PROCESS FOR TELEPHONE/VOICE AUTHORIZATION OF CREDIT CARD TRANSACTIONS

I. Date of Initiation/Revision


II. Process Classification
UR Central Administration supported by Treasury

III. Process Summary
This document identifies the contact information and telephone numbers for manual credit card transaction authorization.

IV. Related Policies
Credit Card Policy
Guidelines for Credit Card Fraud
Guidelines for Security of Card Not Present transaction

V. Delegation of Authority
The Office of the Senior Vice President for Administration and Finance and CFO has delegated authority for this process to the Office of Treasury.

VI. Process Statement
The purpose of this process is to identify the contact information and telephone number for merchant terminal locations to contact in the event a manual telephone authorization is necessary for Discover Card, Visa or MasterCard.

VII. Definitions
CID is a Card ID which is the three extra digits at the end of the card number, on the back of the card in or near the signature panel. This is personally indentified information, do not request from cardholder.

VIII. Responsibilities
Each office that maintains merchant card processing will maintain the contact information and telephone numbers for authorizing credit card transactions on a manual basis. The contact information and credit card numbers are included for Visa, MasterCard and Discover Card.

IX. Process
This process applies to Visa, MasterCard and Discover Card transactions that require a manual or verbal authorization. A manual or verbal authorization is necessary for a transaction where the card does not swipe or the card is not present.

Call Voice Authorization at 1-866-484-9137.
Live operator will request:
- Merchant ID: 67494105-XXX-X
- Amount
- Credit card number
- Expiration Date
- Live operator will provide a 6 digit authorization code.

Please process the transaction through a credit card terminal or Paypal/Verisign the same day of authorization to assure collection and to minimize credit card fees.

Note: If customer/patient is using a debit card, the authorization will hold funds on the customer’s account for 7-10 days. If UR does not process a sale on the customer’s card, it will automatically come off their account at the end of the 10 day period. If UR does process a sale to customer’s debit card, the authorization will disappear and the sale will appear.