

# Quick Reference Guide

## Clover TeleCheck ECA App





# TeleCheck App for Clover

## Installation and Use



### Installation

- 1.) Merchant opens Clover App Market
- 2.) Click on the TeleCheck App
  - Click on the “Install” button
  - Click on the “Open” button
  - Enter your Owner password
- 3.) Review the EULA (Terms and Conditions)
  - Click on the acceptance box
  - Enter First and Last Name
  - Click “Accept”
- 4.) A Welcome email will be sent

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### Using the TeleCheck payment function in Clover

- 1.) Customer presents check as a form of payment
  - Confirm amount on check
- 2.) Press the “TeleCheck Check” tender button
  - The Return Check Fee notification appears
  - Customer must sign and press “AGREE”
- 3.) Check Image Capture Screen appears
  - Hold check in front of camera
  - Align with image guide marks
  - Tap the button to take the picture
- 4.) Accept the image or retake the image
  - Retake the image if it is blurry, in poor lighting, or if any information is obstructed. You can see all four corners of the check in a good image.
- 5.) The response message is displayed

### Response Types and Actions

- 1.) **Approved**- transaction is approved, write VOID on the check and return the check to the customer
- 2.) **Not Approved**- the transaction is declined, return the check to the customer and request another form of payment
- 3.) **Error**- Retry the transaction
- 4.) **Approved**-1234 - the transaction is approved, write approval code on the check, keep the check for bank deposit.

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### Driver’s License Validation

- 1.) Enter the state of issuance
- 2.) Enter the driver’s license number (include letters as necessary)
- 3.) Press “Valid” button to complete the entry

# Required Identification



Identification is required for personal checks when prompted by the terminal. NO ID is required for company checks. The following are acceptable:

- Permanent, valid, unexpired driver's license from anywhere in the U.S., Canada, Puerto Rico, or U.S. Virgin Islands.
- Current, valid U.S. Military ID (use the Social Security number on the Military ID).
- Permanent, valid, unexpired state-issued non-driver's ID (only if a driver's license or military ID is unavailable).

The signature and physical description of the check writer must reasonable correspond to any signature or description contained in the ID.

# Response Codes



## Approved 1234

Approved transactions are assigned a four-digit code.

Approval code may include the following:

1. Several characters of a check writer's name or company name to verify against the name on the check
2. "Preferred" instead of "Approved" to indicate check writer's preferred status

If name in authorization response does not match name(s) imprinted on check, verify ID and call TeleCheck Authorization Center for assistance.

**Approved 1234 – Keep check for deposit** – Keep the check for manual bank deposit.

**Code 3** – Please give the check writer the TeleCheck receipt. TeleCheck has no negative information on the check writer or company, but the check falls outside established guidelines that TeleCheck will approve at this time.

**Code 4** - Please give the check writer the TeleCheck receipt. TeleCheck has information on file that prevents acceptance of any check from this check writer or company at this time.

**Code 40:Lost/Stolen** – Please give the check writer the TeleCheck receipt. TeleCheck has information on file, which indicates that this ID or check has been reported lost or stolen.

**Check Invalid** – Please give the check writer the TeleCheck receipt. Check does not comply with accepted check printing standards.

**Data Entry Error:Retry Request** – A data entry error was made. Please verify ID and enter authorization request again.

**Call Center** – Call the TeleCheck Authorization Center at 1-800-366-5010.

# Paper Check Acceptance Guidelines

- Warranty Regulatory Requirements

Approved items must have all components illustrated on the check image below either imprinted and/or hand written on the face of the check to qualify for warranty reimbursement.

<p><b>Name:</b> Individual or Company Name must be imprinted by a check manufacturer</p>	<p><b>Check Writer Phone #:</b> Home or Business with Area Code</p>	<p><b>8 Digit TeleCheck Merchant ID (MID)</b></p>	<p><b>4 Digit TeleCheck-issued Approval Code</b></p>	<p><b>ID Type &amp; Number</b> the check writer presented at the POS <i>Refer to State ID Codes for restrictions</i></p>
<p><b>Address:</b> If a P.O. Box, write in full address of the check writer</p>	<p>Jane Doe 100 Any Street Anytown, USA 00000</p>	<p>12345678 (555) 444-3333</p>	<p>1234 DL 12345678</p>	<p>0445 <b>Check #:</b> Imprinted; No starter checks</p>
<p><b>Must be a First Party</b> check payable to you</p>	<p>Pay to the order of <i>Mr. Merchant</i></p>	<p><i>Twenty five dollars and no/100's</i></p>	<p>August 01, 2010 \$ 25.00 Dollars</p>	<p><b>Date:</b> No pre or post dates</p>
<p><b>Must be drawn on U.S. Bank</b> Including Puerto Rico, Canadian &amp; U.S. Virgin Islands</p>	<p><b>ANYBANK USA</b> AnyBank USA, NA Anytown, USA</p>	<p>For: <i>Goods and/or Services</i></p>	<p><i>Jane Doe</i></p>	<p><b>Amount:</b> Figures and words must agree</p>
<p><b>Signature:</b> Must reasonably correspond to the name imprinted on the check; unless a company check</p>				
<p><b>Check #:</b> Imprinted; No starter checks</p>				
<p><b>Date:</b> No pre or post dates</p>				
<p><b>Amount:</b> Figures and words must agree</p>				
<p><b>Signature:</b> Must reasonably correspond to the name imprinted on the check; unless a company check</p>				
<p><b>When both the name of a person and the name of a company appear on the check, it should be considered a company check. ID is not required for Company Checks.</b></p>				

# Customer Care

Call Center	Telephone #	Call Types	Locations	Hours of Operation
Consumer	1-800-366-2425	<ul style="list-style-type: none"> <li>• Declined checks</li> <li>• Debt issues / disputes</li> <li>• Annual file report requests</li> </ul>	<ul style="list-style-type: none"> <li>• Dominican Republic</li> <li>• Philippines</li> <li>• Maryland (overnight calls)</li> </ul>	24 x 7 x 365
Authorization	1-800-366-5010	<ul style="list-style-type: none"> <li>• Check authorizations</li> </ul>	<ul style="list-style-type: none"> <li>• Dominican Republic</li> <li>• Mexico</li> <li>• Nebraska (overnight calls)</li> </ul>	24 x 7x 365
Merchant Services	1-800-366-1054	<ul style="list-style-type: none"> <li>• Training (Option 4)</li> <li>• Billing questions</li> <li>• General service</li> <li>• TRS Recovery questions</li> </ul>	<ul style="list-style-type: none"> <li>• Nebraska</li> </ul>	M-F 7am-7pm (CT)
POS Help Desk	1-855-853-8340	<ul style="list-style-type: none"> <li>• App troubleshooting</li> </ul>	<ul style="list-style-type: none"> <li>• Marietta</li> <li>• Coral Springs</li> </ul>	24 x 7x 365