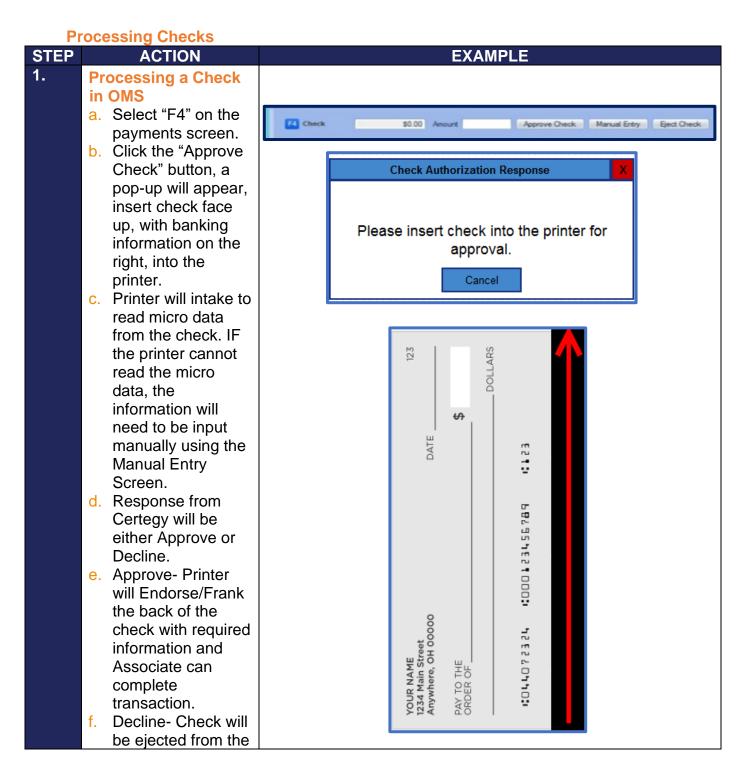
## 



All Sierra stores must accept Personal Checks as a form of payment for any retail purchase amount. Cashier's Checks, Business Checks and Travelers Checks are not allowed as a form of payment. The procedure below covers all steps necessary to process a Personal Check as a form of payment.



## SOP – Personal Check Authorizations SIERRA



printer and a decline message will prompt the Associate to ask for another form of payment. **Manual Entry Screen** If Certegy cannot be reached or is offline a popup will be generated instructing the Associate to call for authorization. All graved fields are read only. Associates MUST call for authorization if the screen on the right is Check Authorization Manual Entry generated. a. Enter the check data found at the Please enter the check data found at the bottom of the check. bottom of the Personal Check, as YOUR NAME 1234 Main Street Anywhere, OH 00000 instructed in the DATE Manual Entry \$ Screen. This includes the DOLLARS Routing Number, G044072324 | G000123456789 | Account Number, Check Number and ROUTING CHECK ACCOUNT Check Amount. NUMBER NUMBER NUMBER b. Click Submit and wait for a response. The Routing Number response from Certegy will be Account Number Approved, Declined or Off-Check Number line. c. If approved, the Check Amount printer will endorse/frank the back of the check Submit Cancel with required information, and you can complete

## SOP – Personal Check Authorizations SIERRA



- the transaction.
- d. If declined, the check will be ejected from the printer and a decline message will prompt you to ask for another form of payment.
- e. If Certegy is offline, a pop-up window will be displayed, and you will be provided instructions to call for authorization.
- f. You MUST call for authorization if this screen is generated.
- g. A Certegy Representative will ask you to verify the information listed in the authorization window.
- h. If the check is approved, you will receive a voice authorization number, to be entered in the same window.
- i. Click Save and proceed with completing the sale.

	Check Voice Authorization
	Your store cannot connect to the check authorization service.
	Please call 1-800-555-5555 for a Voice Authorization.
	You will need the following information:
	Store Account Number
	Store Number
	Routing Number
	Account Number
	Check Number
	Check Amount
You	will receive a Voice Authorization number. Please enter that number below.
	Vioce Authorization #
	Save