

Theme	QUESTIONS	ANSWERS
Test Cards	How many cards per lot ?	10 cards
	What is the PAN of my test card ?	It's the 16-digit card number imprinted at the center of the card.
	How can I know the card type ? (e.g. ST11Dr_V, etc.)	The Card type is imprinted down left on the front side of the card.
	Are test cards only usable for tests ?	Yes, they are typed as test cards and can only process test transactions.
	What is the maximum amount accepted by authorisation servers on test cards ?	15 euros on a 7-day rolling period.
	is it possible to modify this amount ?	unfortunately, no.
	Is it possible to unlock a card, say after 3 wrong PIN tries ?	No, the card is definitively locked, and won't be swapped for another one.
	Can I reuse a card ?	Cards last until their expiry date, in practice they last around 2 years. At expiry, they must be sent back to CB Test Products & Services.
	How do I report a Test Card as lost or stolen ?	Send a mail as quickly as possible to CB Test Products & Services (cartes-de-test@cartes-bancaires.com) with the PAN and Expiry date of the card to be reported.
	What do I do with expired cards ?	You must send them back, intact, to CB Test Cards & Services. Failing so, CB may not accept further orders.
	may I send expired cards along with a new order ?	yes.
	Authorities in my country won't file my claim for a lost/stolen card. What do I do?	Inform us of the situation, and send a mail as quickly as possible to CB Test Products & Services (cartes-de-test@cartes-bancaires.com) with the PAN and Expiry date of the card to be reported.
	I can't start using a card in contactless mode ?	You must first perform a contact transaction in order to enable contactless mode.
	Can I use a card tagged as "ATM only" (e.g.: ranks 3 & 6 in lot VA10r_MC) on a merchant POS ?	No, these cards can only be used on test ATM environments.
	Do Test Cards work the same on all kind of equipment? ?	Mostly, but some cases may require specific reader settings.
	What is the PIN code for my card ?	It's the 4 penultimate rightmost digits on the PIN. If PAN = PPP...PXXXXP, then PIN = XXXX.
	My I buy cards by the unit ?	no, they're only sold by 10.
What is the visual cryptogram for my card ?	Test Cards have no visual cryptogram.	
My test card doesn't work in contactless mode.	You must first perform a contact transaction in order to enable contactless mode. Should your available contactless funds fall too low, you can reset them by a contact transaction.	
Can I use test cards on OSCar/NEXO POS systems ?	No, they will be declined on such systems.	
Order Form	What documents are needed to order test cards, where do I find them ?	You can download an order form at : <a href="http://www.cartes-bancaires.com/spip.php?article443">http://www.cartes-bancaires.com/spip.php?article443</a>
	I have an order form but I don't know which cards to order?	You can download our catalog at : <a href="http://www.cartes-bancaires.com/spip.php?article443">http://www.cartes-bancaires.com/spip.php?article443</a>
	Where and how do I send my orders?	Please send completed order forms at CB Test Products & Services, by paper mail (see address inside order form) or at <a href="mailto:cartes-de-test@cartes-bancaires.com">cartes-de-test@cartes-bancaires.com</a>
	How do I pay my orders ?	Preferably by transfer (ask CB Accounting Services for an IBAN at <a href="mailto:compta-clients@cartes-bancaires.com">compta-clients@cartes-bancaires.com</a> ) or by cheque with a paper order.
	When do I receive my bill ?	At end month, by paper mail.
	How can I get a pro forma invoice ?	ask CB Accounting Services for a pro forma invoice at <a href="mailto:compta-clients@cartes-bancaires.com">compta-clients@cartes-bancaires.com</a>
	Which ordering information should I put on a wire transfer ?	The name of your company, followed by the Order Number provided by CB for your order.
	Shall I pay at order time ?	yes.
	May I use my company's Order Form ?	For the sake of efficiency, please use CB Test Products & Services order form.
	Should I send my order by e-mail or paper mail ?	we do accept both.
Test Merchant Contract	How long does a Test Merchant Contract last ?	1 year
	Do Test Merchant Contracts apply to contactless equipment ?	yes, they do
	I didn't receive my Merchant Card along with my Test Cards ?	Merchant Cards are directly sent by our subcontractor. You should receive it within 5 working days.
	How is my terminal initialised ?	with your terminal provider, using connection settings provided by us.
	How do I receive my Test Merchant Contract Number ?	It is sent by e-mail, along with connection parameters, as soon as your contract is open.
	How long does the Merchant Card last ?	It is valid as long as the contract is open, and must be returned at closure.
Test Authorisation Server	Is there an Autorisation Server for Dev Cards ?	No.
	Can I see the results of operations performed on the autorisation server ?	No, you just see the results provided by your equipment.
	Are Test Accounts compliant with B12V3 specifications ?	Yes, they are.
	What does "IP connection" mean in our context ?	Your equipment is connected to our Test Merchant Hub.
	What does "FULL IP connection" mean in our context ?	Your equipment has straight connection to Acquirer.
	Where can I see connection details ? Who sets IDSA ?	Print Reference or Functional Parameters Ticket, and/or check with CB2A specifications.