



U.S. TRAVELERS ARE ON THE WAY WITH CHIP CARDS—BE READY.

Now that U.S. card issuers—including the Discover Global Network—are transitioning to the added protection of chip cards, U.S. travelers will soon be showing up with their new cards at your business. Since chip cards are new to the U.S., there's a chance cardholders may be unsure about the checkout process. Just follow the steps below and you can help ensure every transaction is smooth and successful.

INSERTING



When a chip card is presented at checkout, the customer should follow these steps.



INSERT

Customer or cashier inserts chip end of card face up into terminal. *(Card should not be removed until prompted.)*



PROCESS

Terminal processes transaction, while customer follows on-screen prompts and provides signature or enters a PIN as requested.



PRINT AND REMOVE CARD

Once transaction is complete and/or receipt is printed, customer or cashier removes card.

SWIPING¹



If the terminal fails to read a chip card due to a technical issue, the merchant should follow network rules—having the customer swipe the card to complete the transaction. If the customer doesn't have a chip card, they should also follow these steps.



SWIPE

Customer swipes card as they do today.



PROCESS

Terminal processes transaction, while customer follows on-screen prompts and provides signature or enters a PIN as requested.



PRINT

Once transaction is complete, receipt is printed.

¹If the customer is unsure of what to do, instruct them to swipe their card and follow the prompts on the terminal.

THE DISCOVER CARD AT-A-GLANCE

Here's what to look for when a Discover chip card is presented at your business.



- 1 A **security hologram** in the magnetic stripe on the card back.
- 2 The words **"DISCOVER"** or **"DISCOVER NETWORK"** on the signature panel on the card back. An underprint of **"Void"** is displayed if the cardholder's signature is erased.
- 3 A **three- or four-digit** Customer Identification Number in a box to the right of the signature panel on the card back.
- 4 The **Discover Acceptance Mark** with other affiliated logos on the card back.
- 5 Card number—beginning with **"6"** on the card back.
- 6 A **"Valid Thru"** date on the card back.
- 7 The **cardholder's name**, and **business name** if applicable, on the card back.

Contact your payment processor or bank if you have questions about chip card acceptance.