

# Voice Authorization Instructions (Canadian)

MasterCard® – Visa® – Discover®



Primary: 1.888.706.1526  
Secondary: 1.214.849.3002

## Transaction Type:

- Press 1** - To request an authorization for a credit card.
- Press 2** - To request an authorization with Address Verification.
- Press 3** - To request an authorization with Card Security Verification (CSV).
- Press 4** - To request an authorization with Address Verification and CSV.
- Press 5** - To request an Address Verification with CSV.
- Press 6** - To collect further information on an account that has received a Referral response or to report a Code 10.

## Settled Transactions\*

Please have the following information available:

- » Your complete Chase Paymentech Transaction Division Number \_\_\_\_\_
- » Customer's credit card number and expiration date (in MMY 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).

## Address Verification Service (AVS) Responses:

IVR Description	Explanation
Match	Address and ZIP, 5 or 9 digits match
No Match	Address and ZIP do not match
Partial Match	ZIP code 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	Canadian street address match; Postal code not verified
Partial Match	Canadian postal code match; Street address not verified
Match	Canadian street address and postal code match
No Match	Canadian street address and postal code not verified
Unavailable	Unable to perform verification
Error	Transaction ineligible for AVS

## Code 10 - Possible Fraudulent Transactions:

At retail locations, the following circumstances require a "Code 10 Authorization:"

- » No magnetic strip on the credit card.
- » No signature on the card.
- » The signature on the card does not match the signature on the sales slip.

If, for any reason, you are suspicious of a customer, transaction or any of the above circumstances, you must:

Contact the voice authorization centre, press **6** and follow the Code 10 instructions.

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

1. **Enter Transaction Division Number.**  
Enter your complete Transaction Division Number. Press the # key.
2. **Select the Transaction Type.**  
Select the appropriate transaction type.
3. **Enter Card Number.**  
Enter the cardholder's credit card number. Press the # key.
4. **Enter Expiration Date.**  
Enter the 4-digit credit card expiration date in MMY 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 dollar signs or periods (i.e., \$68.32, entered as 6832). Press the # key.

**"Your approval # is...."** Write your authorization code on your sales slip. To repeat, press 9. To return to the transaction menu, press \*.

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#### Conveyed Transactions\*\*

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American Express®



Please have your Service Establishment (SE) number ready when calling American Express.

American Express SE #: \_\_\_\_\_

1.905.474.9280 (U.S.)  
1.800.268.9824 (Canada)

#### Helpful Hints:

- » If an error has been made after pressing the # key, disconnect and begin again with step 1.
- » It may be necessary for an operator to come on the line to complete an authorization. This will happen automatically with no need for a second call.

\* Settled Transactions are transactions deposited by Chase Paymentech.

\*\* Conveyed Transactions are forwarded to the appropriate card associations for deposit.