

Checks-By-Phone | Program Description



Checks-By-Phone enables merchants to accept and process checks from their customers over the phone.

Features

Guarantee Option	Guaranteed funding is available. Merchant will be funded even if check returns. Merchant is required to utilize a Virtual Terminal to input transactions. (Not available for File Processing.)
Verification Option	A sophisticated fraud detection service that verifies consumer against a national negative database for outstanding returned checks.
Recording Service Option	Use your own recording service, or our hosted voice authorization recording services are available at competitive rates. (Application in the Checks-By-Phone Service Agreement package)
Virtual Terminal	Web based interface allows processing through a PC and eliminates the expense of physical terminal hardware. Multiple Virtual Terminals/ Gateways are supported. (See Compatibility Sheet for options.) Supports multiple users.
Online Reporting	Web based reporting provides full transaction tracking with many features. Reconcile billing, view statements, transaction history, fast access to batch detail and much more.

Benefits

- Businesses of any size can safely accept checks over the phone
- Eliminates paper check handling costs
- Funds are ACH'ed
- Guaranteed Funds when processed via Gateway
- Accept personal checks
- Free, centralized and detailed online reporting of all activity

3 Options for Transaction Submission to Processor

1. Checks-By-Phone Virtual Terminal	2. File Processing	3. Certify Merchant Software to Processor
Guarantee or Non-Guarantee	Non-Guarantee Only	Guarantee or Non-Guarantee
Online web interface that Merchant will use to initiate each transaction.	Merchant transmits a batch file to Processor with consumer's transactions	Code your existing Gateway or Shopping Cart to connect to Check Processor using web services API.
Supports all major internet browsers	Processor to provide data specs	Processor to provide data specs
	Multiple file formats and transmission methods supported	Merchant will code internal system to communicate with the check processor
		Only recommended for large merchants with internal IT resources

Ideal Merchant Types

- **Utility Services:** Water, Power, Phone, Cable
- **Insurance Offices**
- **Call Centers:** Sales, Customer Service, and Bill Payment call centers

Merchant Options for Voice Authorization Recording

1. Existing Voice Recording System

Merchant may utilize existing voice recording system.

See Sample Script for required recorded information.

Processor may request copies of specific authorization recordings regularly.

2. Checks-By-Phone Recording Service

Processor to provide authorization recording service for Merchants

Additional fees apply:

- \$.30 per minute
- \$25 Recording Service Monthly Fee

NOTE: If Merchant does not record Verbal Authorization, then the Customer's Written Authorization is required.

Initiating a Transaction

- Customer calls merchant to make check payment by phone.
- Merchant MUST obtain customer's recorded verbal or signed written authorization form.
- Merchant enters customer's information and amount of payment/sale in the Checks-By-Phone virtual terminal.
- Merchant retains customer information (voice or written authorization) for two (2) years. If using the hosted recording service, ".wav" files will be automatically saved and stored for the required time period.
- Transaction will decline if verification determines the customer is flagged in the national negative database for outstanding returned checks.

Merchant Funding & Guarantee

- Funds are electronically deposited in Merchant's account in 7 business days.
- Maximum check limit of \$1,000. (Inquire with the Sales Department for higher check limits.)
- Program can be configured for Guarantee or Non-Guarantee.

Requirements for Setup

- Checks-By-Phone Merchant Agreement
- Copy of Merchant's Voided Check
- Merchant Information Form
- Sample of Merchant's sales materials
- Copy of Merchant's warranty/refund policy
- Copy of Phone Authorization Script or written authorization form to be used
- Recording Service Agreement (if applicable)

Merchant Guidelines

- Use a certified Checks-By-Phone virtual terminal or establish File Processing procedure
- Process only personal checks
- Merchant must obtain customer's authorization using either recorded verbal authorization or a signed ACH Authorization Form
- No outbound telemarketing calls to customers unless there is a pre-existing relationship with the consumer

Demo Site

For a demonstration of the Checks-By-Phone virtual terminal

visit www.Demo.EFTchecks.com

Username: democheckbyphone

Password: 123letmein

Restriction of Use

Processor's Checks-By-Phone Service is not applicable for Telemarketing businesses (or the like) in which the primary function of the business is outbound sales calls. Unacceptable businesses for this program include Cold-Calling, "Boiler Rooms," Mail Order Marketing, Credit Repair and/or Credit Establishment Opportunities, Vacation and/or Benefit Packages, and Investment Opportunity Operations in which there is no pre-existing relationship between the Merchant and the Consumer whereby Merchant is engaging primarily in Outbound Call and/or Outbound Mail activity to initiate a Checks-By-Phone transaction. If Merchant violates this agreement by participating in such business practices, Processor shall immediately hold all merchant's funds, cancel this agreement, debit Merchant's account for all returns, and take other legal action as deemed necessary by Processor's legal counsel, the Federal Trade Commission, and The United States Postmaster General, and/or NACHA (National Automated Clearing House).