Merchant and Issuer Error Data Collection Forms

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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.

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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.

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