

Transactions By Telephone

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Chapter 1. Transactions By Telephone

How Does The Transaction By Telephone System Work?

The gateway system enables merchants to submit transactions to the gateway over the telephone. This is a powerful tool for merchants who may not have easy access to the Internet. To add this feature to your gateway, please contact your sales rep.

Choosing a PIN Code

Once you have signed up for the transactions-by-telephone feature, you will need to set up a Personal Identification Number (PIN) to be used when submitting transactions by phone. Please follow these instructions to create your PIN:

- Log into your Control Panel.
- From within the Control Panel click on Account Settings.
- At the top of the page, just below your password, you'll see a PIN field. Enter a 6-digit PIN and click UPDATE.

Note that only those who have signed up for Transactions by Telephone will see a PIN field in the Account Settings window. If you do not have a PIN field, please follow the instructions on this page to sign up for Transactions by Telephone.

Using the Transactions-by-Telephone Feature

Once you have set up your PIN, you can immediately begin processing transactions by telephone. To do so:

- Dial the access number (801-951-8260).
- Follow the simple voice prompts to complete your transaction.

Your telephone transactions, like all of your other transactions, will show up in the Transaction Listing in your Control Panel. Please continue to check your Transaction Listing daily to make sure that everything is accurate. You can use the existing features of the Transaction Listing to check all of your transactions (including telephone transactions) for Address Verification matches, to issue voids and credits, to resubmit transactions, etc.