Congratulations! By subscribing to Check Acceptance by Phone (Checks By PhoneSM), you have increased your presence and availability to consumers in the e-commerce realm. The service is a fast, safe, easy way for consumers to pay by check during a call, and it can boost sales by giving customers another payment option.

Check Acceptance by Phone makes accepting check payments over the phone as easy as accepting a credit card.

TeleCheck® is the world’s leading provider of paper and electronic check services, helping more than 350,000 merchant subscribers to increase their sales and profitability, reduce risk and streamline operations. TeleCheck®’s check acceptance and electronic commerce solutions help businesses safely and efficiently accept payments at the point of sale, by telephone, over the Internet, and through the mail. For more information on TeleCheck® services, visit www.firstdata.com.
Check Acceptance by Phone (Checks By Phone℠)
Virtual Point of Sale Guide

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How it Works

- Your customer places an order by phone and chooses to pay by check
- Your customer service representative will log into Business Track [https://www.myclientline.net/](https://www.myclientline.net/), click on the Check Acceptance by Phone link
- Representative completes the payment form, with the customer’s personal and payment information
- Authorization language is read to customer and verbal authorization is received
- Secure payment data is transmitted to TeleCheck®
- TeleCheck® matches the payment information against its extensive database and sends a response code in sub-seconds
- Your representative gives a real-time response to your customer and completes the transaction. Your bank account is credited and the consumer account debited electronically via the ACH Network next day for transactions received by 4:00 p.m CST

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**For Support**

- For Check Acceptance by Phone training please call: 1-800-337-7629
- For general account support and transaction questions, please call: 1-800-366-1054. TeleCheck Merchant Services is available from 7 a.m. to 7 p.m. CST, Mon-Friday.
Getting Started

Enrollment

1a. You should have received two emails regarding your Business Track log in for Check Acceptance by Phone.

- The first email is a welcome email and will contain your user name.

<table>
<thead>
<tr>
<th>Already a Business Track User?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Business Track account (cl.jordan179) has been granted access to the Check Acceptance by Phone service. You will see the Check Acceptance by Phone application link on your Business Track dashboard. Click the Check Acceptance by Phone link to access the service.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>New Business Track User?</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you are a first time Business Track user, you will need to complete enrollment in Business Track to activate your account. You will receive a second email notification with a unique PIN. You will need both your User ID (cl.jordan179) and the PIN to complete enrollment.</td>
</tr>
</tbody>
</table>

- The second email will contain your pin number. Follow the instructions in this email to complete enrollment in Business Track.

Welcome to Business Track! Business Track is a robust merchant portal allowing you to manage your account online, 24x7 at your convenience. The user-friendly layout makes it easy to access important data and helpful tools.

<table>
<thead>
<tr>
<th>Your PIN is: X51h6ZKt</th>
</tr>
</thead>
<tbody>
<tr>
<td>You will receive a separate email notification with your User ID. When you have both pieces of information, please click below to complete your enrollment.</td>
</tr>
</tbody>
</table>

Note: if email is not received contact TeleCheck at 800-366-1054 to request an enrollment email.
1b. Enroll by clicking on the link in the email the *Enroll into Portal* screen displays.

When you receive the PIN, please click on the link below. Follow the on-screen prompts to complete enrollment and activate your Business Track account.

For additional assistance with enrollment steps, please refer to the [Check Acceptance by Phone Virtual Point of Sale (VPOS) User Guide](#). For any questions please call 800-366-1054.

Click here to complete your enrollment

We hope you enjoy discovering the ways in which the Business Track portal can help your business.

1c. Enter your user ID and the letters shown on screen and click next.
1d. Enter your PIN number from email.

1e. Review and confirm agreement of Terms and Conditions.

1f. Complete security question and review personal information for accuracy. Makes edits as needed.
1g. Now you are ready to log in using a temporary password and set your own password. A new window will open when you click the login button.

![](image1.png)

1h. Log in using your user name and the temporary password that was provided on the previous window.

![](image2.png)
1i. Create your own password on this screen.  *Ensure the New Password is no longer than 8 characters and follows the instructions presented on the screen.*

*Your old password is the temporary password provided. Example shown to the right.*

1j. Once updated you will see the Business Track dashboard
Logging in

You’re now ready to log in to start using the service.

2a. Bookmark this page for future login needs. The URL is https://www.myclientline.net/portal/portal/ClientLinePortalApp/index.jsp

Enter your user ID and password. Then, click LOGIN.
The Business Track dashboard

3a. You are now securely logged in and can access the Check Acceptance by Phone.

3b. Click on the Check Acceptance by Phone link highlighted in red to the right to start using the service.

3c. This will take you to the Check Acceptance by Phone transaction pages.

3d. Click on the link under Resources for detailed instructions on running transactions.
Transactions

Entering a Transaction

**Note:** For ID type, when running a corporate check, select Social Security Number as ID type and enter Tax ID, numeric only, no dashes.

4a. Complete the customer data form. **All fields are required.**

4b. Click next to review the transaction information before submitting.

- Company names that contain numbers will need to be spelled out. Example: 3 Tree Cutters enter as Three Tree Cutters

- Check number also needs to be added to the end of the MICR line
- Select the appropriate check type
- Enter Valid ID type and number (for company checks select Social Security number in the drop down. Enter tax id, numeric only.)
- Unique ID# is required
The information below is required to process a Check Acceptance by Phone transaction: A= Alpha. N= Numeric.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Type</th>
<th>Size</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>A</td>
<td>30</td>
<td>Customer’s First and Last Name or Company Name</td>
</tr>
<tr>
<td>Physical</td>
<td>A/N</td>
<td>30</td>
<td>Must be a street address no P.O. Box</td>
</tr>
<tr>
<td>City</td>
<td>A</td>
<td>22</td>
<td>City in which the address is located</td>
</tr>
<tr>
<td>State</td>
<td>A</td>
<td>2</td>
<td>State in which the address is located</td>
</tr>
<tr>
<td>Zip Code</td>
<td>N</td>
<td>9</td>
<td>Zip code in which the address is located</td>
</tr>
<tr>
<td>Phone</td>
<td>N</td>
<td>10</td>
<td>Customer’s phone number, work or home</td>
</tr>
<tr>
<td>Amount</td>
<td>N</td>
<td>10</td>
<td>Amount of the purchase</td>
</tr>
<tr>
<td>MICR Line</td>
<td>N</td>
<td>35</td>
<td>All the numbers at the bottom of the check from left to right</td>
</tr>
<tr>
<td>Check Type</td>
<td>A</td>
<td></td>
<td>Check Box</td>
</tr>
<tr>
<td>Check Number</td>
<td>N</td>
<td>7</td>
<td>Check number that is located within the MICR line</td>
</tr>
<tr>
<td>ID Type</td>
<td>A</td>
<td></td>
<td>Drop Down</td>
</tr>
<tr>
<td>ID Number</td>
<td>A/N</td>
<td>33</td>
<td>The DL number includes all characters. Numeric, alpha, or asterisk. Tax ID is numeric only</td>
</tr>
<tr>
<td>Unique ID</td>
<td>A/N</td>
<td>Up to 16 digits</td>
<td>Your Unique ID for each transaction– which can include both alpha and numeric characters. Will be needed for same day void.</td>
</tr>
</tbody>
</table>

**Prior to submitting the transaction you must read the authorization language to the consumer and obtain their authorization.**

See the Authorization and Disclosure section for language requirements.

Authorization and Disclosure Legal Compliance
Confirmation Page

5a. This screen displays all the payment information, making it possible to review everything you entered with your customer before submitting the transaction to catch data entry errors before processing.

Confirmation of Customer Data

Please verify the following information with your customer.

<table>
<thead>
<tr>
<th>Name</th>
<th>John Smith</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street</td>
<td>246 My Way</td>
</tr>
<tr>
<td>City</td>
<td>Beverly Hills</td>
</tr>
<tr>
<td>State</td>
<td>CA</td>
</tr>
<tr>
<td>ZIP</td>
<td>90210</td>
</tr>
<tr>
<td>Phone</td>
<td>452-548-9887</td>
</tr>
<tr>
<td>ID Check Number</td>
<td>CA-1074</td>
</tr>
<tr>
<td>Amount Bank (MICR) Numbers</td>
<td></td>
</tr>
<tr>
<td>Type of Check</td>
<td>5021</td>
</tr>
<tr>
<td>Unique ID #</td>
<td>10.00</td>
</tr>
<tr>
<td></td>
<td>******************5021</td>
</tr>
<tr>
<td></td>
<td>smith046</td>
</tr>
</tbody>
</table>

The following verbiage must be read to the customer in its entirety:

Today, July 23, 2015, I'd like to confirm that you John Smith, are authorizing a payment in the amount of $10.00 to be processed as an electronic funds transfer or draft drawn from your account. Do you agree? If your payment is returned unpaid, you authorize us or our service provider to collect the payment and your state’s return item fee of $25.00 by electronic funds transfer(s) or draft(s) drawn from your account. Do you agree and authorize the payment?

Options available to you when in the Confirmation of Customer Data screen are as follows:

5a. **Submit** – If you have reviewed the data and the consumer has agreed to the authorization language select this button to process the transaction.

5b. **Edit** - If you have reviewed the data and have found incorrect information, selecting edit will take you back to the Customer Data page so that you can correct that information.

5c. **Cancel** - Allows you to cancel a transaction returning you to the customer data screen for a new transaction.
Response Page

6a. This is your record of the transaction. An option to print the page is available. This response page will include your Approval code, the Merchant Trace Id – a unique record identifier for each transaction, and the customer data used to authorize the transaction.

TeleCheck Response

Code 1

Authorization Code: 1708 Trace ID #: 1400329000000007182059

Be sure to print this page for your records.

The following verbiage must be read to the customer in its entirety.

TeleCheck has authorized the transaction, and your checking account will be debited electronically through the regular banking system. If the transaction cannot be electronically processed, then a paper draft will be created to debit the amount of this transaction from your account.

<table>
<thead>
<tr>
<th>Name</th>
<th>John Smith</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street</td>
<td>246 My Way</td>
</tr>
<tr>
<td>City</td>
<td>Beverly Hills</td>
</tr>
<tr>
<td>State</td>
<td>CA</td>
</tr>
<tr>
<td>ZIP</td>
<td>90210</td>
</tr>
<tr>
<td>Phone</td>
<td>425-946-9887</td>
</tr>
</tbody>
</table>

CA****1874
5921
10.00

 telecheck® trace id (used for researching transactions by telecheck® customer service), and all of the customer/purchaser data used to authorize the transaction. use the print function to print a copy of this page for your files. note: telecheck® does not keep a record of this data on-line.

6b. The Response Page is your record of the transaction. As such, it contains a record of the approval code, the TeleCheck® Trace ID (used for researching transactions by TeleCheck® Customer Service), and all of the customer/purchaser data used to authorize the transaction. Use the print function to print a copy of this page for your files. Note: TeleCheck® does not keep a record of this data on-line.
Response Codes

7a.

<table>
<thead>
<tr>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Data Entry or Account Setup Error</td>
</tr>
<tr>
<td>1</td>
<td>ACH Approved</td>
</tr>
<tr>
<td>3</td>
<td>Code 3 Decline: Risk</td>
</tr>
<tr>
<td>4</td>
<td>Code 4 Decline: Negative Information (i.e. account in collections)</td>
</tr>
</tbody>
</table>

7b. It is important to note that there is only one response code that indicates an authorized transaction. The rest are considered declines and should be treated as such.

7c. The only exception to this statement is the Code 0: Non-Authorization-Data Entry error. If you should receive this response code, the application will take you back to the Customer Data Form and red highlighted text will indicate the field in which the error occurred.

The two most common forms of Data Entry Errors are either in the DL or the MICR String along the bottom of the check.

This info should be re-entered and/or the Data Entry Tip Sheet located on the Support Page should be referenced. You can also reference Page 6 of this kit. If you are still having issues with Data Entry or Code 0, call our Merchant Support center for more information at 1.800-366-1054 Opt #4.

7d. **IMPORTANT:** In order to comply with the Fair Credit Reporting Act (FCRA), please read the response to consumers exactly as it is shown on the screen.

If you are still having issues, call our Merchant Support center for more information at 1.800-366-1054 Opt #4.
Dual ID Requirements

8a. **Dual ID** is required for all transactions.

- For personal checks it must be **MICR data** and personal check writer identification such as a **driver’s license**.
- For company checks it must be **MICR data** and **Federal Tax ID**. In the event that a company does not have a Federal Tax ID, D/L can also be used.
- Select Social Security as the id type when entering Federal Tax ID.

<table>
<thead>
<tr>
<th>Dual ID Processing</th>
<th>Process whereby two pieces of information are used to identify the check writer during the check authorization process; 1) MICR information from the paper check and 2) Check writer identification data such as a state issued Id (driver’s license, military id, SSN, etc.)</th>
</tr>
</thead>
</table>
| MICR                | MICR is an acronym for Magnetic Ink Character Recognition. MICR is a process by which documents are printed using magnetic ink and special fonts to create machine-readable information for quick document processing.  
  
  MICR line data (Routing/Transit number, Account number, Check number). |
| Driver’s License    | The DL (Driver’s License) is a number issued by the state of the check writer/consumer for personal identification. This can include State IDs. |
| ID Type. a/k/a State Code | State or Provence identifier/postal code used in manual entry. (see Appendix D for ID Information) |
| Federal Tax ID      | 9 digit numbers assigned by the IRS and used to track business taxes. Some smaller merchants who are sole-proprietors may use their social security # in place of the tax id. |
| Routing Number     | A nine digit (eight digits plus a check digit), which identifies a specific financial institution. This excludes foreign MICR since it has a different format. |

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Password Resets

9a. Business Track makes it easy to reset your password.

9b. Click on the *Forgot user ID* or *Forgot password* link on the log in screen and follow the prompts.
Support Page

10a. The Check Acceptance by Phone support page offers assistance in managing your transactions.

Helpful Information

- Return to Customer Data Form.
- Obtain a copy of your merchant Funding/Decline Report.
- Research specific transaction information.
- Learn how to eliminate data entry errors.
- Read about additional TeleCheck services.

Contact Information

Call 1-800-366-1054 (toll free) for questions regarding:
- downtime or other technical issues
- billing
- transactions
- data entry errors
- update bank information
- additional training
Request a Funding or Decline Report

11a. To request a copy of a funding report complete this form

**Merchant Funding/Decline Report Request**

Please complete the form below. All fields are required.

- **Merchant Name**
- **TeleCheck Subscriber ID**
- **Requestor Name**

- **Funding Report**
- **Decline Report**

**Report Dates**

- **From**
- **To**

Submit

*All Requests are processed within 24 hours*
Transaction Research and Returns Request Form

12a. Use the attached research form for return and research request. Be sure to include a copy of the TeleCheck® Response page.

12b. Complete the form and fax or email to TeleCheck using the contact information on the form.

REFUND
- Select this option when a refund is needed or to void a transaction

RESEARCH
- Use this section to have a transaction researched for funding or customer debit concerns

MERCHAND INFORMATION: Failure to include this information will delay your request

| TeleCheck Merchant # (8 digits): | ____________________________ |
| Merchant Contact Name & Signature: | ____________________________ |
| Title: | ____________________________ |
| Phone: | ____________________________ |
| Email: | ____________________________ |

Please Fax to (402) 916-7250 Or Email epr@telecheck.com*

Please NOTE: Reversals **OVER $200.00** will be processed one week from the date of transaction. TeleCheck cannot reverse a transaction if it has not cleared the check writer’s account. TeleCheck will monitor the transaction for five business days from the funded date to ensure it does not become a return item before processing a refund.

*First Data is committed to protecting sensitive information. When you send an email to First Data that contains confidential information relating to a consumer or business, First Data recommends and requests that you send it securely.
Authorization and Disclosure Legal Compliance

Overview
The eCheck Host-Based Capture Service supports Corporate Credit or Debit (CCD), Check Acceptance by Phone (Checks By Phone℠) (TEL) and with the eCheck Host Based Capture Service, the merchant is responsible for handling all front-end aspects of the point of sale, including displaying the appropriate disclosures to the customer, which is shown in this section.

Authorization Components
The customer must authorize CCD, PPD, TEL, and WEB ACH transactions. Authorizations must contain all required data elements, including legal verbiage and, if applicable, check return fee and related cost disclosures. Merchants will want to carefully review the NACHA Rules, the e-Sign Act, and Regulation E for these requirements and also consult with their own legal counsel regarding these requirements. The following components are required in all ACH Authorizations:

General
- The authorization must be in a writing that is signed or “similarly authenticated” (you may want to reference the e-Sign Act for additional guidance);
- The authorization must reflect the customer’s intent to authorize the transaction.
- The customer must be authenticated. This may be accomplished through an electronic sound, symbol or process attached to the authorization (e.g. the customer’s input of codes, shared secrets, PINs, biometrics, etc. Consider having the authorizing party provide the last four digits of their social security number, with these last four digits then validating that data against a database, or consider using other verifiable “match” data to authenticate).
- The customer must be the personal authorization of the customer, whether physical or electronic. **NOTE:** No merchant, processor, or other vendor may act on the customer’s behalf to authorize an ACH transaction;
- The authorization must define the scope of the consent, such as its application only to particular transactions or identified categories of records and events that may trigger certain disclosures within the authorization, if applicable;
- The authorization must include the date of the authorization;
- The authorization must include the accurate identity of the authorizing party;
- accurately identify and provide the route and account number to be debited;
- The authorization must be readily identifiable as an ACH debit authorization;
• The authorization must have clear and readily understandable terms, including the amount and timing of any debits;
• The authorization must clearly identify whether the authorized transaction is for a single entry, ACH, EFT, etc.;
• The authorization must provide the customer an opportunity to revoke an authorization made in advance in a specified time and manner that allows the Originator (merchant) reasonable opportunity to act on it prior to the initiation of the Entry;
• The authorization describes any applicable condition and, consequences, including fees, that would be triggered in the event the customer withdraws their authorization of the debit;
• The authorization must include the type of account the initiated entry will access (e.g. checking or savings accounts);
• The authorization must provide instructions to the customer on how they may request or otherwise receive a copy of the Authorization. **Note:** If there is a fee charged for obtaining the copy of an authorization, that should be disclosed as well;
• The authorization must describe the procedures the consumer must use to withdraw the authorization;
• The authorization must describe the procedures for the consumer to follow to update contact information in the event the merchant needs to contact the consumer electronically;
• Reflect the consumer’s affirmative expression of consent to each term and condition and acknowledgement of receipt of disclosures. See specific information below regarding the method of obtaining and retaining proof of consumer’s authorization. Records of the consumer’s authorization must be retained a minimum of two years following the latter of the termination or revocation of the transaction.

**Additional or Different Required Components for Certain Products**
While the above bullets outline the components of most authorizations, certain products have additional or different requirements:

**Corporate Credit or Debit (CCD)**
• The two businesses engaging in the transaction must have a written agreement, signed by authorized corporate representatives, binding them to the NACHA Operating Rules. The merchant must retain a copy of the agreement. Neither this agreement, or the merchant’s duty to retain it, are subject to expiration. If a merchant has not retained a copy of this agreement, it must obtain and retain a new and similar agreement prior to resumption of the processing transactions between the two businesses.

**Check Acceptance by Phone (TEL)**
• TEL transactions are not subject to rules for “e-signature authorization.” Under NACHA Rules, however, the authorization must be recorded. The merchant has the choice of (1) retaining the oral recording of the authorization per NACHA Rules, or (2) sending a written confirmation of the consumer’s authorization. If a merchant chooses to provide a written confirmation, it must
be provided to the consumer prior to the authorized transaction’s settlement. The confirmation must have specific data elements included in the notice.

**Authorization Retention**

Merchants must retain records of the authorization for a minimum of two years following the latter of termination or revocation of the authorization. Merchants may choose to keep the records longer. For telephonic authorizations (e.g. Check Acceptance by Phone), either a copy of the recorded statement of consumer or the confirmation notice, as chosen by the Merchant, must be retained. In all instances, all identifying information about the transaction must be included with the authorization. Federal Regulation E requires that an authorization evidence both the consumers’ identity and assent to the authorization.

**Providing Proof of Authorization**

Authorizations must be accessible to all persons legally entitled to access for the period required by law in a form capable of being accurately reproduced for later reference, by transmission, printing or otherwise. The merchant must be able to provide these records within seven calendar days of TeleCheck’s request. The ODFI may request these records for its own use or to forward to the RDFI (the Receiver’s financial institution). When it does, the Merchant will have ten days to produce the information to the ODFI. If requested, the merchant should provide documentation that provides further details about the transaction itself, including customer information and sales documentation to show what goods and/or services were exchanged. Refer to the above list of required components for the authorization and “Authorization Retention”.

**How to comply?** Merchants can provide a screen shot of the authorization language and then the date/timestamp of the receiver login and the authorization process that evidenced both the consumers’ identity and his assent to the authorization.

**Providing Authorizations in Alternate Languages**

Authorizations and disclosures are provided in English. Merchants communicating with the customer in a foreign language on the sale of a product may be legally required to provide the authorization and disclosure language in this same foreign language in which the negotiations were conducted. You are encouraged to consult legal counsel to determine whether your industry, product or location is subject to similar laws or regulatory interpretations requiring the delivery of translations.

**Note:** Check Acceptance by Phone does not currently support processing payments for sales negotiated between Merchants and California residents in the Chinese, Vietnamese, Korean or Tagalog languages. Purchase payments for transactions marketed, negotiated or sold in any one of these languages may not be processed with these products.
Sales Decline or Error
The language explains to the customer that the merchant’s decision to decline the transaction was based, at least in part, on information received from TeleCheck, provides information to enable the consumer to contact TeleCheck to find out more about the information in its files, and provides other legally required notices. This notice must be issued every time TeleCheck returns a decline recommendation in response to a query about a customer’s payment that is based on its negative database or risk models.

Note: If a customer’s payment cannot be accepted because it is not eligible for conversion, the adverse action statement should not be issued.

TeleCheck may issue a decline recommendation against an offered payment for several reasons. At times, it may hold unpaid debt records related to the customer in its negative database, or, at other times, because it may not have enough information about a customer to be able to safely recommend the payment’s acceptance. At other times, the payment may be acceptable but may not be eligible for electronic settlement. Alternatively, the authorization request may have missing or invalid fields. These different scenarios need to be handled differently by the merchant, and different legal language may need to be displayed to the customer.

Required Language for Sales Decline Due to Negative Data/Risk
The following notice must be issued to a customer who experiences a transaction decline because of either negative information in TeleCheck’s database or TeleCheck’s issuance of a risk-based decline (Adverse Action Disclosure). The Adverse Action Disclosure should be used in the context of any type of transaction – including Check Acceptance by Phone - each time an applicable decline (as described above) issues from TeleCheck. The decline of a single entry transaction could trigger issuance of the Adverse Action Disclosure. The Adverse Action Disclosure reads:

Dear Customer,

We are sorry that we cannot complete your transaction. Our decision was based, in part, on information provided by TeleCheck.

• What is TeleCheck? TeleCheck provides payment acceptance, account screening, and fraud prevention services to both merchants and financial institutions by reporting on check writing histories. Please visit https://getassistance.telecheck.com to learn more about TeleCheck.

• Why does TeleCheck need personal information about you before we can assist you? The use of some types of personal information, including bank account details and/or a driver’s license number, is needed to verify TeleCheck is communicating with the right person about the right records. TeleCheck may even request a social security number in order to locate and verify records reported by a bank or credit union. To a consumer worried about identity theft, this may seem like a lot to ask. However, TeleCheck only requests what is needed to ensure the accuracy of data.

• You may have received a decline because of unpaid debt associated with your checking account.
TeleCheck will issue a decline alert if it has at least one record in its files of unpaid debt associated with your bank account and/or personal information. This type of a decline code is referred to as a “Code 4”. We encourage you to contact TeleCheck to learn more details about the information in its records and what you can do to resolve any issues related to your receipt of a Code 4 decline.

- **You may have received a risk-based decline.** TeleCheck analyzes transactions to determine whether they appear to be potentially high risk to protect consumers, merchants, and financial institutions from fraud and losses. How did TeleCheck determine this “potential risk?” Through the use of modeling tools built on the detection of common characteristic groupings observed in past transactions, TeleCheck statistically determines the likelihood that a payment may return. So, while there may have been nothing wrong with your transaction, it had certain characteristics that made TeleCheck question it. Receiving a risk decline does not signify to you -- or anyone else -- that TeleCheck holds records of bad check writing history on you. And, it does not mean you do not have enough money in the bank to cover your payment. TeleCheck has no visibility into your bank account balance. And finally, it has absolutely no effect on your credit. These risk models provide critical protection against fraud. A Code 3 is often the first alert a consumer receives that their account has been fraudulently compromised. Risk modeling also enables merchants to continue to safely accept their customers' checks by minimizing fraud-related losses, and controlled loss brings cost benefits to customers.

- **To learn more:** You may call or write TeleCheck for further information. You will need to provide (1) the declined transaction’s record number (if provided), (2) your driver’s license number and its state of issuance (3) if applicable, the bank routing and account number you used for the declined transaction, and (4) your social security number (if the declined transaction was with a financial institution).

Contact information:
TeleCheck Services, Inc.
ATTN: Resolutions Department
P. O. Box 6806
Hagerstown, MD 21741-6806
Tel: 1-800-366-2425
https://getassistance.telecheck.com

**Under the Fair Credit Reporting Act:** Consumers have the right to a free copy of their information held in TeleCheck’s files for a period of 60 days following an adverse action. Consumers also may dispute the accuracy or completeness of any information in TeleCheck’s consumer report. TeleCheck did not make the decision to take an adverse action (i.e., to not accept a payment or approve the opening of an account) and is unable to provide you with specific reasons as to why an adverse action was taken.

Adverse Action Disclosures can be delivered orally, in writing or electronically. The Adverse Action Disclosure must be read to the consumer for Check Acceptance by Phone transactions. If delivered electronically, the consumer must be instructed to print a copy for their records.
Required Language - Sale Error Response – to be used when the payment is not declined but data provided is non-verifiable:

We are unable to verify your checking account or identity information. Please review the information you entered to ensure that all information is correct.

Required Language - Sale Ineligible Response – to be used when the payment is not eligible for processing as an electronic item:

We are unable to electronically process this transaction. Please use a different form of payment at this time.

Changes to the Authorization and Disclosure Language

Refer to the Knowledge Base or Online Resource Portals Frequently: The Authorization and Disclosure language in this instruction, as well as the instructions themselves, may change from time to time. It is the Merchant’s responsibility to ensure that they have implemented the most current version of authorization and disclosure language from TeleCheck®. TeleCheck® will send out a service notice when updated language or system changes are required. Additionally, the Merchant should consult with their own counsel to gain guidance on laws that impact their transaction processing, such as the NACHA Rules, the Fair Credit Reporting Act, the Electronic Funds Transfer Act, the e-Sign Act, and Reg. E directly all compliance requirements. The laws of states may also impact the content and method of processing, such as the California Translation Act, Cal. Civ. Code Section 1632.

Note: You may want to consult counsel to learn more about your obligations to provide these Authorizations and Disclosures in another language, particularly if the product being purchased was marketed, negotiated or sold to customers in a language other than English.

Check Acceptance by Phone - General

At the end of the checkout process but before the customer’s payment is transmitted for TeleCheck’s approval and settlement, the customer service agent must read the authorization language below to the customer and, either (1) audio record the customer’s authorization for the merchant to process their payment or (2) send a written notification of the authorization and transaction to the customer prior to settlement of the transaction. Consult the NACHA Operating Rules to confirm the required verbiage and data elements for the confirmation letter. Or, for an additional fee, TeleCheck® can send the written notification of the authorization and transaction to the consumer on Merchant’s behalf.

Authorization language for the customer to accept prior to the Merchant’s submission of the payment authorization request is as follows:
Required Language - Check Acceptance by Phone – Single Payment – CONSUMER

Today, [insert today’s date], I’d like to confirm that you, [insert first and last name of consumer], are authorizing a one-time payment in the amount of [insert amount] to be processed as an electronic funds transfer or draft drawn from your [specify checking or savings] account identified as routing number [insert routing number] and account number [insert bank account number] and, if necessary, electronic credits to your account to correct erroneous debits.

Your payment will be processed within 1-2 banking days. Do you authorize your account to be debited or credited as described on or after [insert date]? (If consumer answers “Yes”, continue. If consumer answers “No”, stop the authorization process).

If your payment returns unpaid, do you authorize [insert company’s name] or its service provider to collect the payment and your state’s return item fee and, if applicable, any costs in the amount of [insert state returned item fee and applicable costs] by electronic funds transfer(s) or draft(s) drawn from your account? (If consumer answers “Yes”, continue. If consumer answers “No”, stop the authorization process).

You may call [insert company’s customer service phone number] during [insert company’s customer service hours of operation] with any questions.

Do you understand that you will have until the end of this phone call to revoke this authorization by telling me you wish to revoke it? (If consumer answers “Yes”, continue. If consumer answers “No”, stop the authorization process).

Based on the terms and conditions we have discussed, and the disclosures made to you, do you agree to and authorize the payment? (If consumer answers “Yes”, continue. If consumer answers “No”, stop the authorization process).

Required Language - Check Acceptance by Phone – Settlement Only – CONSUMER

Today, [insert today’s date], I’d like to confirm that you, [insert first and last name of consumer], are authorizing a one-time payment in the amount of [insert amount] to be processed as an electronic funds transfer or draft drawn from your [specify checking or savings] account identified as routing number [insert routing number] and account number [insert bank account number] and, if necessary, electronic credit to your account to correct erroneous debits.

Payments may be processed in 1-2 banking days. Do you authorize your account to be debited or credited as described on or after [insert date]? (If consumer answers “Yes”, continue. If consumer
answers “No”, stop the authorization process).
If your payment returns unpaid, do you authorize [insert company’s name] or its service provider to collect the payment by electronic funds transfer(s) or draft(s) drawn from your account? (If consumer answers “Yes”, continue. If consumer answers “No”, stop the authorization process).

You may call [insert company’s customer service phone number] during [insert company’s customer service hours of operation] with any questions.

Do you understand you have until the end of this phone call to revoke this authorization by telling me you wish to revoke it? (If consumer answers “Yes”, continue. If consumer answers No, stop the authorization process).

Based on the terms and conditions we have discussed, and the disclosures made to you, do you agree to them, understand them and authorize the payment? (If consumer answers “Yes”, continue. If consumer answers “No”, stop the authorization process).

Required Language - Check Acceptance by Phone – NON-CONSUMER
To be processed as CCD (Corporate Credit and Debit) transactions, an authorization needs to be received in writing by the merchant with language similar to the language below:

Today, [insert today’s date], I, [insert first and last name of consumer], on behalf of [insert name of Company customer] am authorizing a one-time payment in the amount of [insert amount] to be processed as an electronic funds transfer or draft drawn from [insert name of Company customer] [specify checking or savings] account identified as routing number [insert routing number] and account number [insert bank account number] and, if necessary, to electronically credit [insert name of Company customer]’s account to correct erroneous debits.

Upon the undersigned company (“Company”) initiating any payment to [Merchant’s Name] on the phone, the funds will be transferred by electronic funds transfer(s) (EFT) or by draft(s) drawn from Company’s bank account. By providing such phone initiation, [Merchant’s Name] is authorized to debit Company’s account by EFT(s) or draft(s) drawn on Company’s bank account in the amount and as otherwise provided in such phone initiation and, if necessary, to electronically credit Company’s bank account to correct erroneous debits. If any of the payments are returned unpaid, [Merchant’s Name] or its service provider is authorized to collect the payment and a return item fee (as stated at https://www.firstdata.com/en_us/customer-center/merchants/telecheck-returned-check-fees.html) by EFT(s) or draft(s) drawn from Company’s bank account.

I understand I may call [insert Merchant’s customer service phone number] during [insert Merchant’s customer service hours of operation] with any questions. I understand payments may be processed in 1-2 banking days.

I understand this authorization will remain in full force and effect until revoked. I understand I will have
Check Acceptance by Phone
Virtual Point of Sale Welcome Kit

until the end of my phone call in which I initially authorize any specific payment to revoke that authorization.

I understand that I am making this authorization on the behalf of Company, as an authorized Company representative and that, in so doing, I bind Company, and Company agrees to be bound by the NACHA Rules in effect, both now and as amended from time to time.

PLEASE PRINT OR OTHERWISE RETAIN A COPY OF THIS PAGE FOR YOUR RECORDS. ALTERNATIVELY, CONTACT US AT [(XXX) XXX-XXXX] TO LEARN HOW YOU CAN OBTAIN A COPY.

Return Payment Fee

The following is a link to a state-by-state collection fee and cost table for returned payments:

Merchants should always link directly to this TeleCheck®-hosted URL provided above and include the link in authorization language if subscribing to TeleCheck’s warranty services or if TRS Recovery Services is collecting on their behalf. These state-specific collection fees and costs are subject to change, and linking to a TeleCheck®-hosted page will minimize the number of maintenance updates required. The merchant may choose how to display these state fees and costs.
Appendix A

Your Business Track Dashboard

- Under Resources you will see Check Acceptance by Phone Virtual Point of Sale (VPOS) User Guide – this is the step by step guide on how to use the service.
- Highlighted in orange to the right is Check Acceptance by Phone – this will take you to your transaction page to begin running transactions.
- Applications at the top in blue – this will also give you the Check Acceptance by Phone link which will take you to your transaction page to begin using the service.
Definitions

**ACH Network** - Funds transfer system governed by the rules of the National Automated Clearing House Association, which provides for the interbank clearing of electronic entries for participating financial institutions.

**Business Check** - These are commonly used by small businesses and are converted into electronic items as part of the core product offering. Business Checks are distinct from Corporate Checks.

**Check Types** - TeleCheck® will accept personal and company checks drawn on DDA (Demand Deposit Account) from a U.S. bank account and denominated in U.S. dollars only. Credit card checks, money orders, and cashier checks are NOT accepted.

**Code 3 a/k/a Decline** - A Code 3 is a risk decline code from TeleCheck®’s authorization system. The transaction was not approved for acceptance.

**Code 4 a/k/a Decline** - A Code 4 is a hard decline from TeleCheck®’s authorization system due to active negative information on the account or ID. The transaction was not approved for acceptance.

**Corporate Check** - Large formatted 9-inch check that contains the auxiliary on-us field in the MICR line of the check.

**Funding** - Funding consists of processing and transmitting for settlement through the ACH Network. TeleCheck® will process transactions completed prior to 4:00 p.m. Central Standard Time (CST). Transactions received after 4:00 p.m. CST (recommended cut off time is 3:30 p.m. CST) will be processed in the following day’s cycle.

**Funding Report** – A confirmation file listing all electronically funded transactions from two business days prior. The report is sent out daily for Verification customers and monthly for Warranty. The funding report also shows the number of approved and declined items, any exceptions and all items that were settled the previous day.

**Host Capture** - The capture of information for settlement at the time of authorization by the TeleCheck® “host” or system (not later, as in a settlement file).

**Password** - A special string of characters, known only by you and trusted employees, which must also be provided to gain access to the VPOS website.

**Return Fee/Return Fee Amount** - Fee charged to the check writer when a check is returned unpaid and
must be printed on the authorization form and a copy provided to the check writer.

**Reversal** - A reversal transaction is an attempt by the merchant to cancel a transaction after the original transaction occurred. **Note:** only complete transactions can be reversed; partial transactions cannot be reversed. Bank return fee charges will incur on the check writer’s account if the original does not clear. TeleCheck® has no way to stop this process. TeleCheck® is NOT responsible for these fees.

**Reversal a/k/a Full Refund** - Reverses the debit for an Accepted Sale transaction after the check has been submitted to the ACH Network for settlement, crediting the check writer’s account. The refund will wait until the check is assumed clear before funding the consumer’s account.

**Sale** - All transactions that have been authorized and approved by TeleCheck® are defined as transaction type “SALE”. All transaction of type “SALE” will be processed daily by TeleCheck®.

**Settlement** - Settlement occurs when funds are transferred to the merchant, and, when the Check Writer’s account has been debited. **Note:** every check authorized will be settled unless voided the same day.

**Settlement Date** - The date on which an exchange of funds with respect to an entry is reflected on the books of the Federal Reserve Bank(s) or the date that is provided by the ACH Operator.

**Subscriber ID a/k/a Merchant ID** - A number provided by TeleCheck® that uniquely identifies you as a TeleCheck® subscriber within all of our systems. This ID is unique to each location. You may have multiple Subscriber IDs if you elect to subscribe to multiple TeleCheck® services, or have multiple locations.

**Unique ID** - Uniquely identifies a transaction for purposes of reporting, logging, inquiry. This value is alphanumeric.

**Void** - Cancels the Sale before the check is submitted to the ACH for settlement. Voids are requests to cancel a previously authorized Check Acceptance by Phone. Voids must be processed the same day your previously authorized transactions occurred and must be completed prior to 4:00 p.m. CST.

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**Frequently Ask Questions**

**What equipment or services must a merchant have to utilize Check Acceptance by Phone?**
You must have a computer or computer system with a connection to the Internet. Merchants will access the service by using a current Internet browser.

**What URL will be used for the Check Acceptance by Phone Service?**
You can access the service by visiting [https://www.myclientline.net/](https://www.myclientline.net/)
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' field 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 VPOS 'Name' field.

What username do I use to access Check Acceptance by Phone?
User information is generated by Business Track once your account has been set up with Check Acceptance by Phone.

How do I reset my passwords?
Do this by using the “forgot username or password” link located on the log in page.

Can I have multiple usernames?
Yes, contact your RM or TeleCheck customer service at 800-366-1054 for additional users.

Is there validation against Driver’s License or Social Security Number?
TeleCheck does validate the MICR information and another form of ID. See Dual ID Requirements for more details.

Will I be able to correct data entry errors?
Transactions declined due to data entry errors will result in an option to return to the original form, in which the data may be edited. You can also make changes within the original order. There will be a prompt for you to cancel the order and then to make a change.

Why are we asking for an ID on a company check?
This will assist us in reducing the risk of a fraudulent transaction. In the ID type field select Social Security number. In the ID field enter in the Tax ID number. Enter numbers and/or letters only. Do NOT enter dashes, spaces or slashes.

How do I have a user name deleted?
If an employee leaves or no longer needs their Business Track user name please contact your Client Support Analyst or TeleCheck Merchant Services at 1.800.366.1054 and provide the user id that needs to be deleted.
For Further Support

- For Check Acceptance by Phone training please call: 1-800-337-7629
- For general account support and transaction questions, please call: 1-800-366-1054. TeleCheck Merchant Services is available from 7 a.m. to 7 p.m. CST, Mon-Friday.