

## ALWAYS

- Protect point of sale terminals with a passcode.
- Use passcodes for refunds and limit the number of employees with access to that function.
- When processing a refund shield the passcode when entering it on the terminal.
- Set up refund limits with your payment provider.
- Ask your payment provider about adding other security features to reduce the risk of loss.
- Keep point of sale terminals out of sight when not in use and lock them up in a safe location at the end of the day.

## NEVER

- Give information related to point of sale terminals and payment accounts to unknown persons.
- Leave the customer when they are completing a transaction.
- Always change the passcodes when staffing changes.
- Choose passcodes that are generic or keep default passcodes on the terminal.

Take steps to protect your business.



**Need assistance?**

**In an emergency dial:  
9-1-1**

**For non-emergency service  
call:**

**(416) 808-2222**



**See it. Say it. Stop it.**

For more information about the Crime Stoppers program, visit [www.222tips.com](http://www.222tips.com). If you have a tip, call **416-222-8477 (TIPS)** or use the toll free number **1-800-222-TIPS**

Point of Sale Terminal Theft  
Community Partnerships and Engagement Unit  
SP-11 2023



# Point of Sale Terminal Theft

**Reduce the risk.  
Reduce the opportunity.**

TPS.ca

## What happens when a terminal is stolen?

- If the point of sale terminal is not passcode protected, anyone can conduct charge backs onto credit cards and the business owner could be responsible for payment.
- Anyone can use the point of sale terminal by manually entering credit card numbers for charge backs.
- Anyone can use a point of sale terminal to charge or activate gift cards, and the business owner would be responsible for payment.



## Report theft

- If your point of sale terminal is stolen, report the theft to police immediately.
- The following information will be asked when completing the report:
  - Your service provider
  - The identification number of the terminal
  - Who has/had access to the passcode
  - Any identifying features

## What if my card was used?

In most cases you will not be held responsible for transactions you didn't make or approve. You're protected against unauthorized transactions when you use a point of sale terminal or an ATM.

Immediately report any unauthorized transaction to your bank.



**For online reporting  
visit:**  
[TPS.to/reporting](https://TPS.to/reporting)

