



Quick Reference Voice Response Unit

Thank you for choosing Complete Merchant Solutions for your credit card processing needs. Please know that we are always eager to assist you with any questions or concerns you may have.

Customer Support (9am - 5pm MST):

1-877-267-4324

After-Hours Technical Support:

1-800-228-0210

Chargeback Department:

1-800-672-5007

General Instructions

1. Dial 1-800-228-1122

- After dialing, you will be connected with a computer voice operator which will provide prompts and instructions.

2. Options

1. Authorization
2. Address Verification
3. Bank Phone Number
4. Code 10
5. Code Cancellation

Authorization

Respond to the voice prompts by entering the following information, concluding each entry by pressing the # key.

- Merchant account number
- Cardholder account number
- Expiration date
- Amount
- If merchandise press 1, if cash press 2
- Transaction Code If applicable, use the following table for transaction numbers:
 1. Ticket and Authorization (Sale)
 2. Credit or Return
 3. Ticket Only
 4. Authorization Only

The merchant can perform multiple transactions on the same call. The system captures the transaction at the time of the authorization. When the transaction is approved, the merchant records the authorization on the imprinted receipt.

Address Verification (AVS):

Respond to the voice prompts by entering the following information, concluding each entry by pressing #.

- Merchant account number
- Cardholder account number
- Numeric street address
- Zip code

You will receive a “match” or a “mismatch” message for both the street address and the zip code.

Press:

4. Repeat AVS response
1. Authorization to accompany recent AVS
2. New address verification
3. Speak to a representative

Bank Phone Number

Respond to the voice prompts by entering the following information, concluding each entry by pressing #.

- Merchant account number

Please hold for a representative.

Code 10

Press:

1. If you are NOT suspicious
2. If you ARE suspicious

Code Cancellation

Please hold for a representative.