



TOUCH TONE CAPTURE
AVS ONLY AND/OR CVV2/CVC2/CID (Transaction Code 14)

1. Imprint customer's credit card on sales slip.
2. Call Authorization Number: **1-XXX-XXX-XXXX**.
3. Listen for greeting. Press (if no option is chosen, prompts will continue in English):
 - 1 - English
 - 2 - Spanish
4. Enter **Bank Number** and press <#>.
5. Enter **Merchant Number** and press <#>.
6. Enter **Transaction Code** and press <#>:

1 - Sale (Card Present)	9 - Deposit from Previous Business Day
2 - Return	12 - Sale (Card Not Present)
3 - Ticket Only (Force)	13 - Authorization Only with AVS and/or CVV2/CVC2/CID
4 - Authorization Only	14 - AVS Only and/or CVV2/CVC2/CID
5 - Void Sale	
6 - Void Return	Please continue with step 7 on reverse side.
7 - Void Ticket Only	0 - Close Batch
7. Enter **Credit Card Number** and press <#>.
8. Enter **Expiration Date** (MMYY) and 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.
10. Enter the 5 or 9 digit **ZIP Code** and press <#>.
11. 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.
12. 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: _____

Esta tarjeta está también disponible en español.



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2. Call Authorization Number: **1-XXX-XXX-XXXX**.
3. Listen for greeting. Press (if no option is chosen, prompts will continue in English):
 - 1 - English
 - 2 - Spanish
4. Enter **Bank Number** and press <#>.
5. Enter **Merchant Number** and press <#>.
6. Enter **Transaction Code** and press <#>.
 - 14 - AVS Only and/or CVV2/CVC2/CID.
7. Enter **Credit Card Number** and press <#>.
8. Enter **Expiration Date** (MMYY) and press <#>.
9. Enter the **Street Number** or the **P.O. Box Number** from the cardholder's 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 <#>. Listen for confirmation prompt and press <#> to confirm ZIP Code, or press <*> to re-enter ZIP Code.
11. 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.
12. Listen for AVS and CVV2 Response Codes and write response code on sales receipt. Press:
 - 1 - Authorize the sale (continue with step 13)
 - * - Repeat responses
 - # - Enter another transaction (return to step 6)
 - 3 - End callIf you choose option **1 - Authorize the sale**, follow these additional steps:
13. Enter **Charge Amount** (without decimal) and press <#>. Listen for confirmation prompt and press <#> to confirm Charge Amount, or press <*> to re-enter the amount.
14. Listen for Authorization Response Code and write response code on sales receipt. Listen for AVS and CVV2/CVC2/CID responses (if entered) and write response codes on sales receipts. 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: _____

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