RBS WorldPay™

RBS WorldPay Cash Advance Quick Reference Card
Help Desk: 1-800-859-5965

CASH ADVANCE GUIDELINES

- Examine the picture on the customer's government-issued ID before the cash advance transaction.
- Record the customer's name, address, ID type, expiration date and ID number from the government-issued ID.
- Transcribe all required information onto a cash advance draft or on a printed receipt.
- **Never** hand over cash before you have the credit card **and** the customer has signed the receipt.
- Verify card signature with the signature on the receipt.

VOICE AUTHORIZATION CENTER PHONE NUMBERS

Card type	Phone number	ID number
Visa/ MasterCard	1.800.228.1122	542929_____
Discover	1.800.347.1111	60110_____

CASH ADVANCE

Screen Prompt	Action
From main screen	1. Swipe card *or* Press ① and swipe card.
Or Key Manually	
Account number	2. **Acct. no.** + ENTER
Exp Date (MMYY)	3. **Exp. date** + ENTER
Card number displays	4. Press ENTER to confirm.
Visa / MasterCard Fraud Test	

***Notes*:**

- *Discover cards do not need to perform this fraud test. Perform these two fraud tests for Visa and MasterCard only.*
- *The **check digit** is the four embedded digits printed on the card below the first four embossed digits of the account number.*

Screen Prompt	Action
Enter chk digit	5. **Check digit** + ENTER
Check digit passes: Matched digits	6. Continue to step 8.
	Continued in next column…

CASH ADVANCE

Screen Prompt	Action
Check digit fails: Mismatched digits	7. Confiscate the card as fraudulent and take appropriate action.
Enter amount	8. **Cash advance amt.** + ENTER
Dialing, waiting for answer	*Terminal displays authorization number.*
Terminal prints receipt.	9. From the cash advance slip, copy the following information onto the receipt: − The first four digits of the card number as the **printed digits** − Name and address − ID type and exp. date − ID number Have the customer sign the cash advance receipt.
	10. Press CLEAR to return to main screen.

REPRINT

Screen Prompt	Action
From main screen	1. Press ENTER + ②
Processing... 0=last 1=other	2. Reprint **last** ⓪ *or* Reprint **other** ①

Note: To scroll, press ✱ or # to view the transaction selected.

Screen Prompt	Action
Enter Ref # *<If prompted>*	3. **Ref. no.** + ENTER
Terminal prints receipt.	4. Press CLEAR to return to main screen.

VIEW LAST TRANSACTION

Screen Prompt	Action
From main screen	1. Press ENTER + ③
Processing...	2. To display transactions, press ✱ and #.
	3. Press CLEAR to return to main screen.

TICKET ONLY

Screen Prompt	Action

***Notes*:**

- *When the system is restored, enter the transaction with the Authorization Number from the Voice Authorization Center to avoid duplicate charges to the customer's account.*
- *Use this process when the terminal displays a **CALL CENTER** instruction.*

Screen Prompt	Action
	1. Call the **Voice Authorization Center** for the authorization code.
From main screen	2. Press ⑤
Account no.	3. **Acct. no.** + ENTER
Exp Date (MMYY)	4. **Exp. date** + ENTER
Enter amount	5. **Cash advance amt.** + ENTER
Enter Auth code	6. **Auth. Code** + ENTER
Terminal prints receipt.	7. From the cash advance slip, copy the following information onto the receipt: − The first four digits of the card number as the **printed digits** − Name and address − ID type and exp. date − ID number Have the customer sign the cash advance receipt.
	8. Press CLEAR to return to main screen.

VOID

Screen Prompt	Action
From main screen	1. Press ④
Enter ref#	2. **Ref. no.** + ENTER
Ref tt $xxxxx.xx	3. Press ENTER to confirm the **ref. no.** as displayed.
Ref tt $xxxxx.xx	4. Press ENTER to initiate **void**.

Note: To scroll, press ✱ or # to display the transaction information.

Screen Prompt	Action
Terminal prints receipt.	5. Press CLEAR to return to main screen.

BATCH REPORTS

Screen Prompt	Action
From main screen	1. Press ENTER
Batch Reports Disp Print	2. **Display** report ⓪ **Print** Report ①
Detail Summary Totals	3. **Detail** report ⓪ **Summary** report ① **Totals** report ② Main screen CLEAR

Note: Use the following buttons to navigate:

- **Move** to next transaction ENTER
- **Scroll to right** #
- **Scroll to left** ✱

SETTLEMENT

Screen Prompt	Action

Note: *Before settlement, managers must verify all dollar amounts and transaction count totals on the batch reports.*

Screen Prompt	Action
From main screen	1. Press ⑨
Batch Release Processing Enter # Tickets	2. From **batch report**, type **Total Count** and press ENTER
Enter net amount	3. From **batch report**, type **Net Dollar Amount** and press ENTER
Printing Batch Release Report OK Batch #	4. Press CLEAR to return to main screen.

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