

Automated Response Unit - ARU

Quick Reference Guide



ACCEPT
CREDIT CARDS

AT ELECTRONIC MERCHANT SYSTEMS INC.

1-800-476-5020 • www.elect-mer.com

Touch Tone Credit Card Processing

(866) 401- 4853

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:
 - 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 number
 - 4-digit expiration date
- > The ARU system settles your batches electronically, therefore, there is no need for paper deposits.

TO ACCESS MAIN MENU

Access to main menu is required for all ARU transactions

DIAL: (866)401-4853

- > Press [1]
- > Input Merchant ID Number and press[#]

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(with AVS)

- > Press[1] then[2]
- > Input card number
- > Input 4-digit expiration date
- > Input dollar amount and press [#]
- > Input numeric portion of street address
- > Input 5- or 9-digit zip code
- > Press[#] if correct, [*] if incorrect
- > Press[#] for additional authorizations
[1] for main menu
[*] to exit

FORCE

- > Press[1] then[3]
- > Input card number
- > Input 4-digit card number and press[#]
- > Press[#] if correct, [*] if incorrect
- > Input numeric authorization code and press[#] (If alphanumeric, Press[0])
- > Press[#] for additional authorizations
[1] for main menu
[*] to exit

AUTH ON FOREIGN SHIPMENTS

- > Press[1] then[4]
- > You will be transferred to an operator for further assistance

Quick Reference Guide

ARU

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[#].
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.

ADJUSTMENT

CREDIT (Refund)

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

VOID A SALE

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

VOID A CREDIT

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

BATCH SETTLEMENT

MANUAL SETTLE

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

AUTO SETTLE

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

ADDRESS VERIFICATION SERVICE

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

INQUIRIES ON BATCH TOTALS

CURRENT BATCH TOTALS (fax)

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

CURRENT BATCH TOTALS (audio)

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

PREVIOUS BATCH TOTALS (fax)

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

PREVIOUS BATCH TOTALS (audio)

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

OTHER BATCH TOTALS (fax)

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

OTHER BATCH TOTALS (audio)

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



INQUIRIES ON BATCH DETAIL

CURRENT BATCH DETAIL (fax)

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

CURRENT BATCH DETAIL (audio)

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

PREVIOUS BATCH DETAIL (fax)

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

PREVIOUS BATCH DETAIL (audio)

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

OTHER BATCH DETAIL (fax)

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

OTHER BATCH DETAIL (audio)

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

CARD INQUIRY ON CURRENT BATCH

- > Press[3] then [3]
- > Input card number and press[#]
- > Press[*] to repeat
[*] to continue 2
- > Press[1] for main menu
[*] to exit

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



Accept Credit Cards Online Reporting

The Online Window To Your Payment Processing Account

Accept Credit Cards website, with online reporting, 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, get information on new products, services and equipment.

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.

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