

## Instructions for Voice Authorizations - First Data

These instructions are only for MasterCard, Visa, Discover Full-Acquiring, and American Express OnePoint authorizations. You'll need to call the other card companies directly for their voice authorizations. Those telephone numbers are listed on your Merchant ID sticker and at the bottom of this page.

Dial **1-800-228-1122**. You will hear the following options. Press the number for your choice.

- Press 1 for Authorization
- Press 2 for Address Verification
- Press 3 for Bank Phone Number
- Press 4 for Code 10
- Press 5 for Code Cancellation

You will respond to the voice prompts by entering the following information, concluding each entry by pressing the # key.

- Merchant account number (512178 \_ \_ \_ \_ \_ ) #
- Cardholder account number #
- Expiration date #
- Amount#
- For merchandise, press 1, for cash, press 2
- Transaction Code # (if applicable - use the following table for transaction numbers, ETC types 4 and 6 only)
  1. Ticket and Authorization (Sale)
  2. Credit or Return
  3. Ticket only
  4. Authorization only (Must be captured later)

You can perform multiple transactions on the same call. The System captures the transaction at the time of the authorization. When the transaction is approved, you should record the authorization code on the imprinted receipt.

### Address Verification (AVS):

You will respond to the voice prompts by entering the following information, concluding each entry by pressing the # key.

- Merchant account number (512178 \_ \_ \_ \_ \_ ) #
  - Cardholder account number #
  - Numeric street address of the cardholder's billing address
  - Zip code of the cardholder's billing address
- You will receive a "match" or a "mismatch" message for both the street address and the zip code.

Press:

4. Repeat AVS response
1. Authorization to accompany recent AVS
2. New address verification
3. Speak to a representative

### Code 10:

You will respond to the voice prompts by entering the following information.

Press:

1. If you are NOT suspicious
  2. If you ARE suspicious
- Please hold for security.

### Code Cancellation:

Please hold for representative.

## ! Important Note !:

To capture an approved sale, it must be entered into your electronic capture system as a "Post Auth" or "Off Line" entry. Consult your Quick Reference Guide of Terminal Operating Guide for more information. Until you post a transaction and ultimately settle or batch your transactions, you will not receive your money. If your business doesn't have power/internet/phone, you can move the terminal to a location that does.

**American Express Service Establishment (Non-OnePoint) merchants: 800-528-2121**

**Discover (Non-Full Acquiring) merchants: 800-347-1111**