

# Tele-Silver Program

**Consumer WILL NOT write an actual check.  
-Completed ACH Form is all that is required-**

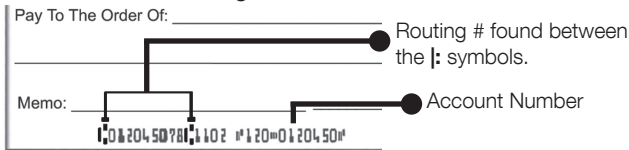
## How to process a transaction:

1. Dial 1-866-750-0270
2. Enter "PIN" number, then press # key.
3. Enter 9-digit bank transit routing number, then press # key.
4. Enter checking account number, then press # key.
5. Enter amount of check, including dollars and cents, then press # key. Example: For \$19.34 press **1934#**.
6. Confirm amount is correct and press #.
7. If approved, an authorization number will be provided. **Write this number on the ACH Authorization Form.**

## **How to VOID or REVERSE a transaction:**

Fax completed **Merchant Reversal Form** to  
**850-344-4481**

### **Where to find routing and account numbers on check.**



For Authorization: **866-750-0270**  
Fax ACH form to: **850-344-4486**  
Customer Service: **888-481-0757**

# Tele-Silver Program

## **Requirements:**

- Must verify consumer's picture ID (ie: Driver's License)
- Receive valid Authorization #.
- ACH Authorization Form must be completed in full.
- ACH Authorization Form must be faxed to processor within 72 hours.

**NOTE:** See Merchant Agreement terms and conditions for complete Guarantee requirements.

## **Checking accounts not acceptable for processing:**

Temporary checks	Cashier's checks
Credit card checks	Money Orders
Third party checks	Payroll checks
Checks written to employee or self	
Payable Through/Equity Line/Loan checks	
Checks drawn on banks outside of the USA.	

## **ACH Authorization Form:**

1. Complete all fields on ACH Authorization Form.
2. Consumer must sign and date the form.
3. Consumer keeps yellow copy.
4. Fax the completed form within 72 hours of approval.
5. Keep ACH Authorization Form on file for 2 years.

For Authorization: **866-750-0270**  
Fax ACH form to: **850-344-4486**  
Customer Service: **888-481-0757**