MOTO/Internet Merchant Questionnaire

Directions: Have merchant complete this questionnaire, sign, and include with application when merchant has MOTO and/or Internet transactions.

Question	Response
1. Provide a brief description of products or services offered.	Accounts receivables management
2. In what geographical areas will your products be sold or services are offered?	
3. How does the business advertise?	☐ Direct Mail ☐ Internet (list URLs below) ☐ Yellow Pages ☐ Magazines N/A ☐ Radio/Television
4. How are your products or services sold?	☐ Internet ☒ Phone Inbound_____ ☐ In-Person ☐ Order Outbound_____ ☐ Mail Order
5. Who processes the order for the cardholder?	☒ Merchant ☐ Other_____ ☐ Fulfillment Center
6. Who enters credit card information into the processing system?	☒ Merchant ☐ Fulfillment Center ☐ Consumer ☐ Other_____
7. After charge authorization, how long until product ships?	N/A
8. Who ships the product?	☐ Merchant ☐ Fulfillment Center (provide name, phone #, contact name) N/A
9. Are products in stock or direct shipped from manufacturer?	☐ In Stock ☐ Shipped from manufacturer N/A
10. What shipping service is used?	☐ US Mail ☐ Other: N/A
11. What type of service is used?	☐ Regular ☐ Overnight ☐ Other: N/A
12. Is signature required before product is delivered to customer?	☐ Yes ☐ No N/A
13. Is delivery receipt requested?	☐ Yes ☐ No N/A
14. Briefly describe your refund policy.	N/A
15. What are your website addresses?	
16. Will we find any negative comments about your business or your service in a general Google Search or on negative opinion blogs. Ie: RipOff Report – if so why?	

I have reviewed and agreed that the information reflected above is true and correct to the best of my knowledge.

Merchant Signature	Printed Name	Title	Date