A Cleaner Payment Experience

This guide provides practical tips for a “cleaner” payment experience for merchants, ATM owners, and consumers.

CONSUMER TIPS

Consumers can have a cleaner payment experience by making changes in how they pay.

- **Clean** your payment cards using soap, hand sanitizer, or alcohol after each use.
- **Keep** control of your card, whenever possible, rather than handing it to the merchant.
- **Tap** rather than inserting if contactless is available.
- **Sign** or enter PIN with your own stylus or pen, if signature or PIN required.
- **Order and pay in advance** through website, app, or telephone if using home delivery services.

ME Merchant & ATM TIPS

Merchants and ATM owners are encouraged to clean and disinfect terminals frequently.

**NOTE:** Never spray any product directly onto the terminal. Use a cloth or wipe that has been sprayed instead.

**Provide** sanitizing options for consumers to use in store.

**Allow** the consumer to insert or tap their own card when possible.

**Skip** consumer signature for payments if you accept chip.

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**Recommended Cleaning Tools**

- **60% or Higher Alcohol-based Hand Sanitizer**
- **Card Reader Cleaning Card**
- **Alcohol-based Disinfectant Wipes (NO BLEACH)**

**Tips for Cleaning and Disinfecting Terminals:**

- Never spray any product directly onto the terminal. Use a cloth or wipe that has been sprayed instead.
- Prevent moisture from getting into any openings, slots, and do not use aerosol sprays.
- Avoid electrical connections. Do not immerse or get any product on any electrical wiring and connections.
- Clean checkout and payment terminal areas and touchpoints as frequently as possible.
- The magstripe reader or chip card slot should only be cleaned with an appropriate card reader cleaner.