

**worldpay**  
from FIS

# DEALERSHIP QUICK REFERENCE CARD

**Call the Dealer Assist Line for ReyPAY® support at 866-304-4279.**

**Select option 1 and then 3 for Reynolds. Select option 2 for Worldpay Dealer Assist.**

For your convenience, the team is available 24/7/365 and is prepared to help you with a variety of needs, including:

## **Dealership activation support:**

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

## **Dealership services and technical support:**

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

## **Voice authorizations:**

Call to receive manual voice authorizations for sales when your POS terminal or software does not work properly.

## 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