



## **Albert Accessibility Merchant Guide:**

### Making a payment in Accessible Mode tipping not 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 not 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.

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 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. This is the recommended method.

Or, you can select Accessible Mode from the Merchant Context Menu at the Purchase Screen.

Slide the Accessible Mode on at the top.

If the customer informs you after the payment amount is entered that they are blind or have vision loss, you can select Accessible Mode at the Card Presentation Screen by pressing the eye icon. Please note, if this option is selected, text to speech will only



read the transaction total if you choose the Complete Transaction accessibility option from the three Accessibility options available upon entering Accessible Mode. If the other options are selected, for transactions over \$100 the total will only be read out on the PIN entry screen, whilst for transactions under \$100 the total will be read out after the transaction is completed.

The eye icon option is also available at the account selection screen. In this case for transactions over \$100 the total will only be read out at the PIN entry screen.

If the customer only informs you at the PIN entry screen that they are blind or have vision loss, the transaction will need to begin again with Accessible Mode turned on.

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