

TeleCheck® Telephone Acceptance Service

How soon do I get my money from TeleCheck?

Your approved TeleCheck® Telephone Acceptance checks will be credited to your checking account generally within two banking days. For example, if you run the transaction on Monday night, your account will be credited on Wednesday.

Can all data for a given transaction be sent at one time, or are multiple submissions required (will a separate settlement file be required at end of day)?

All transactions are settled via Host Capture, meaning that transactions for settlement are captured at the time you submit them for authorization. TeleCheck will create the settlement file for you at the end of the business day. You do not need to submit a settlement file.

Does the "Name" column have to exactly match the name on the check?

The check writer and/or company name as printed on the check must be entered in the "Name" section of the virtual check. A first and last name must be entered.

Will I be able to correct data entry errors?

You can make changes within the original order. If you attempt to rerun a transaction that received a data entry (Reason 27) decline, be certain to make changes to the original information. Resubmitting the same information will result in another Reason 27 decline.

What happens if the check writer wants a refund and returns the merchandise?

If a check writer wants a refund (this assumes a day has passed since the sale), you should follow your standard refund policy for checks. Generally, businesses give refunds 10 to 14 days after the transaction date to ensure that the original check has cleared the bank.

For more information, call 800-366-1054 to talk with a TeleCheck customer service representative.

