



## Customer Initiated Transactions

- My customers pay through an app
- After a customer is set up, we store card details for future transactions
- A customer fills out/confirms their order on our app.

### How do I accept card payments?

Your customers pay using card information they provide to your app by entering their details into your system. This transaction would be considered a **Customer Initiated Transaction (CIT)**.

### What do I do now?

The most important thing to do now is to contact your Payment Service Provider (PSP)/ Gateway, the service that helps you take card numbers from your site/app and sends the information to your acquiring bank. They are responsible for how you collect card details and process transactions so they are key to helping you become compliant.

Once you get in touch with your PSP you can ask the following...

“Is my site/app/business processing transactions correctly for PSD2? I currently process transactions through **Customer Initiated Transactions** and I want to make sure my site is compliant.”

Your PSP will then be able to guide you through the process to become compliant or let you know if you already are.

The PSD2 legislation will come into effect on December 31st 2020. If your business is non-compliant by this date your online transactions will be at risk of being declined. This decline will not be due to your customer's ability to pay, but the way you process the transaction will no longer be acceptable.

### FAQ's

If you have further queries about PSD2 and how we might be able to help click [here](#).



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