Merchant Services and Technical Support: 844.309.7610
Call for statement, billing, chargeback, interchange, general service, point-of-sale (POS) terminal and PC software questions.

Voice Authorizations: 800.991.9911
Call to receive manual voice authorizations for sales when your POS terminal or software does not work properly. Be sure to have your Merchant ID # from your terminal sticker.

Merchant Activation Team (MAT): 877.291.4652
Activating your merchant processing account is easy. Contact us and we will get you up and running right away.
Address Verification System (AVS codes)

Code definition explanation

Y = Exact match (V/M/A) partial match (D) street address and ZIP match, street address matches only
A = Partial match (V/M/A) exact match (D) street address matches, ZIP does not, street address and ZIP match
Z = Partial match (V/M/D/A) ZIP matches, address does not
N = No match (V/M/D/A) street address and ZIP does not match
U = Unavailable (V/M/D/A) not available for given account # or their bank does not offer AVS
R = Retry (V/M) issuer AVS not available at current time
S = Unavailable (V/M/A) not available for given account # or their bank does not offer AVS
W = Partial match (M) unavailable (D) 9 digit ZIP code matches, street address does not match.
X = Exact (M/D) street address and ZIP match
E = Error occurred
C = Merchant did not key in AVS info
G = Unavailable (V/M) international issuer not participating in AVS

VISA IAVS codes

International AVS codes

B = Street address match, postal code does not match
C = Street address and postal code not verified
D = Street address and postal code match
I = Address information not verified
M = Street address and postal code match
P = Postal code match, address not verified – incompatible format