



Merchant and Issuer Error Data Collection Forms

Version 1.0

Publication Date: March 2018

U.S. Payments Forum

191 Clarksville Road
Princeton Junction, NJ 08550

www.uspaymentsforum.org

About the U.S. Payments Forum

The U.S. Payments Forum, formerly the EMV Migration Forum, is a cross-industry body focused on supporting the introduction and implementation of EMV chip and other new and emerging technologies that protect the security of, and enhance opportunities for payment transactions within the United States. The Forum is the only non-profit organization whose membership includes the entire payments ecosystem, ensuring that all stakeholders have the opportunity to coordinate, cooperate on, and have a voice in the future of the U.S. payments industry. Additional information can be found at <http://www.uspaymentsforum.org>.

EMV is a trademark owned by EMVCo LLC.

Copyright ©2018 U.S. Payments Forum and Smart Card Alliance. All rights reserved. Comments or recommendations for edits or additions to this document should be submitted to: info@uspaymentsforum.org.

1. About the Error Data Collection Forms

Issues may arise where a chip or chip transactions may not function properly or may be declined in the field. Information is needed to research and report errors. The U.S. Payments Forum created error data collection forms to assist issuers, issuer processors, merchants, acquirers and acquiring processors with gathering information in a consistent way with sufficient details to help determine the source of the error.

These forms can be used to identify data needed for troubleshooting and to communicate the data among payment processing partners.

The forms are being provided by the U.S. Payments Forum as Microsoft Word documents. The forms may be completed by entering text (in field "Click or tap here to enter text.") and selecting the check box (for multiple choice questions); the forms may also be printed.

Payments industry stakeholders are free to use and edit these forms to best meet their needs.

Please note: Do not send any completed forms to the U.S. Payments Forum. The Forum cannot assist in troubleshooting specific transaction issues. As described in the forms, merchants are advised to work with their acquirers and issuers are advised to work with their processors on any transaction issues.

Disclaimer. *The forms and other information herein are provided solely as a convenience and do not replace, supersede or ensure compliance with any rules, requirements or similar forms of any payment industry stakeholder. All warranties of any kind are expressly disclaimed, including without limitation, warranties regarding the accuracy, completeness or adequacy of the information herein and all implied warranties of merchantability, fitness for a particular purpose or otherwise. Any person that uses or otherwise relies in any manner on the forms or other information herein does so at his or her sole risk.*