

SECURE E-COMMERCE COMPLETE is our single-source solution for payments over the internet, with a single point of contact for the acceptance of VISA, MasterCard and Maestro together with the services of a payment service provider. This enables you to forward card payments from your online store to Telekurs Multipay simply and conveniently for authorization and processing. It is particularly suitable as an entry-level solution if you handle relatively few payments in your online store at this stage.

SECURE E-COMMERCE COMPLETE supports secure payments using MasterCard SecureCode and Verified by VISA. This also ensures compliance with the PCI payment card industry data security standard under the SDP (MasterCard) and AIS (VISA) programmes covering the security of card data.

The SECURE E-COMMERCE COMPLETE software solution offers the following features:

Transaction processing

- Processing of all payments submitted directly via a supplied secure software solution featuring 3D-Secure
- Authorization issued automatically for all transactions around the clock, 365 days a year
- Reduced risk of improper use or disputed transactions
- Increased security during transmission of the CVC2 (MasterCard) and CVV2 (VISA) verification data.

The CVC2 is only printed on the Maestro card in some countries. Verification with the CVC2 is therefore not possible in every case

Crediting

Payments are credited to your bank within the contractually agreed period.

Credit notes

For an additional charge, you receive an electronic summary of all transactions performed using MasterCard, VISA and Maestro (PDF file).

moneytracker.ch

For an additional charge, you can check the status of your credit on your personal account over the internet at any time.

Foreign currencies (with supplemental agreement)

Payments are credited and debited in Swiss francs, euro and U.S. dollars. Pay-outs can be made in other currencies with a surcharge.

DCC (Dynamic Currency Conversion) with the corresponding agreement¹

Automatic foreign currency conversions with DCC (Dynamic Currency Conversion). DCC converts the purchase amount in the online shops into the customer's card currency, if these do not happen to be identical, and gives the customer the choice of which currency he or she wishes to pay with.

Credits included²

In the event of product returns and damaged shipments, or if your customer withdraws from the purchase agreement, we handle credits without charging any processing fee.

We look after your interests (chargebacks)²

We handle the case free of charge if the cardholder refuses payment.

¹ DCC presumes pay-out in the local currency.

² Subject to adherence to Section 10 of the "Special Business Conditions for the Acceptance of Credit Cards in the Absence of the Credit Card" and the "Special Business Conditions for the Acceptance of Debit Cards in the Absence of the Debit Card".

Customer service

Our customer service representatives are standing by to answer any questions you have regarding cash flows, contracts or the software.

Information on interesting current topics

We keep you informed about interesting current topics from the world of electronic payment in our regular Newsm@il newsletter and our “accept” customer magazine.

Integration of the software solution

Our trained customer service engineers at Telekurs Multipay are available to integrate SECURE E-COMMERCE COMPLETE for you.

Contract duration

In the interest of a long-term partnership, contracts are generally concluded for a minimum period of 36 months.

For further information, please call our Customer Service department at 0848 832 333.