Merchant displays the trademarks or logos of other payment options
- The design must be equal in size and no less prominent than other payment option Trade-marks

*(A screenshot is required. - may be the same as the screenshot provided for #1 above)*

##### 2.2 INTERAC wordmark

- The INTERAC wordmark must be either in capital letters or italics, e.g., "the INTERAC Online service"
- The first use of the INTERAC Online wordmark has the ® notation beside the word "INTERAC" in superscript text. For example, "Interac<sup>®</sup>" (English) or « Interac<sup>MD</sup> » (French)
- Show the following footnote on the same page as the wordmark:

*"® Trade-mark of Interac Inc. Used under licence" (English), or "MD Marque de commerce d'Interac Inc. Utilisée sous licence" (French)*

*(A screenshot is required. - may be the same as the screenshot provided for #1 above)*

##### 2.3 Version of Design

- Using the two-colour design on the Web.
- Horizontal version: height no smaller than 25 pixels (width-to-height ratio = 2:37:1)
- Vertical version: width no smaller than 30 pixels (width-to-height ratio = 1:1:37)

#### 3. Learn More Information

- Provide consumers with a link to [www.interaconline.com/learn](http://www.interaconline.com/learn) (preferably on the "Checkout" page)

*(recommend that an actual Learn More button be on the page, possibly beside the Interac logo. A screenshot is required - this may be the same as a screenshot previously captured)*

#### 4. Confirmation Page

- State that the transaction is successful
- Display the Financial Institution's name and confirmation number *(use the words "Financial Institution"; do not use the word "Issuer")*
- Provide ability to print *(there must be an actual print button on the page)*

*"Your Transaction is Successful" is recommended for this page. The word "Successful" has to be used. Do not use the word "Approved" or other similar words. A screenshot is required - this may be the same as a screenshot previously captured.*

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### 5. Error Page

- Indicate that payment was unsuccessful
- State that the order is cancelled or display other payment option(s)
- *"Your Transaction is not successful or not completed" should be used for this page. Do not use the words "Declined", "Not Approved" or other similar words. If the confirmation page uses the word Transaction, use it here also to be consistent*
- *If the merchant decides to cancel the cardholder's order, display "Your order is cancelled". If the order remains, display "please choose another payment option" or a similar message and display other options including the IOP option*
- *A screenshot is required.*
- *It is strongly recommended that an email be sent to the customer for both approved and declined transactions*

### 6. Timeout Message

- Display if consumer has < 30 minutes to complete payment (*see Emergis Exception test script for a detailed description of this requirement*)
- *If the merchant timer is set to 30 minutes or more, mark N/A here for this requirement but indicate what the timer amount is*
- *If the merchant timer is set for less than 30 minutes, display on the merchant website a notification to the customer the amount of time they have to complete the payment process in online banking and that the transaction will time out if they take longer*

### 7. Payment

- Display the total in Canadian dollars (*indicate that the payment is in Canadian dollars everywhere a \$ amount is shown*)

### 8. Security / Privacy Requirements - the Merchant **Must**

- Use no less than 128-bit SSL encryption if collecting personal information
- Protect consumer information in accordance with applicable federal and provincial privacy legislation
- Adhere to the *Canadian Code of Practice for Consumer Protection in Electronic Commerce*