

A close-up photograph of a person's hand holding a silver credit card over a grey payment terminal. The background is a blurred white shirt. A semi-transparent grey box is overlaid on the top left of the image, containing text.

# Authorising Credit Card Transactions

Processed manually



First Data Merchant Solutions uses touch-tone telephone and Interactive Voice Response (IVR) technology to streamline the card authorisation process for you.

The key features of this service include:

- Eliminates operator queuing delays as the service is completely automated. Note: Assistance from an operator can still be obtained at any time.
- Authorisation can be obtained for multiple card transactions during a single call, including mail and telephone order requests.
- Instant access is available to a specialist operator in a security situation or if you suspect fraudulent card use.

**Call 1800 243 444 or visit the 'Merchant Support' page at [firstdatams.com.au](http://firstdatams.com.au)**

## Obtaining Authorisation

- 1 Dial **1800 243 444**
- 2 Press 3 then press 1
- 3 Enter your merchant number, then press the **#** key. (If you normally use an EFTPOS terminal, please use your manual merchant number (8 digit merchant ID). This information can be located on your merchant statement or a receipt.
- 4 Select the transaction type – **1** Card Present, **2** Telephone or Mail Order.
- 5 Enter the credit card number, then press the **#** key.
- 6 Enter the card expiry date, then press the **#** key.
- 7 Enter the CCV, (the last 3 digits on the back of the card amongst the signature strip), and press the **#** key.
- 8 Enter the transaction amount in dollars and cents, ignoring the decimal point, then press the **#** key.
- 9 Confirm the amount. **1** if correct, **2** to change the amount.
- 10 Listen for the authorisation response and record on the manual sales voucher.

### If further transactions are required

Press **1** and then follow the prompts.

### Suspicious transactions (Extension 500)

If for any reason you are suspicious of the card presenter dial 1800 243 444 and press 3 then press 5 . You will be transferred to an operator for assistance and you should request extension 500.

The important touch-tone key strokes to remember are:

- # The hash # character tells the system that you have finished entering the field.
- \* The asterisk \* clears the last information entered and repeats the last prompt.
- 0 The number zero connects you to the operator.

### **Error Corrections**

- If the system does not receive information from you within five (5) seconds you will be prompted for data three (3) times.
- If after three (3) attempts the information you have entered is still incorrect you will automatically be transferred to an operator to complete the transaction.

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### **Important**

This overview is for general guidance purposes only. While we have taken steps to ensure that the information is reliable as at the date provided, our processes may vary from time to time and we cannot warrant the accuracy or completeness of the information contained in this overview. In the event of a dispute, you should check your merchant agreement and seek professional advice as required.

**First Data**<sup>TM</sup>  
**Merchant Solutions**