



Touch-Pay Processing Instructions (Example)

Please be aware that these are sample instructions. Specific instructions are very similar and will depend on whether you're apply for Option 1 or Option 2

Call Authorization Number- **1-800... (will be provided)**

- Enter your assigned merchant number/code for processing touch-tone transactions.
- Enter Transaction Code then Press the # Key
 - There will be an option for a standard **Sale**
 - There will be an option for a standard for **Return**
 - There will be an option for a standard for **Void Sale**
 - There will be an option for a standard **Void Return**
 - Etc. (Detailed instructions will be emailed at the time of approval).

Your Prompt will say: Enter Cardholder Number

- Enter Cardholder Account Number the press the # Key

Your Prompt will say: Enter Expiration Date

- Enter Card Expiration Date (4 Digits) then press the # Key
(Example: 4/99 entered as 0499)

Your Prompt will say: Enter Amount

- Enter amount (dollars and cents) then press the # Key

Authorization Response code or Transaction Declined message will follow

- There will be an option to repeat this response or declined message

Write the authorization response code on sales receipt or invoice.

Though it's not mandatory it is recommended that you obtain the customer's signature whenever possible, this helps you in case your customer disputes the charge. However, we do realize that most phone order merchants do not require signatures, you're free to do what you feel is best for your business in this case. If most of your transactions are done face to face you may obtain the customer's signature by having them sign manual receipts, which may be purchased from your local office store.

CUSTOMER SERVICE:

1-800... (will be provided)