European Voice Authorisation Instructions

MasterCard® – Visa® − Maestro®

Low Call from UK:	0845 399 1130
Within Ireland:	(1) 726 2909
Within Sweden:	020980724
Within Spain:	800900587
Within the USA:	1.888.706.1526
International Phone:	001.214.849.3002

Transaction Type:

Press 1 − To request an authorisation for a MasterCard, Visa or Maestro.
Press 2 − To request an authorisation with Address Verification.
Press 3 − To request an authorisation with Card Security Verification (CSV).
Press 4 − To request an authorisation with Address Verification and CSV.
Press 5 − To request an Address Verification with CSV.
Press 6 − To speak with Merchant Services or if you require Language Translation Assistance

Please have the following information available:
- Your Chase Paymentech Transaction Division Number: _____
- Customer's credit card number and expiration date (in MMYY format).
- Exact amount of transaction (including tax, shipping and handling).
- Customer's billing address, consisting of street number or P.O. Box number, and ZIP or Postal Code, if requesting Address Verification Service (AVS).

Address Verification Service (AVS) Responses:

IVR Description	Explanation
Match	Address and ZIP/Postal Code, 5 or 9 digits match
No Match	Address and ZIP/Postal Code do not match
Partial Match	ZIP and Plus-4 match; Address does not match
Partial Match	5-digit ZIP match; Plus-4 ZIP and address do not match
Partial Match	5-digit ZIP does not match; Plus-4 ZIP and address match
Partial Match	ZIP code and Plus-4 ZIP do not match; Address match
Partial Match	Street address match; Postal code not verified
Partial Match	Postal Code match; Street address not verified
Match	International street address and Postal Code match
No Match	Street address and Postal Code not verified
Unavailable	Unable to perform verification
Error	Transaction ineligible for AVS

Below are instructions for obtaining an authorisation from a touch-tone telephone.

1. **Enter Transaction Division Number.**
   Enter your complete Transaction Division Number. Press the **#** key.
   The Transaction Division is mapped to the Presentment Currency on file and there is no need to indicate the transaction currency.

2. **Select the Transaction Type.**
   Select the appropriate transaction type.

3. **Enter Card Number.**
   Enter the cardholder's MasterCard, Visa or Maestro card number. Press the **#** key

4. **Enter Expiration Date.**
   Enter the 4-digit credit card expiration date in MMYY format. Press the **#** key.

5. **Press** 1 **for a Retail Transaction or** 2 **for Card-Not-Present.**
   Press **1** or **2** to specify whether or not the card is present.

6. **Enter Charge Amount.**
   Enter the total amount of the transaction without using currency signs or periods (i.e., €68.32, entered as 6832; €68, entered as 6800). Press the **#** key.

7. **"Your approval # is…."**
   Record your authorisation code and include this when submitting the item for clearing.

8. **To repeat, press 9.**

9. **To return to the transaction menu, press *.**

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