

Elavon ARU

Quick Reference Guide



Touch Tone Credit Card Processing



Quick Reference Guide

Retail Application

Helpful Hints

- > Frequent callers from the same phone number will be recognized by the system after 3 calls within 7 days. The system will automatically bypass your merchant number entry.
- > If you call into the system with a touch-tone phone, but the system is not recognizing your input, make sure your phone is set to tone and not pulse.
- > Pressing the pound [#] key will interrupt the system and move you onto the next prompt. (NOTE: you cannot interrupt during any playback message)
- > Pressing the star [*] key will take you back one step to replay the previous prompt.
- > At the end of a transaction, if you do not press a key, the system will automatically disconnect after a few seconds.
- > The system will not acknowledge invalid entries on the following data until after it attempts processing the transaction:
 - bank number
 - merchant number
 - card number
 - expiration date
- > The system will automatically recognize pre-set numbers and go onto the next prompt and not require you to press [#]. For instance:
 - 16-digit credit card numbers
 - 4-digit expiration date
- > Calling into the ARU on some of the 800 numbers does require a 4-digit Bank number entry. Refer to your ARU sticker for this number.
- > The ARU system settles your batches electronically, therefore, there is no need for paper deposits.

Touch Tone Credit Card Processing

To Access Main Menu

Access to main menu is required for each ARU transaction

> Press [1]

> Input Merchant ID Number and press [#]

NOTE: Bank Number is required on some of the 800 numbers. Refer to ARU sticker for Bank Number.

Main Menu

For authorizations	Press [1]
For batch settlement	Press [2]
For inquiries	Press [3]
To report a lost or stolen card	Press [4]
For adjustments (credit/voids)	Press [5]
For address verification	Press [6]
For code 10 or to speak with an operator	Press [0]

Authorization

Sale (without AVS)

> Press [1] then [1]

> Input card #

> Input 4-digit expiration date

> Input \$ amount and press [#]

> Press [#] if correct or [*] if incorrect

> Press [#] for additional authorizations, [1] for main menu or [*] to exit

Sale (with AVS)

> Press [1] then [2]

> Input card #

> Input 4-digit expiration date

> Input \$ amount and press [#]

> Input numerical portion of street address

> Input 5- or 9-digit zip code

> Press [#] if correct or [*] if incorrect

> Press [#] for additional authorizations, [1] for main menu or [*] to exit

Force

> Press [1] then [3]

> Input card #

> Input 4-digit expiration date

> Press [#] if correct or [*] if incorrect

> Input numeric authorization code and press [#] (if alphanumeric, press [0])

> Press [#] for additional authorizations, [1] for main menu or [*] to exit

Auth On Foreign Shipments

> Press [1] then [4]

> You will be transferred to an operator for further assistance

Touch Tone Credit Card Processing

Alternative Response Messages

ARU Issue:	What's Going On.	ARU Message:
Decline	The authorization is declined.	Authorization declined.
Error Entered	The system detects an error on the Merchant Number, Card Number, Expiration Date or Bank Number.	Invalid __ (merchant number, card number, expiration date or bank number), enter (merchant number, card number, expiration date or bank number) and press pound.
Invalid Batch	The batch settlement request DOES NOT match the amount and transaction count on file.	There are no batches to process. To return to main menu press [1], to exit system press the [*] key or simply hang up. To speak to an operator and verify batch information press, [1] then [0]. NOTE: If [#] is pressed, the batch settlement will be reprocessed as an auto settled batch.
Pickup	The authorization response is a pickup or referral – the call will be transferred to a live operator.	Please standby.
Unmatched Void	The void transaction does not match a transaction in the current open batch.	You entered an invalid (card number or amount), please enter the card number.

Touch Tone Credit Card Processing

Adjustment

Credit

- > Press [5] then [1]
- > Input card #
- > Input 4-digit expiration date
- > Input \$ amount and press [#]
- > Press [#] if correct or [*] if incorrect
- > Press [#] for additional authorizations, [1] for main menu or [*] to exit

Void a Sale

- > Press [5] then [2]
- > Input card #
- > Input 4-digit expiration date
- > Input \$ amount and press [#]
- > Press [#] if correct or [*] if incorrect
- > Press [#] for additional authorizations, [1] for main menu or [*] to exit

Void a Credit

- > Press [5] then [3]
- > Input card #
- > Input 4-digit expiration date
- > Input \$ amount and press [#]
- > Press [#] if correct or [*] if incorrect
- > Press [#] for additional authorizations, [1] for main menu or [*] to exit

Batch Settlement

Manual Settle

- > Press [2] then [2]
- > Input batch amount and press [#]
- > If (+) press [#], if (-) press [*]
- > Press [#] if correct or [*] if incorrect
- > Input total number of transactions and press [#]
- > Press [#] if correct or [*] if incorrect
- > Press [*] to repeat or [#] to continue
- > Press [1] for main menu or [*] to exit

Auto Settle

- > Press [2] then [1]
- > Press [*] to repeat or [#] to continue
- > Press [#] to hear batch counts, [1] for main menu or [*] to exit
- > Press [*] to repeat or [#] to continue
- > Press [1] for main menu or [*] to exit

Address Verification Service

- > Press [6]
- > Input card #
- > Input 4-digit expiration date
- > Input numerical portion of street address
- > Input 5- or 9-digit zip code

Touch Tone Credit Card Processing

Inquiries on Batch Totals*

Current Batch Totals (fax)

- > Press [3] then [1] then [1]
- > Input fax # and press [#]
- > Press [#] if correct or [*] if incorrect
- > Press [#] to inquire on other batches, [1] for main menu or [*] to exit

Current Batch Totals (audio)

- > Press [3] then [1] then [1]
- > Press [#]
- > Press [*] to repeat or [#] to continue
- > Press [#] to inquire on other batches, [1] for main menu or [*] to exit

Previous Batch Totals (fax)

- > Press [3] then [1] then [2]
- > Input fax # and press [#]
- > Press [#] if correct or [*] if incorrect
- > Press [#] to inquire on other batches, [1] for main menu or [*] to exit

Previous Batch Totals (audio)

- > Press [3] then [1] then [2]
- > Press [#]
- > Input fax # and press [#]
- > Press [*] to repeat or [#] to continue
- > Press [*] to repeat or [#] to continue
- > Press [#] to inquire on other batches, [1] for main menu or [*] to exit

Other Batch Totals (fax)

- > Press [3] then [1] then [3]
- > Input fax # and press [#]
- > Press [#] if correct or [*] if incorrect
- > Input month, day, year batch was settled and press [#]
- > Press [#] if correct or [*] if incorrect
- > Press [#] to inquire on other batches, [1] for main menu or [*] to exit

Other Batch Totals (audio)

- > Press [3] then [1] then [3]
- > Press [#]
- > Input month, day, year batch was settled and press [#]
- > Press [#] if correct or [*] if incorrect
- > Press [*] to repeat or [#] to continue
- > Press [*] to repeat or [#] to continue
- > Press [*] to repeat or [#] to continue¹
- > Press [#] to inquire on other batches, [1] for main menu or [*] to exit

Touch Tone Credit Card Processing

Inquiries on Batch Detail*

Current Batch Detail (fax)

- > Press [3] then [2] then [1]
- > Input fax # and press [#]
- > Press [#] if correct or [*] if incorrect
- > Press [#] to inquire on other batches, [1] for main menu or [*] to exit

Current Batch Detail (audio)

- > Press [3] then [2] then [1]
- > Input fax # and press [#]
- > Press [#] if correct or [*] if incorrect**
- > Press [#] to inquire on other batches, [1] for main menu or [*] to exit

Previous Batch Detail (fax)

- > Press [3] then [2] then [2]
- > Input fax # and press [#]
- > Press [#] if correct or [*] if incorrect
- > Press [#] to inquire on other batches, [1] for main menu or [*] to exit

Previous Batch Detail (audio)

- > Press [3] then [2] then [2]
- > Press [#]
- > Press [*] to repeat or [#] to continue¹
- > Press [#] to inquire on other batches, [1] for main menu or [*] to exit

Other Batch Detail (fax)

- > Press [3] then [2] then [3]
- > Input fax # and press [#]
- > Press [#] if correct or [*] if incorrect
- > Input month, day, year batch was settled and press [#]
- > Press [#] if correct or [*] if incorrect
- > Input batch GBOK control # and press [#]
- > Press [#] to inquire on other batches, [1] for main menu or [*] to exit

Other Batch Detail (audio)

- > Press [3] then [2] then [3]
- > Press [#]
- > Input month, day, year batch was settled and press [#]
- > Press [#] if correct or [*] if incorrect
- > Input batch GBOK control # and press [#]
- > Press [*] to repeat or [#] to continue¹
- > Press [#] to inquire on other batches, [1] for main menu or [*] to exit

Card Inquiry on Current Batch

- > Press [3] then [3]
- > Input card # and press [#]
- > Press [*] to repeat or [*] to continue²
- > Press [1] for main menu or [*] to exit

* Additional fees may apply to the inquiry system. Please contact your sales representative for details.

¹ The ARU will repeat until all batch totals/details are played.

² The ARU will repeat until all card details for card number are played.





MerchantConnect

The Online Window To Your Payment Processing Account

MerchantConnect is your one-stop destination for online customer service. It contains everything you need to manage your electronic payment activity:

My Account

Manage your account online. View statements, view or update your profile, request new products and track equipment shipments.

My Reports

Provides you with timely and secure accounting information such as deposit summaries, transaction activity, chargeback and retrieval status and more.

Support

Find resource information about transaction processing, industry mandates, product support and practical tips to help improve your bottom line.

Getting Started Is:

Fast, Easy, Secure And Free!

Go to www.MerchantConnect.com