



MOTO & Internet 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 _____% Keyed _____%
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 _____ Globally _____
11. How many chargebacks did you have for the previous year? _____
What was the total dollar amount for those chargebacks? \$ _____
12. When is customer charged? Time of order _____ Upon shipment _____
13. How many days from the time of order does it take to deliver merchandise to the customer?
Same day: _____ 1-7 days: _____ 8-14 days: _____ 14+ days: _____
14. 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 _____
15. If yes, who are they and what do they do? Please provide the company's name, address, and telephone number: _____
16. If yes, do they take or perform:
Order taking _____ Fulfillment _____ Customer Service _____ Refund and Chargeback handling _____
17. How do you advertise? (Catalogs, magazines, TV, Internet, etc. (List all that apply):

18. Please describe your refund Policy: _____

*Greater than 30% CNP = MOTO/Ecom/Keyed *Card Swipe/Chip & PIN = CP *Keyed/MOTO/Ecom = CNP