



# UNIVERSITY OF ROCHESTER

## PROCESS FOR TELEPHONE AUTHORIZATION OF CREDIT CARD TRANSACTIONS

### I. Date of Initiation/Revision

May 16, 2006, April 6, 2007

### II. Process Classification

UR Central Administration supported by Treasury

### II. Process Summary

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

### IV. Related Processes

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.

### VIII. Responsibilities

Each office that maintains a credit card terminal for processing credit card transactions 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 Discover Card, Visa and MasterCard.

### IX. Processes

Contact the appropriate Customer Authorization Center for Discover Card, Visa or MasterCard as follows:



Call the Authorization Center at 1-800-347-1111.



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Note: If when calling the Authorization Center, the authorization decision is provided by a Merchant Services Representative rather than our automated service, you will be charged a fee.

Provide the following information for each voice authorization request:

- Merchant Account number assigned to you (15 digits).
- Card Account number (16 digits).
- CID, as described in Section 4.4.1.2 of your merchant agreement. (Three extra digits at the end of the card number, on the back of the card)
- Card expiration date (4 digits: mmyy).
- Dollar amount of transaction including tax and tip (dollars and cents) followed by the # sign.

If authorization approval is granted, you will be given an authorization approval code. Write this code in the appropriate box on the Sales slip or complete a force sale entry following the procedures supplied by your terminal provider and obtain an imprint of the Card.



Call the Voice Authorization Center at 1-800-884-1167.

The Voice Authorization Center can assist with the following:

- Voice authorizations for referral responses
- 1-800-843-1167,
- Option \*2,\*2 for a live operator

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.