

**worldpay**  
from FIS

# MERCHANT SERVICES QUICK REFERENCE CARD

## **Merchant Services and Technical Support:**

Call for statement, billing, chargeback, interchange, general service, point-of-sale (POS) terminal and PC software questions.

**844.309.7610**

## **Voice Authorizations:**

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.

**800.991.9911**

## **Merchant Activation Team (MAT)**

Activating your merchant processing account is easy. Contact us and we will get you up and running right away.

**877.291.4652**

## 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