

Authorisation Process

An authorisation is required when a Farmlands Card is:

- presented as payment and the sale price is over \$10,000.00 (GST Inclusive) or
- accepted over the phone or email at the time of purchase. All “Card not present” transactions require an authorisation.



Follow these easy steps:

1

Phone the Farmlands Customer Experience Team on **0800 200 600** or email **ask@farmlands.co.nz** with “Authorisation Request” in the email Subject Header.

2

Please provide:

- 9 or 16 digit Card number or 9 digit Account number
- Cardholder or shareholder Account name
- Transaction type; Card Present or Card not Present
- Your Card Partner number
- Total purchase price (inc GST)
- Your name and contact phone number
- Your email address (when calling)
- Details of the purchase

3

When approved, an authorisation number will be provided including an email confirming the approval or declined status. If the request cannot be approved immediately, a Farmlands representative will respond either the same day or next business day.

4

Please provide the Card/Account number, Customer Name, along with the authorisation number on your invoice forwarded to Farmlands for payment.

Card Functions



- A 16 digit Card number
- B Shareholder Account name
- C Cardholder name
- D 9 digit Card number
- E Expiry date

- F Card owner's signature
- G CVV – Internet Security
- H Barcode – 9 digit Card number

If you have any reason to question the validity of the Card or the identity of the person holding the Card, please phone Farmlands on **0800 200 600** or email **ask@farmlands.co.nz** if outside of business hours.