

# Touch Tone Capture - Quick Reference Guide

## Sale with AVS & CVD

1. Key in your merchant number and press [#].
2. Press [1] – [2] for **SALE WITH AVS**, then press [#].
3. Key in the credit card number, then press [#].
4. Key in the exp. date in MMYY format, then press [#].
5. Key in the charge amount in dollars and cents, then press [#].
6. Press [1] if correct. Press [2] if incorrect.
7. Key in the appropriate value and press [#], or press [#] to bypass.
8. Key in the billing address street number or P.O. Box, then press [#].
9. Key in the ZIP Code, then press [#].
10. Press [9] to repeat. Press [\*] for the transaction menu.

## Void Sale

1. Key in your merchant number and press [#].
2. Press [5] for **VOID SALE**, then press [#].
3. Key in the credit card number, then press [#].
4. Key in the expiration date in MMYY format, then press [#].
5. Key in the voided amount in dollars and cents, then press [#].
6. Press [1] if correct. Press [2] if incorrect.
7. Press [9] to repeat. Press [\*] for the transaction menu.

## Return

1. Key in your merchant number and press [#].
2. Press [2] for **RETURN**, then press [#].
3. Key in the credit card number, then press [#].
4. Key in the expiration date in MMYY format, then press [#].
5. Key in the return amount in dollars and cents, then press [#].
6. Press [1] if correct. Press [2] if incorrect.
7. Press [9] to repeat. Press [\*] for the transaction menu.

## Force Post

1. Key in your merchant number and press [#].
2. Press [3] for **FORCE POST**, then press [#].
3. Key in the credit card number, then press [#].
4. Key in the exp. date in MMYY format, then press [#].
5. Key in the charge amount in dollars and cents, then press [#].
6. Press [1] if correct. Press [2] if incorrect.
7. Key in the approval code, then press [#].
8. Press [9] to repeat. Press [\*] for the transaction menu.

## Void Force Post

1. Key in your merchant number and press [#].
2. Press [7] for **VOID FORCE POST**, then press [#].
3. Key in the credit card number, then press [#].
4. Key in the exp. date in MMYY format, then press [#].
5. Key in the charge amount in dollars and cents, then press [#].
6. Press [1] if correct. Press [2] if incorrect.
7. Key in the approval code, then press [#].
8. Press [9] to repeat. Press [\*] for the transaction menu.



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## Deposit From Previous Day

1. Key in your merchant number and press [#].
2. Press [9] for **DEPOSIT FROM PREVIOUS DAY**, then press [#].
3. Press [9] to repeat. Press [\*] for the transaction menu.

## Void Return

1. Key in your merchant number and press [#].
2. Press [6] for **VOID RETURN**, then press [#].
3. Key in the credit card number, then press [#].
4. Key in the exp. date in MMYY format, then press [#].
5. Key in the voided return amount in dollars and cents, then press [#].
6. Press [1] if correct. Press [2] if incorrect.
7. Press [9] to repeat. Press [\*] for the transaction menu.

## Close Batch

1. Key in your merchant number and press [#].
2. Press [0] for **CLOSE BATCH**, then press [#].
3. Press [9] to repeat. Press [\*] for the transaction menu.

## AVS Only

1. Key in your merchant number and press [#].
2. Press [1] – [4] for **AVS ONLY**, then press [#].
3. Key in the credit card number, then press [#].
4. Key in the exp. date in MMYY format, then press [#].
5. Key in the billing address street number or P.O. box, then press [#].
6. Key in the ZIP Code, then press [#].
7. Press [9] to repeat. Press [\*] for the transaction menu.

## Authorization Only with AVS

1. Key in your merchant number and press [#].
2. Press [1] – [3] for **AUTH ONLY WITH AVS**, then press [#].
3. Press [\*] to change trans. code. Press [#] to continue.
4. Key in the credit card number, then press [#].
5. Key in the exp. date in MMYY format, then press [#].
6. Key in the amount for authorization in dollars and cents, then press [#].
7. Press [1] if correct. Press [2] if incorrect.
8. Key in the billing address street number or P.O. box, then press [#].
9. Key in the ZIP Code, then press [#].
10. Press [9] to repeat. Press [\*] for the transaction menu.

## AVS Responses

- Match
- No Match
- Not Processed
- Issuer unable to process request
- ZIP Code does not match
- Address does not match
- Should have been present



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## Glossary

- **CVV2 - VISA** – The last three numbers on the signature panel of the card.
- **CVC2 - MasterCard** – The last three numbers on the signature panel of the card.
- **CID - Amex** – The four-digit number just above the end of the card number on the front of the card.
- **CID - Discover** – The last three numbers on the signature panel of the card.
- **AVS - Address Verification System** – An online, real-time service that enables merchants to verify a cardholder's billing address with the card issuer as part of the authorization process.
- **Approved. Your authorization code is XX. / The AVS Response is... / The CVD Response is...** – Press [9] to repeat. Press [\*] for the transaction menu.

## Transaction Code List

CODE	Description
1	Sale
2	Return
3	Force Post
4	AVS Only
5	Authorization Only with AVS
6	Sale with AVS & CVD
7	Close Batch
8	Deposit from Previous Day
9	Void Force Post
10	Void Return
11	Void Sale
12	Authorization Only

## Alpha-Numeric Entry Instructions

To enter a letter, press star, then the letter multiple times to indicate its position on the key, followed by star.  
**Examples:**

- To enter the letter "L" press [\*] - [5] - [5] - [5] - [\*]
- To enter the letter "T" press [\*] - [8] - [\*]
- To enter the letter "Q" press [\*] - [7] - [7]

## Error Messages

*Error codes starting with 2 [authorizer declines]:*

**Declined, your denial code is 2xx** – Transaction has been declined by the card user.

All other error codes:

**Error, your error code is xxx** – An error has occurred. Press [0] for assistance.



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