

# Authorization IVR

## Quick Reference Guide

Your Moneris Merchant Number is

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Moneris Merchant Service Centre:  
1-866-319-7450

For assistance, please contact the  
Moneris Merchant Service Centre  
toll free **1-866-319-7450**  
24 hours a day, 7 days a week

To download additional copies of this Quick Reference Guide go to  
[www.moneris.com/downloads/guides/auth\\_ivr\\_qrg.pdf](http://www.moneris.com/downloads/guides/auth_ivr_qrg.pdf)

## OBTAINING AUTHORIZATIONS

1. Call 1-866-802-2637.
2. Select 1 for English and 2 for French.
3. Select 1 for Visa and 2 for MasterCard.
4. Select 1 for an authorization.
5. You will be prompted for your 9-digit merchant number. Enter the last nine digits of the merchant number (for example, merchant 0030200123456 would enter 200123456).
6. You will be prompted to enter the card number, followed by the expiry date.
7. You will be prompted for the amount of the transaction. Enter it using dollars only, no cents, followed by the pound sign (for example, \$12.50 would be entered as “12#”).
8. The IVR will then issue a response. Please see the list of Responses below for more information.

## AUTHORIZATION RESPONSES

**Approved:** If approved, a 6-digit number will be given. The number is good for 3 –5 days in which to capture a transaction. After that time the number will be dropped from the card.

**Declined:** Moneris is not given the reason why the transaction is declined. Only the cardholder can obtain this information by calling the number on the back of the card.

**Refer to Issuer:** This message occurs when the issuing bank wants to be contacted before authorizing the transaction. You will be given the option of speaking with an agent for further assistance.

**Hold/Pick up Card:** This means that the bank that owns the card would like it held and sent back. You will be transferred to an agent for further assistance.

## AUTHORIZATION REVERSALS

1. Call 1-866-802-2637.
2. Select 1 for English and 2 for French.
3. Select 1 for Visa and 2 for MasterCard.

4. Select 7 for an Authorization Reversal.
5. You will be prompted for your merchant number. Enter the last nine digits of the merchant number (for example, merchant 0030200123456 would enter 200123456).
6. You will then be prompted for the card number, expiry date, amount (dollars only, no cents), and the original authorization number to be reversed. The information will then be passed on to the issuing bank.

## NAME AND ADDRESS VERIFICATION

1. Call 1-866-802-2637.
2. Select 1 for English and 2 for French.
3. Select 1 for Visa and 2 for MasterCard.
4. Select 5 for a Name and Address Verification.
5. You will then be transferred to Visa Global Assistance or MasterCard International for further assistance. Follow the instructions provided. You will be transferred directly to the issuing bank, or provided a phone number to reach them.
6. Once you have reached the issuing bank, advise them that you would like to do a Name and Address Verification.

## SUSPICIOUS TRANSACTIONS (CODE 10)

1. Follow this process if you are suspicious of the card or cardholder presented for a transaction, and the cardholder is still present.
2. Call 1-866-802-2637.
3. Select 1 for English and 2 for French.
4. Select 1 for Visa and 2 for MasterCard.
5. Select 2 for a “Code 10” call.
6. You will be prompted to enter the first six digits of the card number in question.
7. You will then be transferred to the issuing bank if the card number is recognized by the IVR. If the card is not recognized you will be transferred to a Moneris agent for further assistance.