



MOTO Payments

- My customers pay over the phone
- An operator or IVR guides them through each transaction.

How do I accept card payments?

Your customers pay with their card numbers/details they provide your staff or IVR over the phone. This is known as a **Mail Order** or **Telephone Order (MOTO payments)**.

What do I do now?

Once-off MOTO payments have no new regulations places on them by PSD2 so you should be able to continue as you have been up until now.

If you have queries about how your transactions are presented to the schemes please contact your Payment Service Provider (PSP)/Gateway and they will be able to let you know if you are processing MOTO payments correctly.

FAQ's

If you have further queries about PSD2 and how we might be able to help [here](#).



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