

TeleCheck

General Merchant Information

What is my account number (TeleCheck subscriber number)?

Your subscriber (account) number is the eight-digit number you were issued when your system was first installed and trained to use the TeleCheck service and can be found in your welcome kit. It can also be found on your terminal and on the terminal receipts (TeleCheck terminals only). This number identifies your account in the TeleCheck system.

How do I explain TeleCheck procedures to my employees?

TeleCheck provides training support and materials for your employees when you become a TeleCheck subscriber (no additional cost). For additional training materials, click on "Training Materials" for a procedure card or "Forms" to order supplies. You can also call our Merchant Services Department at 1-800-366-1054 to answer any questions or order additional materials.

What is a "physical" address?

A physical address is commonly referred to as a "fireman's address." It should be specific enough in directions that TeleCheck would be able to locate the individual. A Post Office Box or General Delivery address is not acceptable; however, directions to the individual's residence are acceptable. Military addresses must include the military base, as well as the company, battalion or division, and city, state and ZIP code. University/college addresses must include the university/college name, as well as the dormitory name and room number, city, state and ZIP code.

Does TeleCheck have access to the check-writer's bank balance?

No. TeleCheck's approval is based on having no adverse information either on the check writer or on the check-writing patterns that fall within the risk parameters established by the business. In certain rare instances we may need to speak with the consumer's bank and, if that is required, we would verify the account balance.

What are Code 3 and Code 4?

Code 3 means that TeleCheck has no negative information on the check writer or company. However, the check falls outside of the established guidelines, and TeleCheck will not guarantee this transaction at this time. If you use an Eclipse® or Accelera® terminal, a record number will appear below the Code 3. Please write the record number on a courtesy card and hand it to the check writer. The record number will allow the consumer to expedite the call into TeleCheck's Check Writer Department for additional information.

Code 4 means that TeleCheck has information on file that prevents warranty of any check from this check writer or company at this time. If you use an Eclipse or Accelera terminal, a record number will appear below the Code 4. Please write the record number on a courtesy card and hand it to the check writer. The record number will allow the consumer to expedite the call into TeleCheck's Check Writer Department for additional information.

Why do I get a "Call TeleCheck" or "Call Center" message on my terminal?

This response on the terminal screen indicates that additional information is needed, you are experiencing difficulty in entering the information, or a non-approval is indicated. You need to call the TeleCheck Authorization Center.

Will I be charged if TeleCheck does not approve a check I submit?

Yes, because you accessed the TeleCheck database and you are buying the information that the TeleCheck service provides. This allows you to make an informed decision whether or not to accept the check.

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If the check writer makes any changes or errors on the check, what should I do?

Because a check is a legal document and should be treated as such, the check writer must initial any changes or alterations to a check. The check-writer's initials indicate the writer approves the changes. There can be no changes or alterations to the signature or the name imprinted.

What do I do if a consumer comes in to pay me for a check that I've submitted to TeleCheck?

We recommend that you provide the consumer with a courtesy card and tell him or her to contact TeleCheck by calling 1-800-366-2425. If the customer insists on paying at the store, it is very important that you notify TeleCheck immediately by calling Merchant Services at 1-800-366-1054, so that we may remove his or her name from our database. Failure to do so can result in legal action taken against you by the consumer. Do not accept partial payment before contacting TeleCheck, because you may be voiding your warranty.

What is TeleCheck's billing cycle? When does my payment have to be at TeleCheck?

TeleCheck must receive your payment before the first of the following month. To ensure that your payment reaches TeleCheck by that time, we recommend that your check be mailed no later than the 25th of the current month. As an additional convenience, TeleCheck offers automatic bill payment through the Automated Clearing House (ACH).

Do I have to be a national merchant to use TeleCheck services?

No. TeleCheck services can benefit merchants of any size.

New Account Screening

What is New Account Screening?

This service enables banks, credit unions and savings banks to quickly and easily open new personal and business Demand Deposit Accounts (DDA). Using the TeleCheck® New Account Screening service, banks can evaluate the risk of opening a new account through access to the nation's most complete negative and activity databases to screen applicants for a history of account abuse and poor maintenance, charge-offs and fraudulent checks.

How does it work?

Once an inquiry is received, the applicant is screened using valid forms of identification such as a driver's license and Social Security number. The information is compared against millions of records in the TeleCheck negative and activity databases. In seconds, you'll know the risk of opening a new account.

How do I verify an account?

In addition to direct connections to our system, TeleCheck now offers cutting-edge interactive voice response (IVR) to easily screen account applicant IDs. The IVR enables you to evaluate many different types of identification, such as Matricula consular cards, Individual Taxpayer Identification Number (ITIN) and passports, without speaking to a live agent. TeleCheck also offers you multiple inquiry alerts, lost/stolen check reporting and full-service, third-party DDA charge-off collections.

We have partnered with Equifax to provide other valuable services including:

- Equifax ePort® Internet access for New Account Screening
- Office of Foreign Assets Control (OFAC) screening
- Cross-sell decisioning
- Fraud/identity tools

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

