

# 16.0 Glossary

Term	Definition
AVS	Address Verification; commonly referred to as Zip Code Prompting.
BOL	Bill of Lading.
BP Gift Card	Formerly referred to as BP Cash Card or Prepaid Card.
CAE	Company Account Executive.
Channel of Trade	Operating models for the retail sites.
CM	Commission Marketer (COT).
COCO	Company Owned Company Operated (COT).
CODO	Company Owned Dealer Operated (COT).
COFO	Company Owned Franchisee Operated (COT).
COT	Channel of Trade.
CSR	Cashier.
CVV2/CVC2/CID	<p><i>Visa, MasterCard, American Express and Discover all have a security number to reduce merchant risk in Card-Not-Present or Manual Entry transactions. It is a 3 or 4 digit code embossed or imprinted on the reverse side of Visa, MasterCard and Discover cards and on the front of American Express cards.</i></p> <p><b>American Express: 4 digit CID (Card Identification)</b>  <b>Discover: 3 digit CID (Card Identification)</b>  <b>MasterCard: 3 digit CVC2 (Card Validation Code)</b>  <b>Visa: 3 digit CVV2 (Card Verification Value)</b></p>
DODO	Dealer Owned Dealer Operated (COT).
DOFO	Dealer Owned Franchisee Operated (COT).
ESP	Electronic Sales Printer.
EFT	Electronic Funds Transfer.
EOD	End of Day.
EPOS	Electronic Point of Sale.
EPS	Electronic Payment System.
FEP	Front End Processor. For the purposes of this document it is the first processor off-site to which a transaction is sent (it could be an FEP, acquirer or loyalty host).
ISO	International Standards Organization.
Jobber	Independent business that flies a flag from the BP Family and sells our fuel products.
JSM	Jobber Sales Manager.
PES	Personal Earth Station.
POP	Point of Payment. This is not the same thing as the POS for non-cash transactions. This is the device that accepts the payment vehicle — card, tag, etc. It will also have a consumer entry mechanism that allows for interaction with the consumer.
POS	Point of Sale.
RAE	Retail Account Executive.
RF	Radio Frequency.
RFCO	Request For Copy of Original Sales Ticket.
RFID	Radio Frequency Identification.
SVB	Now refers to Site Number and for signature verified billing (refer to paper).
UPS	United Parcel Service.
VPI	Verified Positive Identification.