how can we help you?

perform DebiCheck transactions for Authenticated Collections.
Authenticated Collections

1. Press ‘Enter’ (green key) on the keypad to display the list of transactions.
2. Use the directional keys to navigate to Authenticated Collections.
4. Enter supervisor ID and press ‘Enter’.
5. The screen will display a ‘Pass terminal to client’ message.
6. The screen will display a ‘Contract Reference Number’ message.
7. Cardholder must enter the contract reference number (found on the contract between the merchant and cardholder) and press ‘Enter’.
8. The screen will display an ‘Account Number’ message.
9. Cardholder must enter account number and press ‘Enter’.
10. The screen will display an ‘Identification Number’ message.
11. Cardholder must enter identification number and press ‘Enter’.
12. The screen will display a ‘Maximum Collection Amount’ message.
13. Cardholder must enter maximum collection amount and press ‘Enter’.
14. Cardholder must swipe or insert card.
15. Cardholder must enter PIN and press ‘Enter’.
16. Cardholder will be prompted to remove the card from the Speedpoint® device.

Approved transactions: If the transaction has been approved a ‘Would you like a receipt’ message will be displayed on the screen. Press ‘Enter’ to print a cardholder receipt. If ‘Enter’ is not selected, only a merchant receipt will print. Cardholder will be prompted to return the Speedpoint® device.

Declined transactions: If the transaction has been declined, a ‘Declined’ message will appear on the screen and the cardholder will be prompted to return the Speedpoint® device. The reason for the decline will appear on the receipt. If the problem persists contact the FNB Merchant Services Help Desk on 087 575 0012.
For more information, contact us:

FNB Merchant Services Help Desk: 087 575 0012