



# Creating a cleaner payment experience

for merchants, ATM owners and consumers



Reducing physical contact with surfaces is important in today's environment. Help limit contact with contactless payments and remember, **no signature is required at checkout.**

## Helpful tips for Merchants and ATM owners

Provide employees with these important tools to clean and disinfect terminals:



70% or higher\*  
alcohol-based hand sanitizer\*\*



Card reader cleaning card



Alcohol-based disinfectant wipes  
(no bleach) or glass cleaner\*\*

\*As recommended by the CDC.

\*\*Alcohol-based products should not be used on plastic display lenses.

## DO

- educate employees to help consumers reduce contact with equipment. Clean well and clean often.
- follow manufacturer guidelines to protect and care for payment terminals and for proper use of products when cleaning.
- ensure the terminal is unplugged and powered off prior to cleaning.
- use a cloth or wipe that has been sprayed – do not spray directly onto terminal.
- avoid excessive wiping, which may cause damage.

## DO NOT

- use solvents, detergents or abrasives that may damage the plastic or electrical contacts.
- get moisture into any openings or use aerosol sprays.
- clean the electrical connections.
- clean the magnetic stripe reader or chip card slot with alcohol wipes or microfiber cloths – instead use a card reader cleaning card per manufacturer guidelines.

## Helpful tips for your consumers

### Consumers can make important changes in how they pay



Consumers should maintain control of their card.



Tap & Go® with contactless payments.



Clean payment cards using soap, hand sanitizer or alcohol after each use.



With home delivery services, pay in advance.

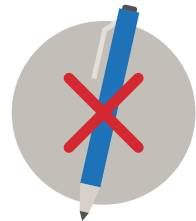
### Further recommendations for a cleaner payment experience



Provide hand sanitizing options for consumers in store.



If inserting a card is required, allow consumers to insert their own.



Do not ask for a signature.



Review CVM limits to optimize the payment experience.



Contact your vendor for additional information.



Source: U.S. Payments Forum, 2020.

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