



## **Albert Accessibility Merchant Guide:**

### Making a payment in Accessible Mode tipping enabled - Transcript

Using text-to-speech technology, Albert has an Accessible Mode for customers who are blind or have vision loss. Here is a guide to using the accessibility features on Albert where tipping is enabled.

If a customer advises that they are blind or have vision loss, ask them if they wish to use Accessible Mode. If they say yes, confirm that they are familiar with the PIN entry gestures. If not, explain how to select each number.

Refer to the Accessibility Guides that were provided with your Albert terminal or visit [commbank.com.au](http://commbank.com.au) to obtain a copy.

Tap the Payment App.

Enter the amount in the Purchase Screen and tap OK.

Ask the customer if they wish to tip and if so, enter the amount or percentage they wish to tip.

Ask the customer if they wish to use headphones.

If yes, insert them into Albert. Accessible mode will immediately turn on.

If no, there are two other ways to turn on Accessible Mode.

You or your customer can swipe up from the bottom of the screen to the top with two fingers.

Or, tap the eye icon on the Card Presentation screen.



There are three accessibility options in Accessible Mode for the customer to choose from. These will appear as soon as the Accessible Mode is turned on. For tipping terminals, select Complete Transaction.

Here text to speech will tell the customer they have a choice. For a summary of gestures they can swipe left. Or to proceed with the transaction they can swipe right.

When they swipe right, text-to-speech will read out the purchase amount, tip and total.

Tell the customer to swipe, tap or insert their card. You may need to guide the customer to do this.

An accessible account selection screen will then appear.

If the customer is happy for you to select which account or application type they wish to select, read them out and make the selection the customer requires. You can do this by swiping right or left. Each swipe will see text to speech say the account or application type. Select by double tapping. If they wish, the customer can also do this themselves.

A PIN entry screen will then appear if required. It has a virtual keypad. Text-to-speech will read out the total payment amount. Ask the customer to enter their PIN using gestures.

Every time a customer starts to enter a digit of their PIN, a virtual cursor begins on 5 in the middle of the virtual keypad.

If selecting 5, the customer double taps with a single finger. To select a digit other than five, they use a single finger to move the virtual cursor around the keypad and select and submit their PIN.



For 2, the customer swipes up, then double taps the screen to submit the number 2. For 4, the customer swipes left, then double taps to submit. For 6, they swipe right, then double tap to submit. For 8, they swipe down, then double tap to submit.

For 1, the customer swipes up then swipes left, then double taps the screen to submit the number 1. For 3, the customer swipes up then swipes right, then double tap to submit. For 7, they swipe down then swipe left, then double tap to submit. For 9, they swipe down then swipe right, then double tap to submit.

For 0, the customer swipes down twice with a single finger and double taps the screen to submit 0.

For every successfully entered digit, a dot will display in the box. Text-to-speech will also advise the first digit was entered, the second digit was entered and so on.

To submit the PIN, long press anywhere on the screen with two fingers.

If the customer enters a wrong number, they can tap on the screen with three fingers to restart the PIN entry from the beginning.

Where a PIN is entered and submitted incorrectly, customers will have three chances to enter the right PIN.

For more information on how to use the Accessible Mode on Albert, you can also refer to the tutorial available on the terminal. The tutorial can be accessed from the Purchase Screen by either swiping down with two fingers from the top of the Albert screen or pressing the Merchant Context Menu button located in the back top right hand corner of Albert and selecting Accessible Mode.



If the transaction has been approved, text to speech will advise that the transaction has been approved, and will confirm the transaction amount and the account or application used. It will then advise the customer to remove their card if it was inserted into the chip card reader.

If the transaction has been declined, text to speech will advise that the transaction has been declined. It will then advise the customer to remove their card if it was inserted into the chip card reader.

If customers are uncomfortable using Accessible Mode, they can use Tap & Pay for purchases under \$100. Please advise the customer that the terminal will not read out the transaction total. If they require the total to be read out Accessible Mode will need to be turned on and Complete Transaction selected, then swipe right.

For more information go to [commbank.com.au/merchantsupport](https://commbank.com.au/merchantsupport).