



# DRB Systems®

Computer Solutions for the Car Care Industry

©2015 DRB Systems. All rights reserved. ARM, Automatic Recharge Module, CarPics, CarWatch, DRB Systems, FastPass, IndustryWatch, ProfitWatch, SiteWatch, SmartCodes, Social Circle, StatWatch, TunnelWatch, Weather Resistant Revenue, Xpress Card Clearing, Xpress Pay Terminal, and XPT are registered trademarks of DRB Systems.

## Product: Xpress Card Clearing (.SW10230)

This document applies to all SiteWatch systems using the Xpress Card Clearing (XCC) module. This form is used to obtain signatures from site owners who chose not to use one or more of these high-risk features when they filled out the XCC questionnaire, but have now changed their minds and are asking Support to activate one of the features on the list. This updated form will replace the original form(s) that were signed concerning the same information.

### ***Sign-Off Form for Signature and Local Approval:***

- SiteWatch has features that, by default, are not enabled due to the possible risk of revenue loss or the user being assessed additional charges by the bank or credit card associations. However, these features are available to users willing to assume that additional risk.
- Please review each feature and select an appropriate response. You must select an option for every feature. Please sign and date below, and then return the entire form to DRB Systems.

### Customer Information

Location Name: \_\_\_\_\_

Location Code: \_\_\_\_\_

**I grant DRB Systems Support permission to connect in to my site and apply the changes specified below.**

### Signature Receipts

Signature receipts for credit card purchases are typically printed for each credit card sale and are your best defense against customer charge backs. However, you have the option to not collect signatures for sales that are less than a specified amount. Although this can speed up the sale process, it leaves you fully liable for any disputed charges.

**Please choose one:**

- ALWAYS print a signature receipt.**
- Do not print a signature receipt for less than \$\_\_\_\_\_ per transaction.**

If you are accepting credit cards at an Xpress Pay Terminal (XPT), please be aware that there is no signature receipt printed at the XPT because there is no one there to collect them. Knowing this, if you decide to accept credit cards at the XPT, you are accepting liability for any disputed charges.

**Please choose one:**

- I have an Xpress Pay Terminal and wish to accept credit cards at this terminal.**
- I do NOT have an Xpress Pay Terminal.**
- I have an Xpress Pay Terminal, but I will NOT be accepting credit cards at the XPT.**

## Local Approval Mode

When XCC can't connect to the card processor, you are normally required to call a toll-free number for voice approval on every credit card transaction. To speed up transaction time, you may configure XCC to not require a voice approval for sales less than a specified amount. Once the connection is re-established, these sales will be submitted for approval through the network. Although this can speed up the sale process when the network is down, it leaves you fully at risk for any bad cards.

**Note:** PIN debit cards cannot be used in local approval mode unless they have a Visa or MasterCard logo and are submitted for processing as a credit card.

If local approval mode is enabled, a TOTAL amount of ALL of the sales that can be locally approved must also be set. This limits the possible revenue loss that may occur when XCC is in local approval mode. If you are in local approval mode and your system crashes, you may lose all credit card revenue that has been locally approved (any that were processed by the credit card network outside of local approval would remain). Therefore, it is important for you to set a reasonable limit.

**Please choose one:**

- Always require a voice authorization.**
- Do not require a voice authorization for less than \$\_\_\_\_\_ per transaction and limit the TOTAL of all locally approved sales to \$\_\_\_\_\_.**

---

**I understand that using any of the above SiteWatch features places my organization at risk of potentially losing revenue and being assessed additional charges by the banks and credit card associations with which I have previously made agreements. I fully accept that responsibility and risk.**

---

[Printed Name]

---

[Job Title]

---

[Signature]

---

[Date]

*Your signature and date on this form authorizes a DRB Systems' Support staff member to enable or disable these specified features.*

Please return this form to DRB Systems

Fax: 330-645-4474 • P.O. Box 550, Uniontown, OH 44685 • Support@DRBSystems.com

### ***Document Information:***

Document # 31257-0810

Last Updated: 04/10/15