

Mobile Payments Checklist



The growing demand for mobile payment apps has been fueled by a number of factors, among these, adapting to changing consumer behaviors and the impacts of the Liability Shift remain the core drivers.

We have compiled a checklist to help you analyze your **mobile credit card processing** needs in order to select the app that's best for your business.

- Do you already have a merchant account?** If you don't have one, you'll want to find a mobile credit card app that comes bundled with a merchant account. The process can sometimes be confusing for a small business, so it's best to find a merchant account provider that will hold your hand through the application process.
- Will you (or anyone in your office) want to process credit cards or manage your customers from a regular computer?** If yes, look for a mobile app that includes a web application you can access from any computer browser. While it's become commonplace for mobile credit card apps to include a web application, many of them just have simple transaction history lists for exporting.
- Do you want payment communications to go to you and your customers?** Be sure that the mobile app you select facilitates emailing or texting payment receipts.
- Do you need to collect payment in other ways than credit card acceptance via your mobile phone?** If you have payment needs beyond collecting credit card payments via your mobile phone, be sure to find a payment solutions provider that offers multiple payment acceptance methods that are all integrated to work together.
- Do you have multiple users?** If so, be sure the mobile app you select supports multiple users.
- What device(s) will you be using now and potentially in the future?** Check to see if all of the features of the mobile app work across all the devices you need it to.
- What other systems do you need to share your payment data with?** Be sure to find a mobile app solution that comes with reporting that exports data to your accounting system, or any other systems that you use.
- Is it secure?** The last thing your small business needs is to be the cause of credit card fraud for a customer. Be sure the mobile payment app you select is PCI compliant and EMV chip card enabled.
- Does it accept chip cards (EMV compliant)?** With the liability shift, if EMV chip card fraud occurs to merchants without EMV enabled hardware, the chargeback responsibility will fall on the merchant – not the issuer as before.
- Does the mobile payment app accept store and forward or offline transactions?** Offline mode will allow you to accept transactions without cell service or Wi-Fi. These transactions will be processed after you are able to re-connect to Wi-Fi or gain cellular service.