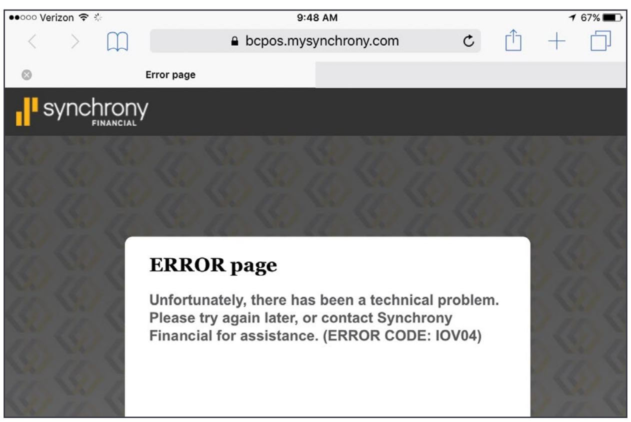
Synchrony TRANSACT™

Top 12 Hints for Using Synchrony Transact

To help you get the most out of Synchrony Transact, we've collected the most common tips to keep your Synchrony Transact experience easy and efficient, so you can keep focusing on what matters most—your customers and your business.

Error Code IOV04

Tip 1

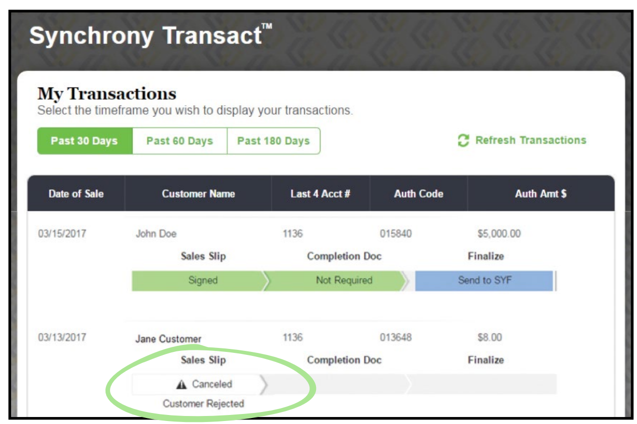


If you receive an IOV04 message and the user has not logged into Transact for 90 days or more, the Business Center administrator must re-register that user's device. For all other IOV04 errors, call your inside sales representative at 877-891-9803.

For other technical errors, please contact the Synchrony Merchant Services at 1.888.222.2176, option 3 then option 1.

Sales Slip Canceled

Tip 2



If the customer cancels a sales slip and you see this message on the Transaction Status screen, call Merchant Services to cancel the existing authorization and start a new sales slip via Synchrony Transact or paper.

Quick Reminders

Tip 3

Device Registration and Cookies

Synchrony Transact uses cookies, so it is important to use the same browser for registration and all future access. Be sure that cookies are enabled, and do not clear your cookies or switch to private mode. This will delete your data and require re-registration of the device.

Tip 4

Device Activation Password

When entering a password to activate a device pay close attention to zeros and Os, ones and Is. They look similar and using the wrong one will prevent users from completing activation.

Tip 5

Digital Sales Slip from Business Center

If you want to resend or create a digital sales slip from Business Center, you must also register that same device on Transact. Complete the registration the same as you would any other device. Once registered, go to Transaction Status in Business Center and click on the link " Start a Digital Sales Slip" to create a digital sales slip for any customer. From this same location you are able to resend a sales slip, and if needed, update the email address before sending.

Tip 6

Date of Birth Accuracy

Use caution when entering the date of birth used for verification. If it is incorrect it cannot be changed. The cardholder must use the date of birth entered on the sales slip or the Contractor should cancel the sales slip and create a new one. If the cardholder fails the DOB identity verification, the status of the transaction will update to resend.

Tip 7

Sales Slip Character Rules

When completing a sales slip only alpha-numeric characters should be entered—do not use special characters in model number or description.

Tip 8

Pending Application Status

If an application is returned with a Pending Status, call the number listed on the screen to contact Synchrony to obtain a final status: approved or declined. Action must be taken within four hours or the application will be declined.

Tip 9

Customer Did Not Receive Sales Slip

If customer says they did not get the emailed sales slip:

- 1st Customer should check their SPAM file.
- 2nd Contractor should verify email address with customer, make corrections and resend.
- 3rd Remind the cardholder that the email will come from Synchrony Bank's Customer Service. *(customerservice@mail.synchronybank.com)*

Tip 10

Correcting a Customer Email Address

An incorrect email address can be corrected. If the status is "Sent to Customer," the Transact user can update the email address and resend the sales slip, or simply resend the sales slip to the same email address if no updates are required.

Tip 11

Customer Sales Slip Emails

Contractors can only email a sales slip to a customer twice in a 24-hour period.

Tip 12

There are Two Steps to Accept eConsent

When confirming a transaction Consumers must complete two steps. First, they must click on the gray X next to the consent language and then click "Accept" at the very bottom of the screen. If they miss the clicking on the gray X they will be unable to complete the transaction.

More Questions? We can help.

Watch the Synchrony Transact Training Videos at: toolbox.mysynchrony.com/transact.
Call Synchrony Merchant Services at 1-888-222-2176, option 3 then option 1.
Contact your Synchrony Financial Sales Representative.

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