

Voice Authorizations

How to Process a Sale Over the Phone

In some cases, merchants may receive an on-screen prompt from the point of sale (POS) to obtain a voice authorization in order to complete a sale. You will need to call Shift4's easy-to-use voice authorization tool to complete the transaction using the steps below.

To authorize a sale over the phone, follow these steps:

1. Call **800.291.4840**
2. Press **"1"** for English or **"2"** for Spanish
3. Enter the **Merchant ID**: This is your 12-digit Shift4 account number (example: 00+0012345678)
4. Enter the business **ZIP Code**
5. Enter the **transaction code**: Press **"1"** to proceed with the sale
6. Enter the **account number** (the full credit card number) and press **"#"**
7. Enter the four-digit expiration date and press **"#"**
8. Enter the **amount** of the transaction (e.g., enter 2-0-0 for \$2.00)
9. Confirm the amount: Press **"9"** to confirm or **"6"** to re-enter
10. If the transaction is successful, you will be given a reference number
11. If desired, you can process additional transactions authorization.

For more information, contact our 24/7/365 Customer Support team at 888.857.9571 (option 2) or email support@shift4.com.