



24/7 HOTLINE -
SERVICE AVAILABLE
AROUND THE CLOCK

authorisation service

Information

With us, quality service never takes a break: our authorisation service enables you – round the clock, 365 days a year – to verify whether a certain card can be charged a particular amount.

When do it need the authorisation service?
There are situations where you might not be certain whether a card can be charged a particular amount – for example:

- Transactions that have to be entered manually because, for instance, communications are disrupted (if no online authorisation via the terminal is possible).
- Unusual card usage patterns; the terminal display will prompt you to obtain additional identification to prove that the cardholder is legitimate.

You will then receive an authorisation number and the credit card will be charged the requested amount, or the request will be denied. However, receiving an authorisation number is no guarantee that the customer is the legitimate cardholder.

Important: if entered following a transaction, be sure to enter the authorisation number via the terminal or provide it when sales receipts are sent.

YOUR BENEFITS

- Available round the clock thanks to direct dialling to the authorisation system.
- Menu functions available which use tone dialling or speech (German, English, French and Dutch).
- Time saving: dial entry during message possible.
- Carry out multiple authorisation requests with just one call.

HOW A REQUEST WORKS:

Before the call

Please be sure to have the following information at hand when calling:

- Your nine-digit contract partner number
- The 16-digit card number and name of the cardholder (note: 19-digit numbers will soon be possible)
- The expiry date on the card (MMYY)
- The amount to be authorised (to two decimal places)
- E-commerce and mail order: the three-digit card security code (last three digits in the signature box on the back)

The call

Following the authorisation request, you are guided through the questions step by step. You can choose whether to answer using tone dialling or with spoken answers. The process in detail:

1. 'Please enter your contract partner number.' This nine-digit number begins with

- 15 for MasterCard®...
- 14 for Visa...
- 57 for Diners Club/Discover...
- 53 for JCB...
- UPII

2. 'Please enter the 16-digit card number.'

The embossed figures can be found on the front of the card.

3. 'Now please enter the four-digit expiry date of the credit card.'

The expiry date of the credit card can be found in the lower portion. Sample entry: July 2015 is entered as '0715'.

4. 'If you would like to cancel an amount, please press 3.'

If you are requesting an authorisation, do not respond here – the process will continue shortly.

5. 'Now please enter the amount, including two decimal places.'

€ 123.45 is entered as 12345 – without a full stop.

6. 'Is the amount € XX.XX correct?'

Please enter '1' for 'yes' or '2' for 'no' (or say 'yes' or 'no'). Would you like the amount in a different currency? Then press '2' or say 'no'.

7. 'Would you like to enter the card security code?' (not required)

Enter the three-digit security code after pressing '1' or saying 'yes'. Pressing '2', saying nothing or saying 'no' will cause this step to be skipped and an authorisation request to be initiated.

You will then be given an authorisation number. If a security check is carried out, you will be forwarded to a staff member or the request will be denied. You can begin another authorisation request directly thereafter.

Would you like the last message repeated? Then press '#' or say 'repeat'. You can call up the help function by pressing the * key or saying the word 'help'.

Concardis authorisation service

Phone: +49 69 7922-2211



NEXI GERMANY GMBH

Helfmann-Park 7, 65760 Eschborn, Germany

Phone: +49 69 7922-4060

E-Mail: serviceDE@nexigroup.com

www.nexi.de

NEXI AUSTRIA GMBH

Aredstraße 13/5, 2544 Leobersdorf, Austria

Phone: +43 800 400-888

E-Mail: serviceDE@nexigroup.com

www.nexi.at