

# Automated Response Unit - ARU

## Quick Reference Guide



**ACCEPT**  
**CREDIT CARDS**

AT ELECTRONIC MERCHANT SYSTEMS INC.

1-800-476-5020 • [www.elect-mer.com](http://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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