POSitivity magazine

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MPE 2019

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Merchant Payments Ecosystem 2019

the biggest European conference on merchant payments is coming this February 19-21!

I would like to invite you to join the 12th edition of MPE conference to get fresh insights from over 150 merchant payment industry leaders and network with over 1000 participants from 40+ countries in Berlin, February 20-22, 2018.

What's on the Agenda of MPE2019? One of the key parts of the conference program is dedicated to Open API, Acquiring 2.0. & PSPs business models. The European merchant payments acceptance ecosystem in 2019 can be described as dynamic and very fragmented. With hundreds of acquirers, PSPs and new entrants coming from different industry verticals, it is increasingly challenging to stay on the top. This will require new business strategies to onboard new and retain existing merchants. Both acquirers and payment service providers face pressing, strategic questions related to the selection of payment methods they support that need to be answered.

European regulatory initiatives like PSD2 promoting instant payments, open banking, and data sharing have created a new payment ecosystem. Acquirers, PSPs and card schemes, threatened by the risk to be bypassed by Third Party Providers, are looking now at new business models and the roles they can play in this new ecosystem. However, the key questions remain, whether to continue playing in the traditional card acquiring space or to take full advantage of PSD2 by opting for PISP/AISP licensing? What can be done in-house, what can be collaborated with partners for those opportunities that lie outside the expertise?

Moreover, there are also questions related to the future direction of European Card Acquiring. In 2018, cards continue to grow their share of the European payments market, but the increasing scheme fees are eroding the benefits of interchange regulation. British Retail Consortium warned in 2018 that scheme fees increased 39% in 2017. Various consumer groups ask European regulators to step in to protect merchants from hidden fee increases. The UK Payment Systems Regulator (PSR) announced in July 2018 that a market review into card-acquiring services, including a public consultation whether there is effective competition and supply of card-acquiring services. So, what's next for card acquiring, scheme fees and the interchange fee regulation in Europe in 2019?

Card acquiring 2.0., PSP World in 2019, fees evolution, new merchant payments options, open API technology, B2B payments are among the key topics to be discussed among speakers from EY, EVO Payments, ING, HPS, IKEA, ACI Worldwide, IATA, DB, Starling Bank, Konsentus, Riskified, Coriunder, ICC Cal, RBK Money, Banking Circle, Tenner, Dave Birch, Puma Pay PLH, Limonetik and many more.

On the other hand, the conference will also further explore the future of mPOS Terminals, fraud, security & biometrics. The presence of an omni-channel commerce is becoming much more of a reality in 2019 and Mobile POS is the natural next step for multi-channel payments providing customers with a seamless experience across all retail channels. A report from Global Market Insights, Inc., claims that mobile POS terminals market size is anticipated to surpass $55 billion by 2024.

According to new research from IHL Group:

- Mobile POS is continuing its rapid adoption in the enterprise, driving the overall installed base of units up to 24.9% in 2017
- Those enterprise retailers using mobile POS are seeing sales growth 42% higher than those that do not use mobile POS

The ability for mobile POS to take payments from anywhere in the store encourages impulse buying and reduces checkout lines. It also allows retailers to convert checkout space to selling space, by converting cashiers to salespeople who can make a sale from anywhere in the store. This helps explain why a survey of retail executives and tech managers in the U.K. reveals that the most in-demand technology for retailers is mobile payment capabilities (65%), followed by self-checkout (44%).

The other trend that moves the merchant payments industry forward in conjunction with mobile POS is the rise of biometrics. New and better methods to authenticate users are seen as vital, because passwords and PINs are "inherently weak authentication mechanism. The innovation in this area is proceeding quickly. For example, Mastercard has been running pilot projects for smart cards with on-board fingerprint sensors, with fingerprints just being one of the many examples of how physiological biometrics could be utilized. In fact, going forward, all manner of physiological data might be used to help identify individuals, including facial recognition and hand geometry.

The future of mPOS, fraud, security, new methods of customer authentication such as biometrics will be discussed by speakers from: Handpoint, Nexi, MagicCube, Square, ETA, TouchBistro, GS1, RBI, IntesaSanPaolo, LIDL, Valitor, Digifood.fr, Connective Payments, OP, SBA Retail Workgroup, Threatmetrix, ebio.com, InAuth, Ravelin, Risk.Ident, Simility, PCI DSS and Argos.

Natalia Ivanis, Head of Production, Empiria Group

Natalia Ivanis is the Head of Production team at Empiria Group, specializing in card acquiring, alternative merchant payments & POS technology. She is part of the managing team behind Merchant Payments Ecosystem (MPE) - the biggest European conference on merchant payments. Natalia is also involved in strategic planning, large-scale, industry-specific research and content creation projects supporting key conference topics.
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MPE Awards 2019

The Merchant Payments Ecosystem Awards (MPE Awards) celebrate and honour the achievements of companies across European merchant payments ecosystem. MPE Awards history started in 2010 as the first European awards to recognize the outstanding role of card acquirers, processors, PSP’s, POS and payment solution providers and to honor companies and individuals who helped move the industry forward.

The MPE 2019 AWARDS CEREMONY is a part of the 12th annual MPE 2019 (Merchant Payments Ecosystem) conference and exhibition and the winners will be announced in the glittering AWARDS Gala Dinner attended by 1000+ MPE conference participants on February 20.

For 2019, the categories have been fully updated to reflect the areas that matter most to payment acceptance in today’s market. There is a brand new category for MERCHANTS entering the Awards recognising “Best Merchant payment implementation/ process”. MPE Awards 2019 recognize the best payment companies in 12 categories, divided into 2 groups with different voting/judging process:

PEOPLE'S CHOICE AWARD

MPE INFLUENCER OF THE YEAR AWARD

JUDGE'S CHOICE AWARDS

BEST ACQUIRER/ PROCESSOR OF THE YEAR AWARD

BEST PSP AWARD

BEST ID, SECURITY & ANTI-FRAUD SOLUTION AWARD

BEST ON-BOARDING PROCESS/SOLUTION AWARD

BEST POS INNOVATION/POS SOFTWARE PAYMENT APPLICATIONS AWARD

BEST ALTERNATIVE PAYMENT SOLUTION AWARD

BEST INTERNATIONAL/ CROSS BORDER PAYMENT SOLUTION AWARD

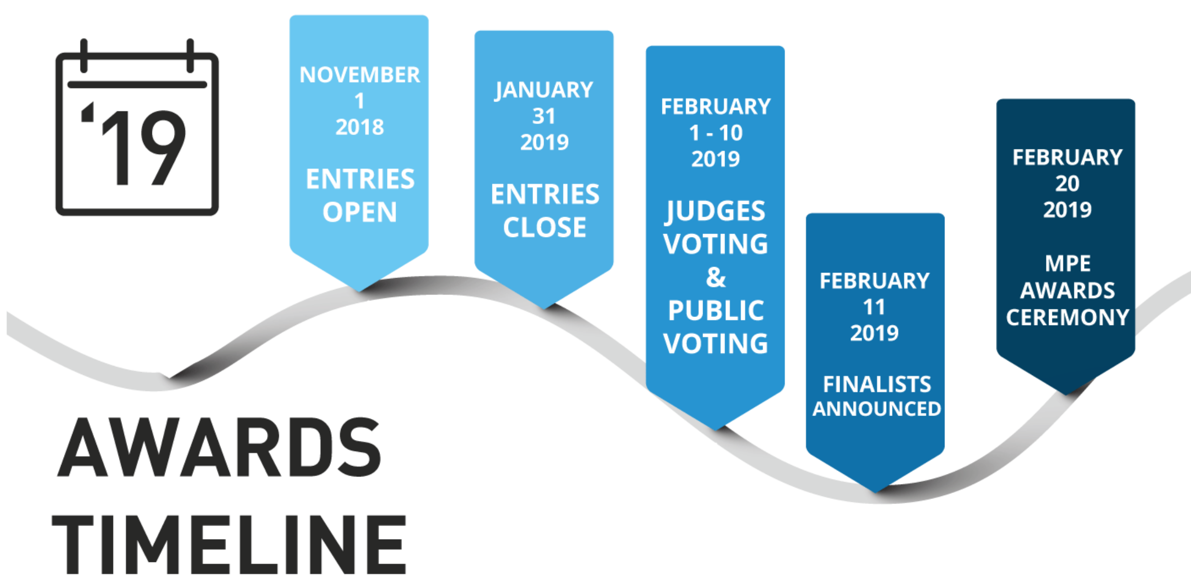
BEST MERCHANT PAYMENTS PARTNERSHIP AWARD

BEST DATA ANALYTICS & SCIENCE AWARD

BEST START-UP INNOVATION AWARD

NEW CATEGORY IN 2019, FOR MERCHANTS ONLY!:

BEST MERCHANT PAYMENT IMPLEMENTATION/ PROCESS AWARD



MPE 2019 predictions by MPE speakers

Daria Rippingale
CEO
Bankingblocks

For the past five years, the payments and banking industry has been in a constant state of flux.

The financial services ecosystem has become a fragmented and complicated environment, with many different players vying to revolutionise the customer-finance journey, but very few providing a true end-to-end service. More partners, third-party providers and connections led to cumbersomeness that increase the operational costs, lead-to-life time and eventually the quality of the transaction processes.

The industry is shifting to satisfy customer demand. Whether it is a B2B, B2C or even B2B2C model, businesses strike to offer a seamless payment experience to their end customer.
It becomes especially challenging now that the new regulations come into effect.

Meeting both the customer expectations and the regulatory obligations requires better approach. Fintechs and PSPs need partners that will improve their processes and empower them to offer a complete and competitive solution to their clients.

One of the biggest trends of 2019 will be partnerships with all-in-one providers. In even faster disruption pace, businesses will look for the best connection to as many financial products as possible in a fraction of time. Only one contract with Bankingblocks will allow fintechs and PSPs to access real multi-currency IBANs, POS and ecommerce acquiring, a wide variety of alternative payment methods, transaction screening, KYC and AML checks, risk mitigation, future-proof core banking platform, PCI 1 compliant gateway and more. With Bankingblocks, fintechs, PSPs and corporates will be able to build their own customer-centric payment solution and step up their game.

Derek Fattal
Senior Corporate Counsel
BlueSnap

1. Shoppers will be offered an increasing variety of experiences.

Until recently, there were just two primary payment experiences— in-store consumers handed their payment to a cashier; or they entered their information on an online checkout page. In recent years, payments began to diverge from those familiar paths as digital and in-store experiences are increasingly converging. The continued emphasis on seamless payments will also contribute to this trend.

2. More businesses will look for ways to simplify their payment stack.

Simplification is a payment processing industry trend that's just on the horizon. All-in-one payment solutions are available that provide extensive and flexible coverage for just about anything a merchant wants to offer. We see more merchants taking advantage of these solutions in the upcoming year to make their payments life easier.

3. Cross-border eCommerce transactions will increase.

eMarketer Retail reported on a recent survey showing that 70 percent of online buyers made a purchase from a foreign site in 2017, up 6 percentage points from the year before. Accenture predicts more than 200 million Chinese customers will be cross-border shopping by 2020, generating a total transactional value of $245 billion. As established business look for growth they will increasingly look abroad.

Additional trends: https://home.bluesnap.com/snap-center/blog/payment-trends-2019/

Andrew Mitchell
Vice President, Development and Infrastructure Support
JCB

Asian spending in Europe will continue to grow impressively from both tourism and ecommerce, notably from Chinese consumers. In 2018, Chinese arrivals to Europe were up more than 9% during the spring-summer season of the previous year. With overall Asian ecommerce predicted to grab up to 50% global market-share by the mid-2020's, the diversity of payment methods will increase, and competitiveness will continue to motivate European high street retailers to diversify their payment acceptance portfolios. JCB is seeing strong interest from partners across the payments sector, which suggests that merchants are increasingly tailoring their activity to accommodate for Asian consumers and explore all avenues for growth.

2018 went down as the year of big deals, some driven by the onset of new regulation. The likes of PayPal and iZettle, Vantiv and Worldpay were some of the most impressive. The full-blooded implementation of PSD2 is likely to cause further upheaval as we move towards becoming heavily focussed on authentication and processing in the payments industry. However, the continuous drive towards amalgamation may become progressively subtle throughout 2019 and new market entrants might join forces with banking behemoths that are opting to white-label their fintech enterprises in this brave new world. The upsurge of authentication solution providers will become more concentrated. With one or two leaders emerging with strong support of the ever-broadening international card schemes."

Dirk Mayer
Senior Consultant
Risk.Ident

Machine learning is one method to fight fraud. Will it help in new scenarios?

Combined with the next buzzword 'Artificial Intelligence' many people believed that this would be the long-awaited key technology in stopping fraud.

Those experts however missed the point. Machine Learning is a sample of methods where algorithms learn from previous data points. We're talking about another statistical method with the same basic limitations as the other: data must be correct, there is enough data available and the behaviour of relevant groups will be the same in the future as they were in the past.

These preconditions are a given on, for example, payment transactions. Most of the data is created automatically and a data feedback can be installed reflecting the loss and other fraud markers. There are other processes where it can also be applied, e.g. ordering behaviour to fight account takeover.

But fraudsters continuously search for gaps and change their behaviour as soon as a modus operandi is spotted. It's much harder to verify data and get neartime feedback, for example, during an application process. And in some scenarios, it's not acceptable to wait until we have collected enough data. That's why we need expert rule sets. But in more and more digitalised processes our algorithms themselves may be vulnerable. What will be the next big trend?

It is considerations like these we are using while building our software and data services – and we would like to discuss these with you at the MPE. What about bottom-up-rulesets, anonymized shared knowledge and more?

Meirav Peled
Payment Partnership
Director
Riskified

3 fraud trends to look out for in 2019

Successful fraudsters have to constantly innovate - so every year the fraud landscape changes drastically. Here are a few of our predictions for 2019:

Merchants will automate business flows, fraudsters will find new loopholes

Both eCommerce retailers and their customers stand to benefit from increased use of automation. Merchants are setting up advanced marketing flows, and fully automated fulfillment and shipping centers. But automation can also create blind spots when it comes to fraud. For example, automating the BOPIS (buy online / pickup in-store) process often means shoppers need only a digital token or code to collect their goods. In 2019, merchants using these flows should make sure that digital indicators like IP and device fingerprints for BOPIS orders are scrutinized carefully. Otherwise, it's easy for fraudsters to use stolen cards to click and collect.

More ATO attacks. A lot more.

In 2017 ATO attacks increased by 122%. Riskified's analysis shows that 2018, without question, saw a comparable increase in ATO losses. Plenty of high-profile data breaches from 2018 mean there won't be a shortage of compromised credentials for fraudsters to use in 2019.

Fraudsters will take advantage of merchants promos.

Even back when merchants offered coupons in newspapers, people forged them, or went dumpster diving for extra copies. But online promotions are particularly vulnerable to all sorts of abuse. In 2018 we saw fraudsters getting cleverer about exploiting these programs - by creating fake accounts and 'referring' themselves to earn store credit. Expect this type of abuse to only grow more widespread next year.

Marcus Mosen
Member European Advisory Board
Raymond James European Investment Banking

„The Fintech & Payment industry will remain a space of rapid developments and intense M&A. Some companies want to grow faster through acquisition, or want to acquire new competencies. Others are looking for the right exit and need to decide on the right moment. Each M&A project has its own dynamic and particularities.

Therefore, the preparation and execution of such processes is crucial. From my experience, professional guidance in such processes can be decisive for creating additional shareholder value. The Tech & Software practice of RAYMOND JAMES has a proven track record as M&A advisor, combining international reach with local knowledge and deep sector expertise. We look forward to meet you at MPE 2019 in Berlin."

www.raymondjames-corporatefinance.eu

Suzana Kordumova Nikolova
Technical Coordinator
Netcetera

3-D Secure 2.0 is a milestone in digital payment

In Europe, the major worldwide credit card schemes mandate all e-commerce transactions to be strongly authenticated and seamless at the same time. EMV 3-D Secure, known as 3DS 2.0 standard owned by EMVCo, fulfills these requirements. It makes online paying by credit card easier, offers the best possible user experience and at the same time guarantees a high level of security. The 3-D Secure 2.0 payment process using biometric approval will be groundbreaking for e-commerce. The new standards offer completely new possibilities for integration into mobile apps. Merchants ensure that their app is compliant with strong authentication and generates a higher number of transactions, increasing their sales.

Netcetera, market leader in 3DS and digital payment expert, has already received the first very positive results with customers modernizing the authentication method. Netcetera takes care of new regulations, industry standards and complexity: Netcetera's 3-D Secure Acquiring Products ensure the smooth and reliable processing of payments. Their 3DS Server, 3DS SDK and 3DS MPI come with contemporary web services for the verification and authentication of the cardholder. As an EMVCo Technical Associate, Netcetera engages with new trends in the payment industry early on and keeps their services and products cutting-edge. Their products are fully compliant with the requirements of the PSD2 regulations. Netcetera is proud that its 3DS Server product was among the three first EMVCo approved 3DS 2.0 products worldwide and the very first in the Europe.

https://www.netcetera.com

Manfred Gamper
VP Sales EMEA
InAuth

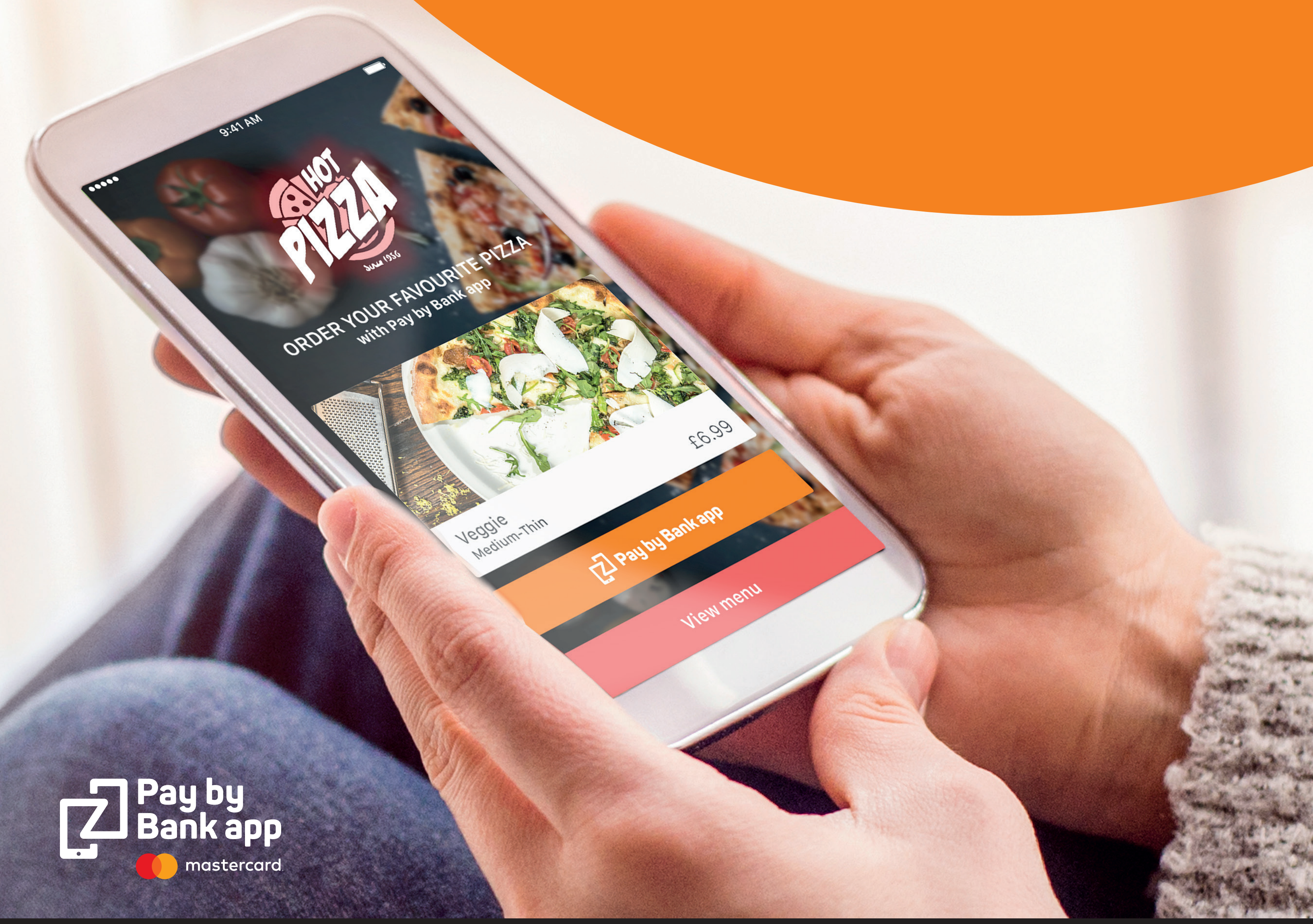
Fighting Fraudulent Account Opening

Fraud takes place in many forms and in many industries, and has been rising in recent years. According to PwC's Global Economic Crime and Fraud Survey 2018, 49% of respondents said their companies had suffered fraud, up from 36% in 2016 – an increase driven by rising global awareness of fraud, a more robust response rate, and greater clarity around what 'fraud' actually means.

Making paying online easier

Designed to simplify the checkout experience. Pay by Bank app, allows consumers to pay online directly from their mobile banking app without the need to enter payment details or create new passwords or logins.

Using Request To Pay technology, the solution is regulation-ready, and apt for mainstream mobile payment adoption.



Pay by Bank app
mastercard

paybybankapp.mastercard.co.uk

It is increasingly important to detect fraud at its earliest stage of the financial lifecycle, which, in many cases, is at the time of application for an account. Application fraud is a rapidly increasing issue for organisations in industries such as banking, mortgages, auto lending, financial lending, credit card applications, instant store credit, and retail, to name a few.

Credit card losses from accounts opened with fabricated identities reached USD 820 million in 2017, up almost 17% from 2016. In addition, Aite forecasts the losses to rise another 53%, to almost USD 1.3 billion, by 2020 [Aite Group: https://www.aitegroup.com/report/synthetic-identity-fraud-elephant-room]

What can companies do to mitigate application fraud, particularly in digital channels?

The best way to prevent account opening fraud is to have robust protections in place across the customer lifecycle and to close the door on fraudsters before they can gain access to any account opening processes.

Device authentication is an important part of thwarting fraudulent account opening, as it enables organisations to verify the identity of a device by the device's unique characteristics. Device authentication technology uses unique attributes in each device to create a device ID. By creating and calling on this device ID for subsequent transactions, organisations can authenticate trusted consumers with the least amount of friction, providing a positive customer experience. Transactions from risky devices can be flagged for next-level review or they can be denied altogether. If the same device ID is opening many accounts in a short amount of time, this is potentially a harmful bot.

Another important tool in preventing application and account opening fraud is user behavioural analytics. By quickly recognising typical from atypical behaviours online, businesses can identify potential fraud and prevent it before it becomes a loss.

Solution: an end-to-end risk platform to thwart account opening fraud

Accertify and InAuth are wholly owned subsidiaries of American Express and have been working with the largest brands in the world delivering fraud detection, with minimal customer insult so banks and merchants can prevent fraud while growing their business. There is no shortage of fraud prevention solutions on the market but it is important to partner with those proven to deliver results. InAuth and Accertify work with the largest global banks, merchants, and airlines and help turn large volumes of disparate data into actionable intelligence to help thwart online account opening fraud while protecting the user experience.

Anna Tsyupko
CEO
Paybase

Insights and predictions on the future of Merchant Payments Ecosystem for 2019

Everyone's a merchant!: The Merchant Payments Ecosystem will need to cope with the continued growth in the number of merchants in 2019. Marketplaces are set to account for 40% of the global retail market by 2020[1] and it is predicted that over 50% of the US workforce will be self-employed within 10 years[2]. With such an increase of individuals selling or renting their possessions/time, platforms that facilitate these services will have to offer a seamless and UX-driven payment experience to retain their users. Only the best will survive! As for more traditional merchants, the taxi[3] and hotel industries[4], for example, have suffered greatly at the hands of platforms Uber and AirBnB respectively. Companies will be vigilant of any platform entering their sector, and will likely need to find creative ways to compete with this new class of businesses.

PSD2: This time last year PSD2 was on everyone's lips, but I believe its implications will be even more evident in 2019. The change to the Customer Agent Exemption requires platform businesses (online marketplaces and gig/sharing economy platforms) to either get regulated as a payments institution or partner with a firm that is - they can no longer handle payments themselves. Despite PSD2 coming into effect last January, research suggests that many platform businesses are still not operating compliantly. Many businesses are likely to get a stark realisation in 2019 that they need to change the way they handle payments or face penalisation - but this is not a negative point. Ultimately, this will benefit both themselves and the consumer, offering far more payment protection to both.

An increase in standards: Payments is an industry that has been plagued by legacy technology and legacy thinking. However, times are changing. Innovative startups and regulatory change are opening things up for both the consumer and businesses. This is a trend Paybase is proud to embrace, as we're showing businesses how a truly flexible payments solution can enhance their offering in ways that were previously out of reach. From configurable fee structures to responsive loyalty programmes, 2019 beholds many exciting new payments opportunities, and I know that other FinTechs are telling a similar story.

[1]The State (and Future) of Digital Marketplaces, Brian Solis, 2018
[2]https://www.slideshare.net/upwork/freelancing-in-america-2017/1
[3]https://www.forbes.com/sites/michaelgoldstein/2018/04/30/destruction-of-taxi-industry-by-uber-lyft-affects-trump-lawyer/#4a8a0b9f2806
[4]https://www.forbes.com/sites/hbsworkingknowledge/2018/02/27/the-airbnb-effect-cheaper-rooms-for-travelers-less-revenue-for-hotels/#4c9a98f9d672

Zdzisław Mikłaszewicz
Head of Strategy and Products at eService
EVO Payments International

Looking forward into 2019, first thought coming to my mind is that probably it is going to be the year of API (yes, again). All market players are looking at APIs. Banks forced to open some of their gateways and resources, but also keen to take advantage of open banking. Fintechs that are looking at APIs as a potential gold mine. Competition that would probably end as co-opetition and the possibility to leverage on advantages of both categories of market players.

Furthermore, 2019 is going to be a year of strong customer authentication (SCA), as well as a roll-out of a new version of 3DS, followed by machine learning e.g. in fraud prevention frameworks. In local circumstances of Poland payment ecosystem, it will be linked with strengthening of the card-based transfers in eCommerce (currently pay-by-links based on banking transfers still have prevailing position).

What I would put on a short-list for both: further monitoring and actions to be taken in 2019, is constant development of seamless payments: 'uberisation' of commerce behaviours, extended also to retail businesses and petrol stations, transport solutions (mass transit, autonomous vehicles) and one-step loyalty programmes – direct link between payment and customer's identification.

Industry investments (time/capital) would be granted to further works on artificial inteligence, blockchain-based solutions (international transfers area?) and biometry (e.g a wider usage of biometry as an authorization method in bank apps).

Finally, I personally – as a professional representing the biggest acquirer in Poland – will be keen to take active role in further cash-to-electronic payments conversion (Polish cashless programme), mass transit solutions and constant development of eComm/mCommerce features for our customers all over CEE region.

Interviews with MPE 2019 speakers

Ralf Gladis
Founder & CEO
Computop

What trends do you think will drive B2C online payments in 2019?

We will see the rise of biometric authentication. MasterCard already announced to require issuers to provide biometric authentication to card holders. While biometrics will provide security as well as convenience European merchants will focus on old school payment methods like direct debit and open invoice in order to avoid PSD2 two-factor authentication damaging their conversion rate.

What will be the key drivers of B2C mobile payments in 2019?

IoT is the main driver. As it gains momentum, near-field-communication will allow ‚things‘ to be transactional and run payments. An NFC signal will be good enough to process mobile payments with Google Pay, Apple Pay and other mobile banking apps. Adoption will be slow because of security concerns but we will gradually see more "things" running payments which will become more and more invisible. We are entering the world of ‚silent payments‘.

What trends do you think will have the biggest impact on in-store payments in 2019?

Providing both convenience and security will be an issue this year. We will see an heavy increase of NFC payments. Card transactions are overtaking cash as the most popular form of payment in the UK and more countries but – after all those years – the challenge for merchants will still be delivering omnichannel experience and payment like order in-store, return in-store or ship from store.

Do you think that new commerce and technology trends IoT, AR, Machine learning, voice/conversational search, connected households, cars, etc. will affect customer shopping in 2019?

In 2019 it will still be early stages but yes, increasingly so. Customers look for quick, convenient and secure ways to buy and these technology trends play to that. In IoT NFC payments will rule and merchants and manufacturers will adopt NFC technology. And mobility providers like taxi or carsharing services will focus on running payments silently while at the same time PSD2 requires two factor authentication. It'll be interesting to see the outcome of those two competing concepts.

In 2019 the next stage of PSD2 new safety requirements such as Strong Customer Authentication, Risk Based Authentication impacting merchants and payment providers will come into effect. Could you share your perspective how this will impact commerce, customer experience and conversion rates?

Two-Factor-Authentication (2FA) will start with PSD2 RTS (retail technical standards) stepping into power in September. Merchants should find ways now to convince their customers to put them on the 2FA whitelists in order to avoid repeated authentication when customers pay for an order. One solution to avoid 2FA friction is SEPA direct debit and payment on invoice in Germany, Austria and Switzerland. Given the potential friction involved with 2FA we will see a huge take-up of biometrics by consumers, banks and merchants not only for payments but also for all other use cases where biometrics can replace passwords.

Could you outline key trends that will define security and authentication in 2019?

Given the huge data breaches in retail and hospitality protecting sensible consumer data is a key security issue 2019. Therefore, more and more retailers will replace old POS terminals with modern devices that provide point-to-point-encryption (P2PE). Moreover, biometric authorisation will pick up pace in 2019. Fingerprint recognition is being integrated into payment transactions which makes the customer experience seamless. We can also expect to see a rise in voice commerce and facial recognition for payments. Customers are already using Alexa to order their online shopping but the additional authentication that is needed under the new rules, will ensure that the system cannot be abused or confused by the wrong voice. Facial recognition too is very likely to become part of the automated payment experience. Pilot schemes have already been carried out, for example, the MasterCard Identity Check, commonly known as 'pay by selfie', where a payment can be authorised by the customer by taking a photo of themselves with their smartphone. The photo is compared with a comparison image and if the two pictures correspond the transaction goes ahead. We envision a time when an intermediary app to facilitate such a payment process is no longer needed in the retail environment.

Can you give us an update on what you're currently working on in the area of merchant payments?

Given the rising demand for marketplace payment we integrated a marketplace solution covering all aspects from KYC, AML to API and backoffice applications for debtor management and reconciliation. Another focus is the shift from rule based fraud prevention to machine learning and self learning algorithms. What some already call "artificial intelligence" is in fact a transaction-based calculation of probabilities. Each transaction thus receives a score of its fraud probability. Additional security is provided by the 3D Secure 2.0 check, which performs further analyses based on a large amount of data to identify cases of fraud. Moreover, we now run our own FIDO compliant biometric solution in order to improve security and convenience of payments and – on top of that – to replace passwords with fingerprint, face ID or voice recognition for any login procedure far beyond payments.

“ WHILE BIOMETRICS WILL PROVIDE SECURITY AS WELL AS CONVENIENCE EUROPEAN MERCHANTS WILL FOCUS ON OLD SCHOOL PAYMENT METHODS LIKE DIRECT DEBIT AND OPEN INVOICE IN ORDER TO AVOID PSD2 TWO-FACTOR AUTHENTICATION DAMAGING THEIR CONVERSION RATE


Worldline
Modern payment solutions for your business
As a leading European provider of cashless payment services, Worldline offers a wide range of solutions for every occasion - whether in e-/m-Commerce or at the point of sale. We are looking forward meeting you at the upcoming Merchant Payments Ecosystem conference in Berlin.
www.worldline.com
mpe Merchant Payments Ecosystem
March 19 – 21, 2019
Berlin

Alex Barrotti
Founder & CEO
TouchBistro

What are your predictions on 3 top challenges that will have the biggest impact on the Merchant Payment Ecosystem in 2019?

- Payment processors and merchant acquirers will need to develop a strategy for the integration of the payment device with software vendors.
- Payment processors and acquirers will start to view POS and software solution providers as a channel that can bring them customers and augment their sales.
- The PayFac business model will start to appear in other markets besides just the United States.

What trends do you think will drive B2C online payments in 2019?

Online ordering with food delivery services will continue to gain popularity.

What will be the key drivers of B2C mobile payments in 2019?

More and more stores will adopt the Apple Store model of eliminating checkout counters, allowing sales associates to take payments anywhere in the store on their mobile devices.

How do see Open APIs are changing Merchant Payments and Services in Europe?

No single app is an island anymore. Interoperability between disparate systems is more and more expected, and published open APIs is the only way to achieve that, whether in Europe or anyplace else in the world.

Could you outline key trends that will define security and authentication in 2019?

Biometric authentication will be used by more systems to augment their security procedures.

What's next for Card Acquiring in 2019?

The ISO model is dying and being replaced by ISV. Value added software solutions integrated with payment are what will drive growth in the channel for the next year and beyond.

Daria Rippingale
CEO
Bankingblocks

What are your predictions on 3 top challenges that will have the biggest impact on the Merchant Payment Ecosystem in 2019?

1. Change to Payment Company/Fintech valuation drivers

Over the past 5 years investments into Fintechs and Payment Companies has exploded beyond the most generous predictions. As the lifecycle of these businesses has progressed, from concept, to reality, to major customer acquisition – enterprise valuations have taken the same trend; exploding beyond predictions. This has been a huge achievement for both the business and consumer finance sector, and has been instrumental in driving urgent change amongst major banks and incumbents.

The market is growing at an exponential rate, consumer update at its peak and Fintechs are winning their loyalty. However, something has absolutely got to give. If you track the trends of valuation across the payments and fintech ecosystem, there seems to be one big glaring problem; profit! As a (self-described) payments industry entrepreneur, this is great for our industry… its sexy, it brings more investment and it definitely brings the hype – but when will this bubble burst?

So many of the biggest players worldwide are operating by the same recipe – gain investment, provide free services, gain significant market uptake, earn no revenue, raise more money, attract more customers with free services, repeat; achieve billions dollar valuation based on market dominance – sell. Whilst this is a great model for payment entrepreneurs… what happens to those investors? Converting a highly engaged, but revenue-negative customer base into a revenue making business is a hard ask, and a big one at such a high valuation.

Don't get me wrong, investments in the industry will continue, great value will be attained, but my prediction is the current (apparent) methodology of investment, which seems to ignore EBITDA (or revenue in general) is going to end. We will see shift back to traditional valuations and multipliers as the industry moves further into its lifecycle.

2. Cost of Adherence to GDPR and PDS2

One of major challenges that will face the payments ecosystem, specifically in regards to the requirement to adapt to new regulations, is the pressure this is putting on new entrants and smaller players. Significant infrastructure, security and development activities are and have been required and demanded of all players in the Merchant Payment Ecosystem over the past 24 months, which has caused a significant requirement for re-allocation of cash flow and resources for payments companies. There has been a lot of talk and focus on the impact this will have on major banks, with archaic technical systems (that are deeply ingrained), but there has been less chat about how this will affect the smaller or niche players in the market. Those payment businesses without significant external funding and resourcing are facing a tough time in the industry – having to seek additional funding, halting the delivery of products and services and rebuilding business growth strategies

3. Consumer lead demand

The fintech boom has had many effects on the merchant ecosystem over the past 5 years. This has been driven by in-industry experts, trying to modernize the current financial landscape, challenge incumbents and provide new avenues for consumer payments. The first to be successful have seen great consumer update, but these numbers keep dispersing as new challengers enter the market.

In 2019, with so many personal financial, payment services and point-and-play systems flooding the market, consumers will finally be leading the charge (rather the industry experts) with dictating what services they need, and exactly how they need it. Ease of sign up, lower differentiation of non-essential services and increasing consumer rights means Fintechs will now need to chase to keep their customer; not just offer a more accessible service than their (traditionally) less user-friendly banks.

Can you give us a view of what you are working on? What news would you like to launch in 2019?

Bankingblocks! In January 2019, we have launched the first, dedicated wholesale banking service specifically for the payment and fintech industry. Bankingblocks has been founded by a group of payments industry professionals to try and solve the problems facing Payment and Fintech businesses themselves – appropriate licensing, acquiring services, access to banking and international money remittance. Bankingblocks is business to business service, offering wholesale banking to the ever growing payments and fintech markets.

The product is simple – grow your business, block by block. Select, connect and launch.

Can you give us an update on what you're currently working on in the area of merchant payments?

Yes! Bankingblocks is not only a principal acquirer (and offers multiple alternative payments), but our secret-sauce is the combination with IBAN and current account facilities to give the power back to both the merchant

– and to their customers. This include consumer escrow services for large ticket items (integrated at checkout for seamless payments), connected card-to-account payments at checkout, liability-management accounts for Payment companies and more.

What's next for Card Acquiring, Scheme fees and Interchange Fee Regulation in Europe in 2019?

When it comes to acquiring fees, such as interchange, I believe the leveling of playing fields will continue. With the introduction of PSD2, PISP and accessible bank payments are on the increase, and soon to flood the market. Card acquiring will continue to become a more expensive option for people with alternative access, and this will drive the shift even faster.

Acquirers themselves are facing significantly increasing pressure – margins are so thin they're almost invisible, and the cost of correct adherence (and potential for fines) is significant. In the end, the major banks will be the winners – those whole can absorb their scheme fees and those with significant membership power will remain victorious with the stabilization of fees.

NEXGEN POS trends: How do you see the shift to mobile and integrated point of sale devices in Europe and beyond?

This shift is significant, and it will be the driving force that finally takes the point of sale world into the 21st century. The industry is so fragmented, with many barriers and restrictions to innovation (cost of certification, geographic reach, connectivity approval, logistics etc). This has allowed the POS world to survive in a very outdated format with only one requirement – does the device accept card payments?

Its 2019, and consumer behavior has and is changing rapidly. Like in China, where the majority of POS payments are made by mobile device initiation, Europe is adopting mobile payments at a rate never seen before. Major retailers have been upgrading to service this trend for visitors from overseas locations, and in 2019, we will see that trend more and more – but not just for major retailers, for all retailers across Europe. The next few years will be a major turning point for the face-to-face and point of sale industry – with consumers leaving their wallets at home in exchange for wireless payments. In 2019 we will see a huge shift from traditional devices, to android based, configurable platform devices, which allow the integration (ongoing) of phone-based payment methods (whether overseas or local) in no time at all.

Tristan Chiappini
Head of Account Management
PPRO

What are your predictions on 3 top challenges that will have the biggest impact on the Merchant Payment Ecosystem in 2019?

1. Brexit - We sit less than 3 months from March 28th and still there are daily communications from our PSP customers regarding Brexit. PPRO is confident in our own preparations for Brexit and currently building out our operation in Luxembourg as the centre for post Brexit EU business because continue trading within the EU is essential to our business. Whatever shape or form it takes, we are prepared but we hear confusion and in some cases panic from the payments market.

2. PSD2 - Another challenge is PSD2. But to butcher a quote "Every challenge is a disguised opportunity…". A crucial aspect of the directive is the abolition of the monopoly that banks have over accessing their customers' account data. This will strengthen the position for non-bank financial companies, as well as promote the

development and use of innovative online and mobile payments. However, the legislation in place currently is very much against the spirit of PSD2 and against the interests of fintech in general. We must continue to fight to ensure a fair deal for fintech.

3. Facing the needs of a fast moving industry in general & not being left behind - With domestic ecommerce growth rates lagging in many markets cross-border continues to be a major focus for merchants. For example, according to a recent PPRO research, 70% of UK consumers now buy goods from overseas merchants, compared to 53% four years ago. We see more and more locally preferred payment methods rising in global significance, most of which differ greatly in the processing of that payment from card payments.

What trends do you think will drive B2C online payments in 2019?

Customer experience will continue to dominate - and that is the way it should be. People will always want to buy that sparkly new thing, and the merchant will always want to ensure that customer completes the purchase. Online customers demand a smooth and familiar payments experience.

Smooth meaning the easier the better. During Alibaba's 11/11 shopping festival last year around 90% of sales were completed on a mobile device. Although not as extreme here in the West, the trend is clear, m-commerce is accounting for a larger share of online commerce every day - and as merchants ensure their websites are mobile optimised so we should ensure the payments experience is as mobile optimised as possible.
The second trend I`d like to highlight is making payments "familiar". But how do you make it familiar? You ensure customers are able to pay the way they always do and today in the world of the increasing importance of cross-border commerce it is vital to offer locally preferred payment methods to those customers.

What will be the key drivers of B2C mobile payments in 2019?

Nowadays, we live and breath via our mobile phones, via our apps. More and more locally preferred and new payment methods will offer in-app payments. In the payments world these payment methods will need to" APP'dapt or die", just bringing it the point. eWallets like WeChat Pay and Alipay, bank transfer payment methods like iDeal in the Netherlands and Mastercard's Pay by Bank App in the UK, and even local card networks like Bancontact are all gaining traction with consumers - we expect this trend to continue for the future.

What trends do you think will have the biggest impact on in-store payments in 2019?

Along with the trend of in-app payments, in 2019 the line between a true online and in-store payment experience will continue to blur. As I know from my own experience, QR codes are everywhere in China, it is natural for consumers to look for the QR code to pay for their coffee in the morning at Starbucks, their lunch a street stall vendor in the afternoon and even a cab ride home after dinner. As western consumers adopt more "in-app" payment methods online they will look to use the same methods in their favourite bricks and mortar store.

Can you give us a view of what you are working on? What news would you like to launch in 2019?

We are focusing on regional expansion at the moment. eCommerce markets are opening up everywhere, logistic companies are expanding their networks and consumers are getting more used buying cross-border. Australia used to be on the other side of the world but today merchants from Canada and the UK are seeing more customers from the further reaches of the world. Asia is another region that one should have a closer look at. For example, Singaporean e-commerce is worth $3.9 billion a year and is growing at a rate of 25% a year. And the Thai e-commerce market is growing at a rate of 20% a year. The demand we are seeing from APAC consumers for cross-border products and services was one of the reasons for opening our office in Singapore last year. Payments in the APAC market is incredibly fragmented, much like Europe where we initially had are success, so we see a great opportunity within the market.

LATAM is in a similar situation. Countries such as Chile (24% B2C e-commerce growth), Colombia (45% B2C e-commerce growth) and Mexico (59% B2C e-commerce growth) are highly interested regions when it comes to cross-border e-commerce. That's why we are also looking to open an office LATAM later this year.

Can you give us an update on what you're currently working on in the area of merchant payments?

PPRO continues to increase the coverage of major locally preferred payment methods around the world, of which we estimate there to be around 300, bringing them onto our network for our PSP and Acquirer customers. We are targeting on-boarding a further 20+ payment methods in 2019 - some big names and some that would be big names for you if you were sitting in APAC, the Nordics or LATAM. Watch this space!

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Brendan Jones
Chief Commercial Officer
Konsentus

What are your predictions on 3 top challenges that will have the biggest impact on the Merchant Payment Ecosystem in 2019?

In the UK and some European markets direct push payments from banks using PSD2 open banking. For other markets such as the Netherlands where IDEAL is already strong PSD2 open banking will re-enforce this behaviour. Overall card schemes could see a drop of up to 30% in their volumes for online usage over the next few years.

What trends do you think will drive B2C online payments in 2019?

The introduction of PSD2 open banking will lead to in effect a new push payment debit network being created across Europe. If you combine this with SEPA instant payments we are likely to see major move away from card based transaction, particularly in some currently strongly card based markets.

What will be the key drivers of B2C mobile payments in 2019?

PSD2 open banking again will have a major impact as the ability to push payments quickly through your mobile to the retailer effect the use of wallets and cards on mobiles.

What trends do you think will have the biggest impact on in-store payments in 2019?

PSD2 open banking will enable retailers to instantly check 'affordability' for in-store credit leading to a much smoother customer onboarding process and greater in-store credit options from retailers.

Can you give us a view of what you are working on? What news would you like to launch in 2019?

Konsentus provides Third Party Provider identity and regulatory checking for financial institutions enabling them to comply with PSD2 open banking. PSD2 open banking goes live for external testing on March 14 2019 and fully live September 14 2019. We have therefore now launched a full Sandbox and production environment for FIs and over the next year will be looking to support the 9,000+ FIs across Europe that offer a transactional account and therefore must comply to PSD2 open banking requirements.

Can you give us an update on what you're currently working on in the area of merchant payments?

As we sit behind the FIs we in effect power the PISP payment providers as they go through the FIs. Every PISP payment can only be approved once the Third Party Provider has had their identity and regulatory status checked. We thus will be enabling millions of merchant payments.

Do you think that new commerce and technology trends IoT, AR, Machine learning, voice/conversational search, connected households, cars, etc. will affect customer shopping in 2019?

We will see all of these start to have a major impact on the way consumers interact and how they combine e.g. a consumer gives a voice activated control through their wearable device to buy baked beans, the system knows the favourite brand, but also checks for offers and knows based on previous behaviour that if the offer is a good one they can substitute one brand for another without checking with the owner. The payment is initiated not using a card but through PSD2 open banking with a push payment to the merchant to pay for the goods.

How Open APIs are changing Merchant Payments and Services in Europe?

Open APIs and in particular the open banking APIs being rolled out as part of PSD2 will have a very significant impact on Merchant Payments. It has been forecast that up to 30% of current online card spend could move to PSD2 open banking PISP payments

In 2019 the next stage of PSD2 new safety requirements such as Strong Customer Authentication, Risk Based Authentication impacting merchants and payment providers will come into effect. Could you share your perspective how this will impact commerce, customer experience and conversion rates?

This is one of the big elephants in the room as for the last few years we have heard a lot about one click shopping and frictionless checkouts. PSD2 now introduces new frictions, how retailer will adapt to handle this will be crucial. Even a 'white listed' merchant will need to be white listed the first time they are used by the consumer. This is likely to lead to additional basket drop off. Further as we see PISP payments start to increase this will be a new area that many of the fraud engines will need to start adapting to and ensuring that a merchant stays under the Risk Threshold not just on the usual card payments but also on these new forms. This could be challenging for many in the early days as these new payment methods start to grow.

What's next for Card Acquiring, Scheme fees and Interchange Fee Regulation in Europe in 2019?

The next big thing for Card Acquiring will in effect be the new competition created by PSD2 open banking. This will in effect create a new non card based debit network allowing users to carry out debit card like transactions by pushing funds from their accounts. This would lead to an erosion of interchange fees for FI's but aquirers that also act as PISP may just in effect replace one type of card based transaction with another.

David Gudjonsson
CEO and Co-Founder
Handpoint

MERCHANT PAYMENT ECOSYSTEM TRENDS in 2019 What are your predictions on 3 top challenges that will have the biggest impact on the Merchant Payment Ecosystem in 2019?

1. Relevance. Acquirers/ISOs are faced with a dynamically changing landscape, with new players entering, new payments technology and automation – challenging the status quo. If the only reason customers stay is a punishing terminal cancellation penalty, are you really going to win? Not in 2019.
2. Business Model. The race to the bottom, especially in the stand-alone terminal world, continues to accelerate. Merchant service fees are no longer sufficient, and additional value added services are desperately needed to stay in the game.
3. Legacy. Outdated on-boarding and deployment systems hinder growth, relevance, and profitability for ISOs and acquirers. The bar is set at instant merchant on-boarding with instant (remote) key loading and seamless remote terminal configuration.
4. NoPOS. The payment terminal is giving way to payments taken directly on consumer off-the-shelf (COTS) mobile devices. The card schemes are driving towards a contactless future, and we'll see soon a lot of smartphones kissing each other.

What trends do you think will drive B2C online payments in 2019?

Frictionless Payments -- seamless payment experiences unifying online and offline commerce.

What will be the key drivers of B2C mobile payments in 2019?

Ubiquity. Stand-alone terminals are giving way to integrated mobile payments solutions (NextGenPOS), and terminals will start to disappear completely as soon as 2019 with the advent of contactless on mobile.

What trends do you think will have the biggest impact on in-store payments in 2019?

Automation. 12% of American retailers plan to introduce Amazon-style checkout free experiences. The technology is complex and they are probably in for a surprise, but these initiatives will set the tone for what is to come. As we have said for many years, the future of payments is payments so integrated that they disappear altogether.

Can you give us a view of what you are working on? What news would you like to launch in 2019?

1. SmartPOS. Stand-alone terminals are disappearing, slowly but surely, and they're being replaced with NextGenPOS solutions, either as a system with different peripherals (tablet, printer etc.) or a single device with everything, i.e. a smartPOS terminal (touch-screen, integrated printer, wifi/4G... all- in-one). Building on our deep expertise in mobile apps and mobile payments, we're enabling our acquiring partners to offer NextGenPOS solutions also now to be solely on a smartPOS device.
2. Headstart. Everything takes forever in payments, and the years-long calendar doesn't really include days or months when it comes to launching most new payments solutions. At Handpoint, we have put a lot of effort into changing "years" to "months" in speed to market, allowing acquirers & ISOs to rapidly offer NextGenPOS and mPOS solutions in their markets.

Can you give us an update on what you're currently working on in the area of merchant payments?

NoPOS. The payment terminal is giving way to consumer mobile devices, and the security is being moved from hardware to the cloud and a software terminal sitting on the consumer mobile device. The Handpoint system and security are based on a clever interaction between our software terminal and cloud-based gateway, and we cannot wait to get rid of the extra hardware!

ACQUIRING: How acquirers are adapting to the mobile threat and becoming more agile and technology focused?

Mobile Software Terminal. It is all about the mobile so make sure you're part of the transition. In a world of mobile payments where the physical stand-alone terminal has gone, there is a still a need for card acceptance: on mobile devices with "software terminals" on them.

NEXGEN POS trends: How do you see the shift to mobile and integrated point of sale devices in Europe and beyond?

NextGenPOS to cash registers and terminals, is what PC's were to typewriters.

How important are value-added services beyond payments in mPOS adoption and what are the opportunities for payment providers?

Survival & Stickiness. The way this market is going, value-added-services won't just be important, they will be everything. Unless a payment provider is going to rely on to penalty exit clauses to stay in business, it will have to invest in VAS – and partnering up with NextGenPOS providers allow them to do just that. But it is not an overnight success and it starts with being exceptionally good at servicing one specific vertical, rather than all at the same time.

“ NOPOS. THE PAYMENT TERMINAL IS GIVING WAY TO CONSUMER MOBILE DEVICES, AND THE SECURITY IS BEING MOVED FROM HARDWARE TO THE CLOUD AND A SOFTWARE TERMINAL SITTING ON THE CONSUMER MOBILE DEVICE.

Bartosz Skwarczek
CEO and Co-founder
G2A.COM

What are your predictions on 3 top challenges that will have the biggest impact on the Merchant Payment Ecosystem in 2019?

Top 3 challenges? Cyber security, regtech and global regulations. Our world is becoming more and more digital. This is both exciting and terrifying, because this means that cyber-attacks will be even more prevalent and sophisticated. That's why passwords are not enough, we need better, more complex security measures that will ensure our safety without making our lives harder in the process.

Regulatory technology is something that I am sure will be the next big thing of 2019. Banks are already collaborating with fintech startups for mutual benefits — reducing operating costs, numerous innovations and so on. New laws have been passed , to give an example in Europe and Singapore, and such bank-startup partnerships make it easier for institutions and financial companies to adjust their solutions to these regulations.

it is worth to add one thing to this list, mobile wallets. They're receiving new features, meaning users can do more and more with their money — not just store, but also trade, lend or exchange not only fiat currencies but also crypto. Will this change our attitude towards credit and debit cards completely? Perhaps, but not this year. Nevertheless more disruptive future in payments is coming faster than ever before.

Can you give us a view of what you are working on? What news would you like to launch in 2019?

We have recently switched from the "digital products only" marketplace to the platform allowing to sell and buy physical items as well, mostly electronics. Thanks to that we're open to many new merchants, and can offer better options for our partners. Sellers on our marketplace are now able to integrate via API and super efficiently sell their products through our platform. Also API is possible when selling marketplace products on sites external sellers. Both solutions give revenue for our partners, without any investment on their part. We also implement tons of new features for our customers, both on web and mobile. These changes are why 2019 is very important year for G2A, and very beneficial for our clients. you will see us working hard to make these features outstanding.

Can you give us an update on what you're currently working on in the area of merchant payments?

We're working on our AI solution to make G2A Marketplace super secure. It is an exciting, but also challenging project — for example, how do we ensure maximum security and give even better customer experience? I'm sure our intensive work will pay off.

We're also improving our payment system to make shopping even more convenient, for example by implementing 1-click payments.

Do you think that new commerce and technology trends IoT, AR, Machine learning, voice/conversational search, connected households, cars, etc. will affect customer shopping in 2019?

A lot has changed over the years and I believe that machine learning is indeed crucial technology of not just e-commerce, but the whole digital world. Retailers can use AI and machine learning to better cater to their customers' needs, make their shopping experience more personal and issue-free. Improved search results will result in increased sales. Basically – to much more efficiently process data and create useful algorythms.

One trend I can see booming in 2019 is the Internet of things. More and more devices are interconnected, thanks to which brands will gain access to incredible amounts of data. 40 zettabytes by 2020! If it's hard to visualize this, let's use Shruti Jain's example. If each terabyte in a zettabyte was a kilometer, then this would be equivalent of 1,300 round trips to the moon and back. With 40 zettabytes, this would mean 52,000 of such trips. Now that's what you call big data! This will give companies an amazing insight into their customers' habits for sure.

Voice-activated apps like Amazon Echo and Google Home are also becoming more and more popular. Alexa paved the way here and the trend will surely continue. On the contrary – development and adoption of VR and AR is going slower than expected.

How Open APIs are changing Merchant Payments and Services in Europe?

There are many benefits of these: more competition on the market which is good for end users, the rise of institutions known as TPPs (Third Party Providers) to make transactions and managing your finances much more convenient, not to mention numerous new payment methods. Also many challenges and problems for banks.

How to get ready for Strong Customer Authentication (SCA)?

For starters, merchants need to educate customers that two-factor authentication is for their safety, it's not a whim. So, what is Strong Customer Authentication? This regulation requires merchants to use at least two authentication factors during the transaction. These include something the customer knows — their password or PIN, something they have — a credit card, for example — and something they are physically, which means fingerprints or other biometrics. All this is of course to reduce fraud and while it sounds complicated, in reality all you need is to enable 3DS2.0 to fulfill PSD2's SCA requirements. And the good news is that the new system actually makes transactions much faster and more convenient. This in turn leads to lower cart abandonment rates, meaning that both merchants and customers benefit from this upgrade. And it's a rather simple step to take.

The new PSD II directive includes new safety requirements such as SCA & RBA. It also led to the development of an enhanced security protocol known as 3-D Secure 2.0. Could you please explain the key differences in PSD2 and new the 3-D Sec protocol?

PSD2 is a major overhaul of payment industry regulations in EU. Its aim is simple: increasing competition on the market, introducing new types of services and ensuring that customers are well-protected thanks to Strong Consumer Authentication and Risk-based Authentication. These terms sound like a complicated matter, but 3D Secure 2.0 has been designed to implement these in a straightforward, simple way across different platforms. The upgrade is to both enhance security and make it more convenient for customers to pay for products. The previous version led to far too many shopping carts abandoned by frustrated users, the new iteration aims to change that completely.

3DS 1.0 and 3DS 2.0 will continue to coexist for some time. What are the challenges for merchants in order to be complaint with PSDII, and supporting both protocols?

I wouldn't say these are challenges, but rather new possibilities. 3DS 2.0 means more secure online purchases, as well as less fraud and false declines. It supports mobile wallets, does away with static passwords and makes it easier to recognize low and high-risk purchases. Merchants and their customers will surely benefit from this. Also, both 3DS and 3DS 2.0 are optional — you can use them, but PSD2 does not require you to do so.

Could you outline key trends that will define security and authentication in 2019?

Let's get back to 2018 first. This has been an incredible year for the tech industry. Blockchain, AI and neural networks certainly captivated the collective imagination. In my opinion, 2019 will be a really good, innovative year for predictive cyber protection, all thanks to AI-based fraud prevention systems. Knowing how to spot fraud is vital for financial service providers. Real-time data gathering and analysis will greatly boost their anti-fraud capabilities. I'm pretty sure that predictive cyber protection is bound to become a standard, not an exception.
Another major trend is Bring Your Own Device. Employees want to use their own laptops and phones at work, and this is understandable— they're much more comfortable to use and often more cutting edge than company equipment. This poses a real security challenge, of course, and BYOD policies will have to address it. There are many possible solutions, such as tight verification systems or smarter and more secure networks, but one thing's for certain — BYOD is on the rise and IT security will have to keep up with it.

How acquirers are adapting to the mobile threat and becoming more agile and technology focused?

Trends come and go, but one of them is here to stay and that's the transition to mobile and integrated POS devices. Traditional acquirers and terminal makers are aware that standard off-the-shelf card readers can no longer satisfy business owners. They too are going with the flow. Groupon, for example, chose to rely on their internal sales department to sell their Breadcrumb POS devices instead of partnering with an independent sales organization. The reason behind this is simple: since more merchants prefer mobile devices, fewer of them need to work with an ISO (Independent Sales Organization)

NEXTGEN POS trends: How do you see the shift to mobile and integrated point of sale devices in Europe and beyond?

We've seen cash registers evolve into complex POS systems, equipped with touchpads, card readers, shared terminals and so on. Great example are all NYC airports, most restaurants there can use these not just to register transactions, but also sell gift cards, manage seats in the building or even track staff members' worktimes. This is just one of numerous examples.

What customers want nowadays is to pay just with their smartphones. They use them to browse products, book tickets and so on. This means that merchants are expected to meet them using the very same technology. This is why banking, wallets, even retail shopping are becoming increasingly digital. It's a powerful trend in Europe and all over the world. It is pretty clear that mobile commerce is a logical next step for e-commerce in general.

How important are value-added services beyond payments in mPOS adoption and what are the opportunities for payment providers?

Gift cards, coupons and loyalty programs are all great incentives for the customer, but all this might just be too much of a good thing. Managing all these bonuses can be a real hassle! But this is where retailers can simplify things. They can combine all these value-added services into a single, secure platform. Customers can then connect this platform to their digital wallet and pay for products easily using a mix of their funds and loyalty points they gathered. This feels much more convenient than entering various codes during the checkout, which takes time and can be really annoying.

Christine Bailey
Chief Marketing Officer
VALITOR

MERCHANT PAYMENT ECOSYSTEM TRENDS in 2019: What trends do you think will drive B2C online payments in 2019?

As soon as a customer decides to buy something, they become the most important person to the business. Once they've bought the product, the brand's interest dwindles. Doing this will mean customers are lost as they feel let down. In 2019, customers will no longer allow this to happen and instead, take their money, time and loyalty elsewhere.

Brands need to recognise that getting customers interested in their product or service is only half the battle. The moments after a purchase is where the customer experience matters most. Offering flexibility and variety with payment options will help brands meet customer expectations. However, to stay one step ahead of the competition, what happens after the payment such as returns, marketing and dealing with complaints needs to be seamless and ultimately a positive experience. Getting this right is how brands will get happy, loyal customers.

What will be the key drivers of B2C mobile payments in 2019?

People crave simplicity. Overcomplicate a process and we lose interest. This is particularly true when we buy a product or service. When you're in a restaurant, enjoy-


Your merchants want
more than just payments

ing a lovely meal, drinks and company with friends, it takes an eternity to catch the waiter's attention to deliver your bill. The struggle doesn't end there as a discussion of how to split the bill begins. In 2019, this will be a thing of the past. Whether it's paying quickly and stress-free via a mobile app, or even have your account debited as you leave, the latest technology will work to provide frictionless payments. If you get this right, both the retailer and the customer will benefit. The data will allow retailers to get better insight into their customers and act accordingly. When you know what your customers want you can adapt, survive and thrive.

What trends do you think will have the biggest impact on in-store payments in 2019?

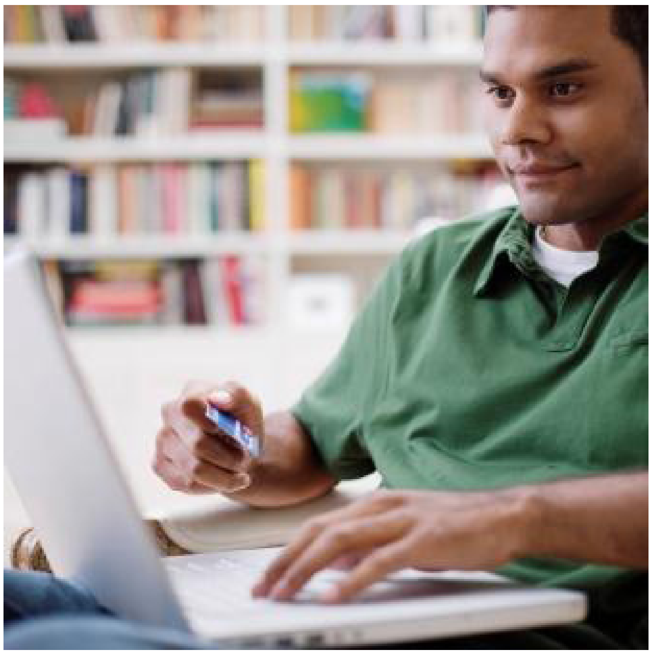
Forget contactless - biometric transactions are shaping the in-store payments experience in 2019. In 2018 contactless transactions were reported to exceed all other forms of payments. But as consumers become increasingly comfortable with fingerprint and now facial authentication, customers are much more open to using biometrics to authenticate transactions. PINs and passcodes will soon be outdated, as our own DNA will become the ultimate authenticator of our purchases. Biometrics will equate to more secure transactions and consumers will be able to purchase more big-ticket items that extend beyond the current £30 limit on contactless. Retailers who have neglected the latest payment technology should be looking into how DNA verification is going to be impacting their sales and adapt now if they are to keep up with their customer needs. Any advances in technology should be completely centred around the customer and improving the customer journey across every channel. No channel operates in a silo, changes have to be viewed as part of an omnichannel strategy.

Do you think that new commerce and technology trends IoT, AR, Machine learning, voice/conversational search, connected households, cars, etc. will affect customer shopping in 2019?

If retail is to survive in 2019, brands need to address and accommodate the technical demands from Millennials and Generation Z. These generations are shaping the future shopping experience through their use of social media, reliance on the internet and demand for excellent and personalised customer service. Retailers have very little time to win over the next generation. With Siri and Amazon Echo making voice-controlled technology part of everyday life, retailers need to find ways to take advantage of 'conversational commerce'. AR glasses and smart mirrors, voice recognition and AI, open up new opportunities for retailers to win customer loyalty. Getting this experience right, e.g through personalised shopping experiences, will keep them coming back for more and telling the world. The challenge will be how retailers cater to this generation without alienating those slightly more reticent to the changes. The key, as always, is to make the transition by showing customers how this experience will make their life easier. People will get on board quicker if they can clearly see what is in it for them, they trust the brand and the experience doesn't let them down.

"AS SOON AS A CUSTOMER DECIDES TO BUY SOMETHING, THEY BECOME THE MOST IMPORTANT PERSON TO THE BUSINESS. ONCE THEY'VE BOUGHT THE PRODUCT, THE BRAND'S INTEREST DWINDLES. DOING THIS WILL MEAN CUSTOMERS ARE LOST AS THEY FEEL LET DOWN. IN 2019, CUSTOMERS WILL NO LONGER ALLOW THIS TO HAPPEN AND INSTEAD, TAKE THEIR MONEY, TIME AND LOYALTY ELSEWHERE.

Free Trials Without The Hassle



No one wants to be unsatisfied with a physical product after paying for it. For some consumers, a free-trial is a great way to test out a new product and get comfortable with it before making a purchasing decision. And with so many merchants offering free product trials, they're becoming the new norm.

However, sometimes a free trial of a skincare or healthcare product can unwittingly turn into a recurring product subscription that is difficult to cancel. These situations can be frustrating and costly for both consumers and their banks.

At Mastercard, we want every commerce engagement to be simple, safe and secure and we are introducing rules for merchants that offer free-trials to make this a hassle-free experience for their consumers. The rule change will require merchants to gain cardholder approval at the conclusion of the trial before they start billing. To help cardholders with that decision, merchants will be required to send the cardholder – either by email or text – the transaction amount, payment date, merchant name along with explicit instructions on how to cancel a trial. For each payment thereafter, the merchant will have to send a receipt to the cardholder for each transaction by email or text message with clear instructions on how to cancel the service if the consumer so desires. In addition, all charges that appear on the cardholder's statement must now include the merchant website URL or the phone number of the store where the cardholder made the purchase.

Free trial offers can be a legitimate and useful way to increase sales and improve consumer satisfaction. The new rules will help in increase transparency and ensure an outstanding experience for cardholders. In addition to these changes, Mastercard cardholders are also covered by our Zero Liability policy which protects them against unauthorized purchases or charges. If a cardholder suspects that a transaction is fraudulent or unusual, we encourage them to contact the bank that issues their card for assistance and more information.
*This blog was updated on January 17, 2019 to clarify that the rule change is applicable to physical products such as skincare, healthcare items etc.

Author: Paul Petta
Source: Mastercard

UK Silent On Brexit Plans
For Cross-Border Interchange

PaymentsCompliance

UK authorities are non-committal on whether they will retain new caps on cross-border interchange fees after Brexit, despite concerns that retailers could end up paying significantly more to accept foreign-issued cards.

The European Commission announced in December that Visa and Mastercard had proposed to drop interchange fees on cards issued outside the EEA and being used within a member state — a move seen as a significant step towards ending an antitrust case that has rumbled on for over a decade.

However, with Brexit highly likely to result in the UK leaving the bloc entirely, that means any card issued outside the country but being used within it would not be subject to the lower rates.

“Unfortunately, UK merchants are unlikely to benefit from this deal because of Brexit,” said Andrew Cregan, head of policy for payments at the British Retail Consortium, an influential trade association.

“In fact, a retailer processing a card issued in France, Ireland, Poland or anywhere else in the EU are likely to face significantly higher fees after March 2019 as even these transactions could be classified as inter-regional.”

Within the EU, intra-regional charges have been capped since 2015 by the Interchange Fees Regulation (IFR).

That applies to a card issued anywhere in the union, and limits the fees paid by acquirers to issuers to 0.2 percent for debit and 0.3 percent for credit card transactions.

Inter-regional fees remained out of scope, but if accepted, December’s commitment by the two card schemes would match the IFR’s caps for card-present transactions.

Card-not-present transactions would be limited to 1.15 percent for debit and 1.5 percent for credit. Cards issued anywhere outside the EEA but being used within it will automatically be subject to the new rates.

After Brexit, the UK will keep the substance of the IFR — but last month’s commitments are entirely separate. That means card schemes would be free to raise inter-regional interchange fees if they chose to.

Mark Falcon, director of payments consultancy Zephyre, explained that would deal a significant blow to UK merchants, as the country’s thriving tourism sector means it “represents a very large share of the inter-regional card volume in the EEA”.

“Much of what Visa and Mastercard are giving away is cancelled by the Brexit effect,” he said.

When contacted by PaymentsCompliance, the Payment Systems Regulator (PSR) said the inclusion of those caps in any future legislation would be a matter for HM Treasury to decide.

Representatives from the Treasury did not respond to multiple requests for comment.

Zephyre's Falcon expressed concern about the apparent lack of action. He said: "The problem is, and this is why the PSR's position is so disappointing, is there isn't really a quick solution other than appealing to the card schemes' goodwill.

"One solution could be legislation to effectively extend what they are doing on the IFR with this major difference, so that card interchange from the EEA into the UK will be regulated.

"However, if they were to introduce new features that potentially counters the EU legislation so would have to go through the whole process, and the card schemes would likely fight that."

Another route could be to use the Competition Act 1998, which would effectively encompass the work done by the Office of Fair Trading and then the Competition & Markets Authority (CMA) until 2015.

According to the CMA, that parallel investigation into interchange fees was only dropped due to the introduction of the EU-wide rules.

"The current European Commission investigation has been going since 2008, so regulators should have anticipated this outcome would be one consequence of Brexit," Falcon said.

"But they would need to start their own Competition Act investigation into Visa and Mastercard, and given how long that would take, it could be years before retailers and consumers benefit."

Author: John Basquill, Editor, PaymentsCompliance
Source: [Payments Compliance]

Table: Inter-regional interchange fees after Brexit

Card issued	Card being used	Interchange fee (debit)	Interchange fee (credit)
UK	France (card present)	0.2 percent	0.3 percent
UK	France (card not present)	1.15 percent	1.5 percent
France	UK	Unregulated	Unregulated

Note: The following table is an illustrative example of inter-regional interchange fees after Brexit, if Visa and Mastercard's commitments pass.
The same fees that apply to a UK-issued card apply to any card issued outside the EU. The fees that apply to a France-issued card apply to any card issued inside the EU.

THE CURRENT EUROPEAN COMMISSION INVESTIGATION HAS BEEN GOING SINCE 2008, SO REGULATORS SHOULD HAVE ANTICIPATED THIS OUTCOME WOULD BE ONE CONSEQUENCE OF BREXIT
SAID MARK FALCON OF ZEPHYRE.

Merchant Payments' Industry Mergers & Acquisitions section

Fiserv to Combine with First Data Corporation to Create Global Leader in Payments and FinTech

Fiserv (NASDAQ: FISV) and First Data Corporation (NYSE: FDC) today announced that their boards of directors have unanimously approved a definitive merger agreement under which Fiserv will acquire First Data in an all-stock transaction. The transaction unites two premier companies to create one of the world's leading payments and financial technology providers, and an enhanced value proposition for its clients.

Source: FirstData

Nets A/S and Concardis Payment Group Complete Merger.

The merger of Nets and Concardis Payment Group has been completed. Together, Nets and Concardis Group form a leading European payment player. Joint capabilities drive faster time to market of state-of-the-art solutions, underlining ambition to be at the forefront of innovation.

Source: Nets

TNS Targets South American Expansion with Strategic Acquisition of Link Solutions.

Transaction Network Services (TNS) is expanding into Brazil through the acquisition of mobile and Internet of Things (IoT) communications specialist Link Solutions Eireli (Link).

Source: TNSI

Closing of the acquisition of SIX Payment Services After approval by the Combined General Meeting of Worldline

Worldline [Euronext: WLN], the European leader in the payments and transactional services, has closed today the acquisition of SIX Payment Services as approved by its shareholders during the Combined General Meeting held today.

Source: Worldline

Real Time Payments section

Real-time payments needs more competition

The Federal Reserve has floated the idea of its entering the market for real-time interbank payments and invited public comment.

As a matter of public policy, the Federal Reserve shouldn't be a payments operator where the private sector can adequately and competitively serve. For instance, the Fed could enter the retail payments market, to try to lower costs for merchants and/or cater to small banks. But retail payments are fiercely competitive, well served by Visa, Mastercard, American Express, PayPal, Discover, Star, NYCE, Accel and more.

Where the private sector isn't adequately serving, the

Fed should first look to facilitate it doing so, rather than itself processing payments. But if the Fed not providing real-time interbank payments meant a monopoly, it should step up.

Having a sole provider, even for what some might view as base payments infrastructure, isn't desirable. Monopolies can't match the market's dynamic intelligence and value creation. Markets self-correct, rewarding those that delight customers and punishing those that don't. Over the long haul even the most brilliantly designed monopoly systems underperform against seemingly inefficient and redundant competing providers.

In 2017 large banks' cooperative The Clearing House introduced a real-time interbank payments service. TCH and the Fed are the only traditional ACH and wire-transfer operators in the U.S. Part of the rationale for the Fed processing these interbank payments is to ensure a modicum of competition and that smaller banks have access. The same logic extends to real-time payments.

TCH priced its real-time payments identically for high-volume and small low-volume banks, at least partly to signal the Fed there was no need for it to enter the market, and putting an exclamation point on its complaint over the Fed discounting ACH for large banks.

In the absence of solid private-sector alternatives, the Fed would be a logical second real-time-payments processor. However, there are private-sector payment networks and processors with the wherewithal, and perhaps, the interest to compete in the U.S. instant-interbank-payments market.

Mastercard is the U.K.'s monopoly interbank real-time payments processor. It has direct or indirect processing relationships with U.S. banks large and small. And while not retail, interbank-payment processing, decidedly, is a network business. Assuming it's not restricted by its relationship with TCH, Mastercard would bring much to the domestic interbank-payments market, plus have a plausible path — or paths — to interoperability with national interbank-payment systems planet-wide.

Ubiquitous Visa, and FIS and Fiserv, using their debit rails, also provide faster payments. Interoperating with other networks, they all could provide systemwide instant interbank payments.

There would be a downside to the Fed entering the real-time interbank payments market. With its scale and role as the financial system's chief regulator, the Fed would deter additional private-sector parties from undertaking to serve the market.

Tech titans Google, Amazon, and Apple, and payments Phenoms PayPal and Stripe urged the Fed to provide real-time interbank payments. Yet they would howl in protest if Washington proposed providing internet search and retail-payments processing to ensure equitable access. In their realm, they understand having the state competing with private firms isn't in their or the public's interest.

Goliath retailers Walmart and Target want the Fed to provide faster payments. They would, however, be the first to object to government launching a national chain of big-box stores.

And, small banks are keen for the central bank to provide an instant interbank-payments alternative to TCH. The Independent Community Bankers of America declared ubiquity "may never be achieved without the Federal Reserve developing and operating a RTGS service and interoperating with the private-sector solution" – in other words, TCH.

Having the Fed offer real-time interbank payments, would be better than relying on one private-sector provider. If the Fed develops a real-time interbank payments system to ensure system competition, it should ultimately sell it to a private-sector operator(s).

A dynamic instant interbank-payments market with TCH — and ideally a handful of other private-sector players competing — would deliver maximum societal benefit.
Eric Grover is principal at Intrepid Ventures, a corporate development and strategy consultancy focused on payments. This commentary first appeared in the American Banker.

Author: Eric Grover, Principal, Intrepid Ventures

A Year on from the First Us Real-Time Payment.

Where Are We Now – and Are You Ready to Take the Plunge?

Within the last year we've witnessed two major milestones related to faster payments in the U.S. In September 2017, the Zelle Network® (Zelle) was released by a consortium of banks. This initiative was quickly followed by The Clearing House as it launched its RTP network, a new clearing and interbank settlement network, with the first-ever RTP payment exchanged between BNY Mellon and US Bank on November 14, 2017.

One could argue that the U.S. faster payments revolution is in full swing. However, to reach the Federal Reserve's 2020 target for faster payments to be available to every business and consumer, many more banks will need to participate. We've talked to many banking, business and technology leaders contemplating the move to faster payments and took a pulse as to their findings – one year on from the original launch of Zelle and TCH RTP.

The movers and shakers

Looking at the numbers, the uptake of faster payments is strong. In the third quarter of 2018, Zelle moved 116m transactions, an increase of 16 percent over the previous quarter, for a total of $32bn in transaction volume.

"While it's too early to disclose numbers for TCH RTP, we're confident that we are meeting our original target of covering 50 percent of accounts by the end of 2018, and near-ubiquity by 2020," said Steve Ledford, SVP Products and Strategy, The Clearing House.

Nevertheless, the U.S. is a large market and there is much ground that has yet to be covered. It's also worth noting that even in the UK, a smaller market where UK Faster Payments participation was a regulatory mandate, it took eight years to reach a billion payments annually.

But I already have same-day ACH!

A number of U.S. bank representatives are quick to point out that they already make same-day ACH available to their clients. Surely that covers most of the bases?
Not necessarily. It ultimately depends on what you are trying to offer your customers and how you are intending to compete. Same-day ACH is certainly faster than traditional ACH. However, unlike RTP and Zelle, it is not real-time between participants and not 24/7. So, same day ACH eliminates a large number of potential consumer and business use cases such as non-business day payments, e-commerce/point-of-sale, and payment-on-delivery that drive adoption of real-time / instant payment mechanisms.

Ultimately, banks that wish to compete across all the use cases, and retain and grow market share, will need to move beyond same-day ACH.

Zelle vs. TCH RTP

One assumption that we often come across is the notion that Zelle is for retail payments while TCH RTP is aimed at businesses. Certainly the way the services are marketed tends to reinforce this perception.

"However, this is a misconception," says Carl Slabicki, Director Treasury Services, BNY Mellon. "We're finding there's definitely a place for tokenized payments in the business world. Over half of those payments are still made by check, and often that's because for B2C payments, the payers don't have access to the consumers bank information. Providing our business and white-label bank customers with a "Disbursements with Zelle" solution as a means to facilitate business payments to consumers, based on their email contact information, is proving very popular."

On the flip side, Ledford said that it is clear that RTP, while highly optimized for B2B payments, was always designed to address retail and P2P use cases as well.

Banks should therefore be looking at both Zelle and RTP, and indeed other networks, as viable service options for faster payments, for both retail and commercial applications.

My customers do not want to pay faster.

We hear it all the time: my corporate customers aren't interested in paying faster. Ask a typical corporate treasurer and they will say no. However, what if you ask if they would prefer to hold on to their money until the last minute? Surely that would change the answer? And if you now follow with the question of whether they would prefer to receive payments faster, you'll get a resounding yes.

So, the answer depends on how you position the value proposition of faster payments. There are significant opportunities for faster payments in the disbursements area, because treasurers can release funds at point of need, reducing idle cash and optimizing working capital. On the receivables side, it's not just about getting paid faster, it's also about receiving full remittance data with the payment in an ISO 20022 envelope, reducing reconciliation effort.

There is also huge value to businesses in the Request for Pay mechanism built into RTP, which effectively helps banks to embed themselves in the supply chain – and to reduce invoice fraud, a significant cause of cash leakage from corporate treasuries, in some cases costing up to $100,000 per event.

And, let's not lose sight of the opportunity for financial institutions to deliver new value-added services to their consumer and business customers, by combining payments and informational messages on the same rails. In addition to Request For Pay, real-time messaging capabilities can include adjustment notifications, requests for information, and other typical elements of a payment transaction. The fact that all of this can take place over the same channel as the payment, via a secure bank grade network, is just as important as the immediacy of the payment.

The charge conundrum

There is clear precedent for charging for faster payments in other jurisdictions–particularly charging businesses. The general guideline seems to be: much less than a wire but more than ACH. Sweden's SWISH charges Swedish businesses between $0.16–$0.22 per transaction; UK banks charge anywhere between 35p to several pounds per UK Faster Payment sent; some banks in Singapore have recently moved to cut transaction fees to SGD 0.50 per item, or about $0.37.

Ultimately, the focus should be on identifying the value-added services that banks can provide on top of a faster payments network. In short, let's charge for value rather than speed.

Slabicki says, "It's really about service level rather than raw speed. Do you want finality? Do you have all the information you need with the payment? On the request for pay side, how is the invoice being presented today? Can you help with short-pay scenarios, or offer to enrich payments that are missing information? There are a host of opportunities for differentiated value-added service provision that come with faster payments, and that is how banks need to look at it."

Options. Options. Options.

The good news is that there are a wide range of options for banks looking to take the plunge into the world of faster payments. Many of them require little significant upfront investment in effort or cost.

If you're a smaller bank and are not quite ready to connect directly to any of the faster payments networks, one option is to use a service offering from a larger financial institution that provides both network connectivity and operational servicing. This way, the connecting bank can focus on designing its customer value proposition.

An alternative is to use a fintech solution. Cloud-based solutions are particularly attractive, since initial volumes will be low, and budgets can be focused on marketing and rollout of the service rather than infrastructure investment.

Regardless of the deployment model, it is perfectly feasible to start with a receive-only implementation, enabling participation in faster payments networks without requiring changes to the customer experience layer. The latter can always be enhanced to support initiation over time.

Let's look on the bright side. Many of the early-days challenges of faster payments implementations, such as 24×7 uptime, ISO20022 knowledge and real-time enablement of batch systems, are now no longer blockers to adoption. We have solutions that address and automate these challenges. The technology is available. It's up to the banks now to come up with the right business model for their market to justify the technology, and thus meet the industry's common goal, to make faster payments the norm for the electronic exchange of value.

Author: Vinay Prabhakar, Head of Markets Strategy, Payments Finastra
Source: Payments Journal

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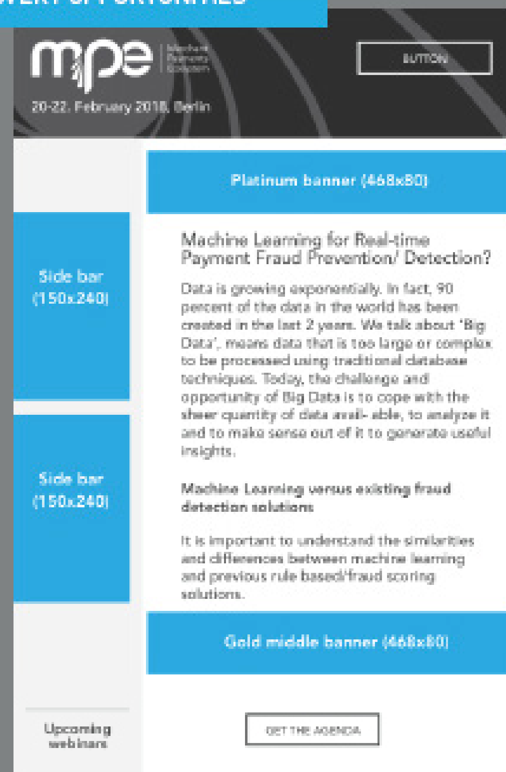

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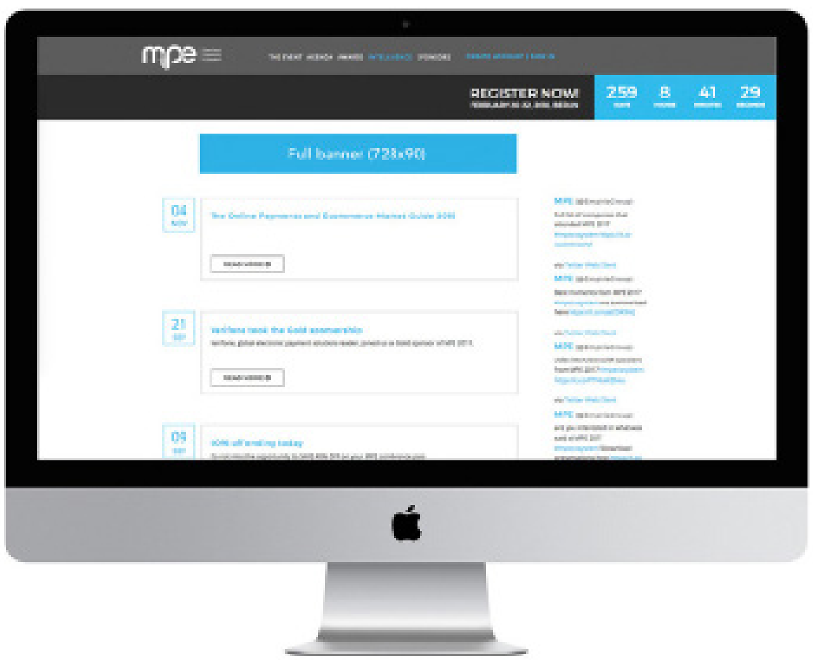

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2010 Jan

Square

Square

Provider to merchants: ✓
(Core Service & Wallet)

Vendor to providers: ✗

Accepted Card Brands: VISA, MC, AMEX, DISCOVER

Countries Serving:
United States, Canada, Australia, Japan

Product Names: Square Register
Connection Type: Audio jack card reader
Features: Free secure card reader available after sign up, secure encryption, easy setup, free Square Register app, no setup fees or long-term contracts, funds from swiped payments are deposited directly into bank account within 1-2 business days, includes checkout customization, management tools, data analytics
Verification Method: Signature
Compatibility: iOS, Android

Website: www.squareup.com

2010 Mar

LightSpeed

Lightspeed

Provider to merchants: ✓
(Core & Front Office & Back Office & Open API)

Vendor to providers: ✗

Accepted Card Brands: VISA, AMEX, DISCOVER, MC, JCB

Countries Serving:
United States, Australia

Product Name: LightSpeed Mobile
Connection Type: Mobile payments sled, serial port & audio jack card readers
Features: Create new invoices, perform inventory lookups, add or create a customer, scan products with linea-pro hardware, process credit card payments, accept signatures on-screen, email receipts. LightSpeed is the complete retail solution
Verification Method: Signature
Compatibility: iOS

Website: www.lightspeed.com

2010 Apr

ShopKeepPOS
The simplest way to make smarter business

Shopkeep

Provider to merchants: ✓

Product Name: Shopkeep