✖ RBS WorldPay™

Automated Voice Authorization ™
Authorization: 1-888-999-8547
Questions: 1-800-859-5965

Thank you for your decision to process credit card transactions with RBS WorldPay. This card provides you with instructions for common tasks with the Automated Voice Authorization (AVA™) application. To use the AVA application you need a touch-tone telephone, your merchant number, and a credit card transaction to authorize.

Authorization and Capture

The Authorization and Capture function saves all transaction(s) in a batch and posts them to RBS WorldPay automatically every night. The Ticket Only option adds a previously authorized – but not processed – item to the open batch for processing that night.

Voice Prompt Method	Key-Through Method
The Voice Prompt method provides English or Spanish voice prompts that walk you through each step. The steps are: 1. Dial 1-888-999-8547. 2. At the prompt, select **1** for Authorization and Capture. 3. At the prompt, select **1** for Voice Prompt. 4. Enter your **Merchant ID**. 5. Select the transaction type: • For SALE, press **1** • For RETURN, press **2** • For TICKET ONLY, press **3** *(have previous authorization number ready)* 6. Enter the **Credit Card Number**. 7. Enter the **Credit Card Expiration Date**. 8. Enter the **Sale Amount**. 9. Verify the **Sale Amount**. 10. Record the authorization code that the system provides on the sales draft along with an imprint of the credit card and cardholder signature.	This is recommended for more experienced users. The Key-Through method allows you to quickly enter the information in each step followed by the pound key. The steps are: 1. Dial 1-888-999-8547. 2. At the prompt, select **1**. 3. At the prompt, select **2** for Key-Through. 4. Enter your **Merchant ID** and #. 5. Select the transaction type and #. • For SALE, press **1** • For RETURN, press **2** • For TICKET ONLY, press **3** *(have previous authorization number ready)* 6. Enter the **Credit Card Number** and #. 7. Enter the **Credit Card Expiration Date** and #. 8. Enter the **Sale Amount** and #. 9. (Ticket Only) Enter the **Authorization Code** and #. 10. Verify the **Sale Amount**. 11. Record the authorization code that the system provides on the sales draft along with an imprint of the credit card and cardholder signature.

Authorization Only

The Authorization Only function allows you to perform an authorization without a charge being made to the cardholder's account.

Voice Prompt Method

The Voice Prompt method provides English or Spanish voice prompts that walk you through each step. The steps are:

1. Dial 1-888-999-8547.

2. At the prompt, select **3** for Authorization Only.

3. Enter your **Merchant ID**.

4. Enter the **Credit Card Number**.

5. Enter the **Credit Card Expiration Date**.

6. Enter the **Sale Amount**.

7. Verify the **Sale Amount**.

8. Record the authorization code that the system provides.

Authorization with Address Verification

The Voice Prompt method provides English or Spanish voice prompts that walk you through each step. The steps are:

1. Dial 1-888-999-8547.

2. At the prompt, select **2** for Authorization with Address Verification.

3. Enter your **Merchant ID**.

4. Enter the **Credit Card Number**.

5. Enter the **Credit Card Expiration Date**.

6. Enter the **Sale Amount**.

7. Verify the **Sale Amount**.

8. Enter the **Numeric Street Address**.

9. Enter the **ZIP Code**.

10. Record the authorization code that the system provides.

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Code 10 Authorization

The Code 10 Authorization option can be used if you are suspicious of the credit card, the cardholder, or the transaction. Your call is given priority and routed to an RBS WorldPay Specialist for assistance.

The Voice Prompt method provides English or Spanish voice prompts that walk you through each step. The steps are:

1. Dial 1-888-999-8547.
2. At the prompt, select **4** for Code 10.
3. Enter your **Merchant ID**.
4. Enter the **Credit Card Number**.
5. Enter the **Credit Card Expiration Date**.
6. Enter the **Sale Amount**.
7. Verify the **Sale Amount**.
8. Your call is routed directly to an RBS WorldPay representative, who will ask you a series of Yes/No questions.
9. You will be guided by the RBS WorldPay representative on what to do. Possible scenarios include:
   - Approve the sale
   - Deny the sale
   - RBS WorldPay representative speaks to cardholder
   - Conference with Card Issuing Bank
   - Pick up the card

Cancel Previous Authorization

If you need to cancel a transaction the same day in your RBS WorldPay account, you may use this menu option.

The Voice Prompt method provides English or Spanish voice prompts that walk you through each step. The steps are:

1. Dial 1-888-999-8547.
2. At the prompt, select **5** for Bank Phone/Cancel Authorization.
3. At the prompt, select **2** for Cancel Authorization.
4. Enter your **Merchant ID**.
5. Enter the **Credit Card Number**.
6. Enter the **Credit Card Expiration Date**.
7. Enter the **Sale Amount**.
8. Verify the **Sale Amount**.
9. Enter the **Approval Code**.
10. The system states that the authorization has been canceled.

Call a Card Issuing Bank

You can call the bank that issued the card to verify authenticity of the card or to check if the card is stolen.

The Voice Prompt method provides English or Spanish voice prompts that walk you through each step. The steps are:

1. Dial 1-888-999-8547.
2. At the prompt, select **5** for Bank Phone/Cancel Authorization.
3. At the prompt, select **1** for Bank Phone.
4. Enter your **Merchant ID**.
5. Enter the **Credit Card Number**.
6. Enter the **Credit Card Expiration Date**.
7. The system provides the Issuing Bank telephone number.

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