

## TRANSACTION CODES

**SALE [1]:** Use to process a "card present" authorization.

**MAIL ORDER [2]:** Use to process a "card not present", mail order or telephone order authorization.

**CREDIT [4]:** Use when a refund transaction is required.

**VOID [5]:** Use to delete a specific transaction from the capture batch.

**OFFLINE SALE [6]:** Used to add a "card present" transaction to the capture batch that has been previously approved and not captured.

**OFFLINE MAIL ORDER [7]:** Use to add a "card not present", mail order, or telephone order transaction to the capture batch that has been previously approved and not captured.

**SUSPICIOUS CARD [8]:** Use to process a "card present" transaction that appears to be suspicious. Example: Cardholder name on the face of the card does not match the name on the signature panel.

**SALE WITH CVV2 [21]:** Use to process a sale and compare the customer-supplied CVV2 value from the card with the CVV2 value at the issuing bank.

**ADDRESS VERIFICATION ONLY [22]:** Use to validate the address information on the cardholder account.

**BATCH TOTAL [90]:** Use to obtain the batch totals for the current batch.

**BATCH HISTORY REVIEW [92]:** Use to review the batch totals of previously settled batches.

**FORWARD BATCH REVIEW [93]:** Use to review transactions in the current batch starting with the first transaction.

**BACKWARD BATCH REVIEW [94]:** Use to review transactions in the current batch starting with the most recently authorized transaction.

**TRANSACTION FIND [95]:** Use to find a transaction in the current batch.

## MENU OPTIONS

**NO [6]:** Use to reply to a question from the system.

**YES [9]:** Use to reply to a question from the system.

**RETURN TO MAIN MENU [\*]:** Use when you wish to cancel the current transaction and return to the main menu.

**MENU OPTION FOR TRANSACTION CODES [#]:** Use to hear a verbal listing of available transaction codes.

**BYPASS THIS OPTION [##]:** Use to bypass the option presented. This option is only available on certain prompts.



# Quick Reference Guide

## QUICK REFERENCE

Bank Name \_\_\_\_\_

Bank Phone \_\_\_\_\_

Help Desk Phone \_\_\_\_\_

V Number \_\_\_\_\_

Voice Authorization Phone \_\_\_\_\_

Merchant Number ID \_\_\_\_\_

Other \_\_\_\_\_

\_\_\_\_\_

## TRANSACTION CODES

1

Sale

ABC 2

Mail Order

GHI 4

Credit

JKL 5

Void

MNO 6

Offline Sale

PQRS 7

Offline Mail Order

TUV 8

Suspicious Card

ABC 2

1

Sale with CVV2

ABC 2

ABC 2

Address Only Verification

WXY 9

OPQR 0

Batch Totals

WXY 9

ABC 2

Batch History Review

WXY 9

DEF 3

Forward Batch Review

WXY 9

GHI 4

Backward Batch Review

WXY 9

JKL 5

Transaction Find

#

#

Bypass This Option

MNO 6

No

WXY 9

Yes

\*

Return to Main Menu

#

Menu Option for Transaction Codes

# DIALPAY<sup>®</sup>

## Authorization With Capture

0053641  
V110614

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DIALPAY<sup>®</sup>

## SALE

- DIAL AUTH #: (800) 291-4840
- PRESS 1 for English
- Enter your merchant ID
  - Enter your bank ID
- Enter your Zip Code
- PRESS 1 for Sale
- Enter the cardholder account number
- Enter the expiration date (MMYY)
- Enter the amount (Example: 200 = \$2.00)
- If amount is correct, PRESS 9. To re-enter, PRESS 6
  - Enter the customer code of the cardholder
  - Enter the sales tax
- Wait / document the response
  - To enter another transaction, press \*

## MAIL ORDER (WITH ADDRESS VERIFICATION)

- DIAL AUTH #: (800) 291-4840
- PRESS 1 for English
- Enter your merchant ID
  - Enter your bank ID
- Enter your Zip Code
- PRESS 2 for Mail Order
- Enter the cardholder account number
- Enter the expiration date (MMYY)
- Enter the amount (Example: 200 = \$2.00)
- If amount is correct, PRESS 9. To re-enter, PRESS 6
- Enter the street address number or PO Box number
- Enter the cardholder Zip Code
  - Enter the invoice number
  - Enter the customer code of the cardholder
  - Enter the sales tax
- Wait / document the response
  - To enter another transaction, press \*

## CREDIT

- DIAL AUTH #: (800) 291-4840
- PRESS 1 for English
- Enter your merchant ID
  - Enter your bank ID
- Enter your Zip Code
- PRESS 4 for Credit
- Enter the cardholder account number
- Enter the expiration date (MMYY)
- Enter the amount (Example: 200 = \$2.00)
- If amount is correct, PRESS 9. To re-enter, PRESS 6
- Wait / document the response
  - To enter another transaction, press \*

## VOID

- DIAL AUTH #: (800) 291-4840
- PRESS 1 for English
- Enter your merchant ID
  - Enter your bank ID
- Enter your Zip Code
- PRESS 5 for Void
- Enter the approval code
- Enter the amount (Example: 200 = \$2.00)
- Enter the reference number (from previous transaction)
- If the account number is correct, PRESS 9 for YES. If the account number is incorrect, PRESS 6 for NO.
- Wait / document the response
  - To enter another transaction, press \*

## OFFLINE SALE

- DIAL AUTH #: (800) 291-4840
- PRESS 1 for English
- Enter your merchant ID
  - Enter your bank ID
- Enter your Zip Code
- PRESS 6 for Offline Sale
- Enter the cardholder account number
- Enter the expiration date (MMYY)
- Enter the amount (Example: 200 = \$2.00)
- If amount is correct, PRESS 9. To re-enter, PRESS 6
- Enter the approval code (up to 6 digits)
- Wait / document the response
  - To enter another transaction, press \*

## OFFLINE MAIL ORDER

- DIAL AUTH #: (800) 291-4840
- PRESS 1 for English
- Enter your merchant ID
  - Enter your bank ID
- Enter your Zip Code
- PRESS 7 for Offline Mail Order
- Enter the cardholder account number
- Enter the expiration date (MMYY)
- Enter the amount (Example: 200 = \$2.00)
- If amount is correct, PRESS 9. To re-enter, PRESS 6
- Enter the approval code (up to 6 digits)
- Enter the street address number or PO Box number
- Enter the cardholder Zip Code
  - Enter the invoice number
- Wait / document the response
  - To enter another transaction, press \*

## SUSPICIOUS CARD / CODE 10

- DIAL AUTH #: (800) 291-4840
- PRESS 1 for English
- Enter your merchant ID
  - Enter your bank ID
- Enter your Zip Code
- PRESS 8 for Suspicious Card
- Enter the cardholder account number
- Enter the expiration date (MMYY)
- Enter the amount (Example: 200 = \$2.00)
- If amount is correct, PRESS 9. To re-enter, PRESS 6
  - Enter the customer code of the cardholder
  - Enter the sales tax
- Wait / document the response
  - To enter another transaction, press \*

## SALE WITH CVV2

- DIAL AUTH #: (800) 291-4840
- PRESS 1 for English
- Enter your merchant ID
  - Enter your bank ID
- Enter your Zip Code
- PRESS 21 for CVV2 Purchase
- Enter the cardholder account number
- Enter the expiration date (MMYY)
- Enter the CVV2 value
- Enter transaction code: 1 (Sale), 8 (Suspicious Card), 2 (Mail Order)
- Enter the amount (Example: 200=\$2.00)
- If amount is correct, PRESS 9. To re-enter, PRESS 6
  - Enter the customer code of the cardholder
  - Enter the sales tax
- Wait / document the response
  - To enter another transaction, press \*

## ADDRESS VERIFICATION ONLY

- DIAL AUTH #: (800) 291-4840
- PRESS 1 for English
- Enter your merchant ID
  - Enter your bank ID
- Enter your Zip Code
- PRESS 22 for Address Verification
- Enter the cardholder account number
- Enter the expiration date (MMYY)
- Enter the street address number or PO Box number
- Enter the cardholder Zip Code
- Wait / document the response
  - To enter another transaction, press \*

## BATCH TOTALS

- DIAL AUTH #: (800) 291-4840
- PRESS 1 for English
- Enter your merchant ID
  - Enter your bank ID
- Enter your Zip Code
- PRESS 90 for Batch Totals
- Wait / document the response
  - To enter another transaction, press \*

## BATCH HISTORY REVIEW

- DIAL AUTH #: (800) 291-4840
- PRESS 1 for English
- Enter your merchant ID
  - Enter your bank ID
- Enter your Zip Code
- PRESS 92 for Batch History Review
- Wait / document the response
- PRESS # to Review the next batch
  - To enter another transaction, press \*

## FORWARD BATCH REVIEW

- DIAL AUTH #: (800) 291-4840
- PRESS 1 for English
- Enter your merchant ID
  - Enter your bank ID
- Enter your Zip Code
- PRESS 93 for Batch Review Forward
- Wait / document the response
- PRESS # to Review the next transaction
  - To enter another transaction, press \*

## BACKWARD BATCH REVIEW

- DIAL AUTH #: (800) 291-4840
- PRESS 1 for English
- Enter your merchant ID
  - Enter your bank ID
- Enter your Zip Code
- PRESS 94 for Batch Review Reverse
- Wait / document the response
- PRESS # to review the previous transaction
  - To enter another transaction, press \*

## TRANSACTION FIND

- DIAL AUTH #: (800) 291-4840
- PRESS 1 for English
- Enter your merchant ID
  - Enter your bank ID
- Enter your Zip Code
- PRESS 95 for Transaction Find
- Enter the reference number
- Wait / document the response
  - To enter another transaction, press \*

NOTE: Italicized steps are optional and may not be prompted for.