



Voice ETC Quick Guide
1-800-228-1122

Options

Call the VRU (Voice Response Unit) authorized telephone number 1-800-228-1122. Voice ETC connects you with a computer voice operator.

Press:

1. Authorization
2. Address Verification
3. Bank phone number
4. Code 10
5. Code cancellation

Authorization

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

- Merchant account number #
 - 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

This merchant can perform multiple transactions on the same cell. The System captures the transaction at the time of the authorization. When the transaction is approved, the merchant records 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 the # key.

- Merchant account number #
- Cardholder account number #
- Numeric street address
- Zip code

You will receive a "match" or a "mismatch" message for both the street address and the zip code.

Press:

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

Bank Phone Number

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

- Merchant account #

Press hold for representation.

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.

Authorization Only

Dial 1.800.228.1111

You may elect to hear computer tone and then enter the following information by pressing the # key. If the # key is not pressed, you respond to computer tones by entering the following information, concluding each entry by pressing the # key.

- Merchant account number #
- Cardholder account number #
- Expiration date #
- Amount #

You can enter multiple authorization requests on the same call.

Authorization and Draft Capture (ETC only)

Dial 1.800.228.1111

You must press #70 after hearing the computer tone and then enter the following information, concluding each entry by pressing the # key.

- Merchant account #
 - Transaction code #
1. Sale(authorization and ticket)
 2. Return
 3. Ticket only
 4. Authorization
 5. Void Sale
 6. Void Return
 7. Void Ticket Only
 9. Deposit amount from previous day
 0. Close Batch
- Cardholder account number #
 - Expiration date #
 - Amount #

You can enter multiple authorization requests on the same call.