



## Decline Codes Glossary

Hold	Lost or stolen card; retain the card if you can
Declined	Issuing bank declines authorization; do not run the transaction again
Call Center	Follow instructions for Voice Authorization on reverse side
Call Center 08	Request personal identification from customer before accepting card
Exceeds Limit	Transaction exceeds withdrawal amount or frequency limit
Invalid Amount	Authorization must be for at least \$1
Invalid Card	Card number entered is invalid or magnetic strip is damaged
Invalid Tran	Incorrect transaction attempted
Restricted Card	Card not eligible for transaction
Issuer Not Avail	Card network is down, see Store & Forward Guide

### Contact Information



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VeriFone V<sup>x</sup> 570

Voice Authorization Information  
the Bank Number you will be asked for is 089900

  Merchant Number: \_\_\_\_\_  
800-944-1111 \_\_\_\_\_

 Merchant Number: \_\_\_\_\_  
800-528-2121 \_\_\_\_\_

 Merchant Number: \_\_\_\_\_  
800-347-1111 \_\_\_\_\_



PINNACLE PROCESSING GROUP, INC.

24/7 Local Support  
**206-436-0505**

Toll-Free 877-850-7309



# Quick Reference Guide



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