

# Check Payments by Telephone

## 1 Consumer Places Order by Phone



### Verbal Authentication

- The consumer is authorizing a debit against his account as the method of payment.
- Consumer's name
- Amount of the payment.
- Date of the conversation.
- Date the payment will be withdraw from the consumer account (date of the settlement).
- A customer service phone number accessible during normal business hours.

## 2 Order Recorded on Tape



Records Consumer's authorization retaining records for 2 years.

If the conversation is not recorded with retention for 2 years. The merchant **MUST** mail a written notice to the consumer advising him of the above information.

It must be mailed prior to the settlement date **AND** a copy of the notice retained for the same 2 year period.

## ACH Transaction files

Security: 128 bit SSL encryption



Returned Items File



## 4 ACH payment software

- ✓ Bank routing number validated
- ✓ Security: User ID and Password with biometric fingerprint option

## 3 MICR Keyboard Data Entry



- Bank routing number
- Consumer bank account number
- Amount of transaction
- Date of transaction
- Consumer name and reference number are optional.

## 5 ODFI



## 6 Federal Reserve



## 7 Bank debit/credit

Debit - 24-48 Hour Settlement

Credit - 24-48 Hour Settlement