



## TOUCH TONE CAPTURE

1. Imprint customer's credit card on sales slip.
2. Call Authorization Number: **1-800-307-9888**.
3. Listen for greeting. Press:
  - 0 - Speak to Service Representative
  - 1 - No Prompts (bypass voice prompts)
  - 2 - Prompts (listen to voice prompts)
  - \* - Repeat Menu
4. Enter **Bank Number** and press <#>.
5. Enter **Merchant Number** and press <#>.
6. Enter **Transaction Code** and press <#>.
  - 1 - Sale
  - 2 - Return
  - 3 - Ticket Only
  - 4 - Authorization Only
  - 5 - Void Sale
  - 6 - Void Return
  - 7 - Void Ticket Only
  - 9 - Deposit From Previous Business Day
  - 12 - Sale with AVS and CVV2/CVC2/CID
  - 13 - Authorization Only with AVS
  - 0 - Close Batch
7. Enter **Credit Card Number** and press <#>.
8. Enter **Expiration Date** (MMYY) and press <#>. If not available, press <#>.
9. Enter **Charge Amount** (without decimal) and press <#>.  
Listen for confirmation prompt and press <#> to confirm Charge Amount, or press <\*> to re-enter the amount.

**For Transaction Code 12, continue with step 10.**  
**For Transaction Code 13, proceed with step 11.**  
**Otherwise, proceed with step 13.**
10. Enter **CVV2/CVC2/CID** value and press <#>. If CVV2/CVC2/CID value not available, press <#>.  
Listen for confirmation prompt and press <#> to confirm CVV2/CVC2/CID value, or press <\*> to re-enter the value. Do not store this value in any written form.
11. Enter the **Street Number** or the **P.O. Box Number** from the billing address and press <#>.  
Listen for confirmation prompt and press <#> to confirm information, or press <\*> to re-enter the information.
12. Enter the 5- or 9-digit **ZIP Code** and press <#>.  
If entering alphanumeric ZIP Code, press <\*> and wait for assistance.  
Listen for confirmation prompt and press <#> to confirm ZIP Code, or press <\*> to re-enter ZIP Code.
13. Listen for Authorization Response Code and write response code on sales receipt. For Transaction Code 12, listen for AVS and CVV2/CVC2/CID responses. For Transaction Code 13, listen for AVS response. Press:
  - \* - Repeat response(s)
  - # - Enter another transaction (return to step 6)
  - 3 - End call

Record your Bank and Merchant Numbers here for easy reference:

**Bank Number:** \_\_\_\_\_ **Merchant Number:** \_\_\_\_\_

**For Additional Support, call:** \_\_\_\_\_

***TOUCH TONE CAPTURE***  
***(for transaction code 14—AVS Only)***

1. Imprint customer's credit card on sales slip.
2. Call Authorization Number: **1-800-307-9888**.
3. Listen for greeting. Press:  
0 - Speak to Service Representative                      2 - Prompts (listen to voice prompts)  
1 - No Prompts (bypass voice prompts)                \* - Repeat Menu
4. Enter **Bank Number** and press <#>.
5. Enter **Merchant Number** and press <#>.
6. Enter **Transaction Code** and press <#>.  
14 - AVS Only
7. Enter **Credit Card Number** and press <#>.
8. Enter **Expiration Date** (MMYY) and press <#>. If not available, press <#>.
9. Enter the **Street Number** or the **P.O. Box Number** from the billing address and press <#>.  
Listen for confirmation prompt and press <#> to confirm information, or press <\*> to re-enter the information.
10. Enter the 5- or 9-digit **ZIP Code** and press <#>.  
If entering alphanumeric ZIP Code, press <\*> and wait for assistance.  
Listen for confirmation prompt and press <#> to confirm ZIP Code, or press <\*> to re-enter ZIP Code.
11. Listen for AVS response. Press:  
1 - Authorize the sale (continue with step 12)  
\* - Repeat AVS response message  
# - Enter another transaction (return to step 6)  
3 - End call
12. Enter **Charge Amount** (without decimal) and press <#>.  
Listen for confirmation prompt and press <#> to confirm Charge Amount, or press <\*> to re-enter the amount.
13. Enter **CVV2/CVC2/CID** value and press <#>. If CVV2/CVC2/CID value not available, press <#>.  
Listen for confirmation prompt and press <#> to confirm CVV2/CVC2/CID value, or press <\*> to re-enter the value. Do not store this value in any written form.
14. Listen for Authorization Response Code and write response code on sales receipt. Listen for AVS and CVV2/CVC2/CID responses. Press:  
\* - Repeat responses  
# - Enter another transaction (return to step 6)  
3 - End call

Record your Bank and Merchant Numbers here for easy reference:

**Bank Number:** \_\_\_\_\_ **Merchant Number:** \_\_\_\_\_

**For Additional Support, call:** \_\_\_\_\_