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## Simple Steps to Safer Key-Entered Transactions



### Can't swipe the stripe?

It could just be a de-magnetized card... or maybe not.

It's up to you to put more action into your key-entered transaction to avoid the possibility of counterfeit fraud.

### If you suspect fraud, make a Code 10 call.

- ✓ Call your voice authorization center and say "I have a Code 10 Authorization request."
- ✓ Follow the operator's instructions if you can do so safely.

### When the Stripe Won't Swipe

- 1 **Check the terminal** to make sure it is working properly. If the terminal is okay and the problem appears to be with the magnetic stripe, follow your company procedures for key-entered transactions. Be sure to check the card security features and match signatures (Steps 2–5 below).
- 2 **Check the card's "good thru" or "valid thru" date** to be sure the card hasn't expired. If the card has a "valid from" date, be sure the card isn't being used before it is valid.
- 3 **Get a manual imprint** of the card.
- 4 **Ask the customer to sign** the imprinted sales draft.
- 5 **Compare the signature** on the card with the signature on the sales draft to be sure they match. Do not accept an unsigned card!

Ask the cardholder to sign the card in your presence, and to provide government I.D. (driver's license or passport). Compare the signatures on the transaction receipt, the card, and the additional identification.

If you suspect fraud, make a Code 10 call.

