

Voice ETC Quick Reference Guide

Voice Response Unit (VRU)
800-228-1122



Options:

Call the VRU (Voice Response Unit) authorization telephone number 1-800-228-1122. Voice ETC connects you with a computer voice operator.

Press:

1. Authorization
2. Address Verification
3. Bank phone number
4. Code 10
5. Code Cancellation

Authorization:

You will respond to the voice prompts by entering the following information, concluding each entry by pressing the # key.

- Merchant account number #
- Cardholder account number #
- Expiration date #
- Amount #
- For merchandise, press 1, for cash, press 2
- Transaction Code # (if applicable - use the following table for transaction numbers, ETC types 4 and 6 only)
 1. Ticket and Authorization (Sale)
 2. Credit or Return
 3. Ticket only
 4. Authorization only

The merchant can perform multiple transactions on the same call. The System captures the transaction at the time of the authorization. When the transaction is approved, the merchant records the authorization code on the imprinted receipt.

Address Verification (AVS):

You will respond to the voice prompts by entering the following information, concluding each entry by pressing the # key.

- Merchant account number #
- Cardholder account number #
- Numeric street address
- Zip code

You will receive a “match” or a “mismatch” message for both the street address and the zip code.

Press:

4. Repeat AVS response
 1. Authorization to accompany recent AVS
 2. New address verification
 3. Speak to a representative

Bank phone number:

You will respond to the voice prompts by entering the following information, concluding each entry by pressing the # key.

- Merchant account number #

Please hold for representative.

Code 10:

You will respond to the voice prompts by entering the following information. Press:

1. If you are NOT suspicious
2. If you ARE suspicious

Please hold for security.

Code cancellation:

Please hold for representative.