
Downtime processing



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Within your welcome kit bag you have been provided with the below items to process transactions when your terminal is offline:

- **CC201** (Reorder code 101) - Merchant Sales Voucher
- **CC203** (Reorder code 103) - Merchant Summary Voucher
- **Z760** (Reorder code 105) - Cards Accounting Reply Paid Envelope (LockBag)

Q. When should I use a Manual Voucher?

The general rule for use of manual vouchers are as follows:

- Your Merchant Terminal is damaged and unable to process transactions awaiting replacement.
- Your premises has suffered an outage with power and/or communications (Phone line, Broadband, Argent and/or GPRS)

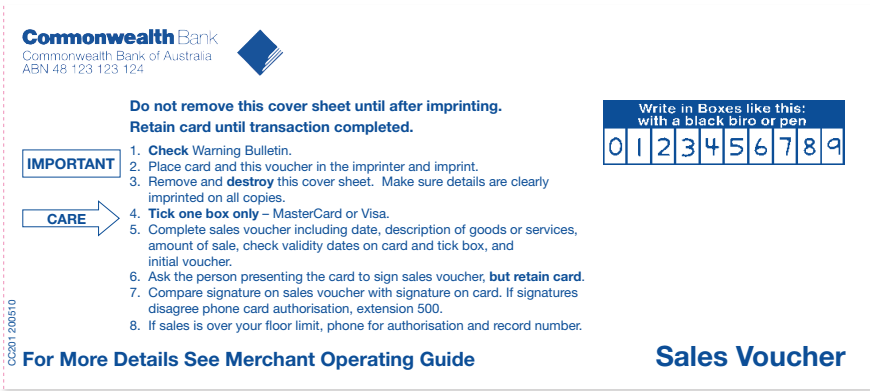
Please use manual vouchers only in the event where your EFTPOS terminal is offline.

Q. How can I manually process credit and debit card transactions?

CC201 - Merchant Sales Voucher to be used for processing Credit, Scheme Debit and EFTPOS (Debit) cards.

- Step 1:** Request the customer's credit or debit card to complete the transaction. Check that the card has not expired.

Step 2: The sales vouchers include a cover sheet (see image below). Before making the transaction, remove the top cover sheet and discard this.



The image shows a Commonwealth Bank sales voucher cover sheet. At the top left is the Commonwealth Bank logo and contact information: Commonwealth Bank of Australia, ABN 48 123 123 124. Below this is a blue diamond-shaped graphic. To the right of the logo is the instruction: "Do not remove this cover sheet until after imprinting. Retain card until transaction completed." Below this is a list of eight steps for using the voucher. To the left of the list are two callout boxes: "IMPORTANT" and "CARE" with an arrow pointing to step 4. To the right of the list is a grid of ten boxes for entering a PIN, with the instruction "Write in Boxes like this: with a black biro or pen" above it. At the bottom left is the vertical text "CC001 200510" and at the bottom right is the text "Sales Voucher".

Commonwealth Bank
Commonwealth Bank of Australia
ABN 48 123 123 124

**Do not remove this cover sheet until after imprinting.
Retain card until transaction completed.**

IMPORTANT

CARE →

1. **Check** Warning Bulletin.
2. Place card and this voucher in the imprinter and imprint.
3. Remove and **destroy** this cover sheet. Make sure details are clearly imprinted on all copies.
4. **Tick one box only** – MasterCard or Visa.
5. Complete sales voucher including date, description of goods or services, amount of sale, check validity dates on card and tick box, and initial voucher.
6. Ask the person presenting the card to sign sales voucher, **but retain card**.
7. Compare signature on sales voucher with signature on card. If signatures disagree phone card authorisation, extension 500.
8. If sales is over your floor limit, phone for authorisation and record number.

Write in Boxes like this:
with a black biro or pen

0	1	2	3	4	5	6	7	8	9
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CC001 200510

For More Details See Merchant Operating Guide

Sales Voucher

Step 3: On the left hand side of the voucher you will be required to provide the following details:

Business details:

- Merchant number – 5353109*****
- Terminal No (Optional)
- Trading name, Suburb
- Customer Card details:
- Card number
- Expiry Date
- Cardholders name

An example has been provided below to show how this should be completed.

5353109*****
Terminal no*****
Sample Trading
Sampletown
1234 5678 9123
01/99
John Citizen

Authorisation No. Day Month Year

Qty	Description	Dollars	Cents

Dept. **Sales Voucher** Total SA

Clerk Int. Cardholder's signature

VISA I acknowledge receipt for services and goods and liability for charges as recorded hereon.

Please retain to check against your statement

Cardholder copy

Step 4: Once you have provided the details on the left hand side of the voucher, continue to complete the allocated fields on the right hand side

- Authorisation No. if amount is above floor limit
- Date
- Description (optional)
- Cost
- Total
- Tick box if card is VISA or MasterCard
- If EFTPOS card please write either SAV DEB or CHQ DEB on the bottom.

Step 5: Provide the completed voucher to the customer to sign

- Verify Signature - If signature does not match the back of the card, request another form of identification, e.g., Photo Id or call 132 636 - opt 1 for Ext 500

Step 6: Return the customer's debit or credit card and the yellow copy of the voucher as their receipt. You will need to retain the green voucher for your records for a minimum of 6 months.

Step 7: Inform the customer that the transaction will be processed from their account in approximately 5-7 business days.

Step 8: Prepare merchant summary once all vouchers are ready to be banked. Refer to the subsequent pages of this document for instructions on preparing Merchant summary voucher.

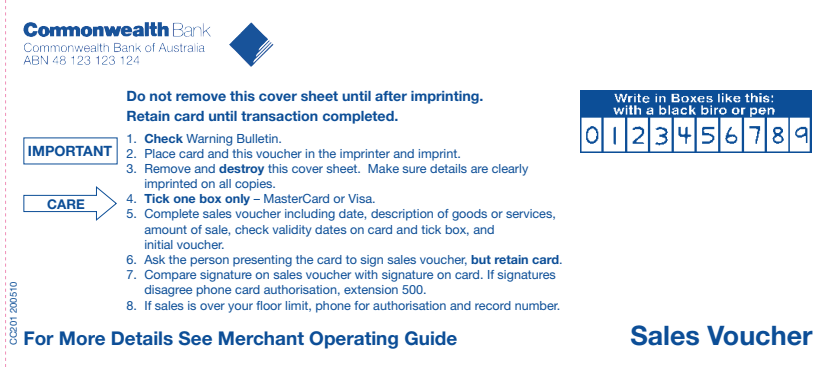
Step 9: Post the white bank copy and prepared merchant summary in the reply paid Locked bag envelope which has been provided in your kit bags within 3 business days.

Q. How can I process a refund?

CC201 - Merchant Sales Voucher to be used for processing all refunds.

Step 1: Request the customer's credit or debit card to complete the transaction. Check that the card has not expired.

Step 2: The sales vouchers include a cover sheet (see image below). Before making the transaction, remove the top cover sheet and discard this.



Commonwealth Bank
Commonwealth Bank of Australia
ABN 48 123 123 124

**Do not remove this cover sheet until after imprinting.
Retain card until transaction completed.**

IMPORTANT

CARE →

1. Check Warning Bulletin.
2. Place card and this voucher in the imprinter and imprint.
3. Remove and **destroy** this cover sheet. Make sure details are clearly imprinted on all copies.
4. **Tick one box only** – MasterCard or Visa.
5. Complete sales voucher including date, description of goods or services, amount of sale, check validity dates on card and tick box, and initial voucher.
6. Ask the person presenting the card to sign sales voucher, **but retain card**.
7. Compare signature on sales voucher with signature on card. If signatures disagree phone card authorisation, extension 500.
8. If sales is over your floor limit, phone for authorisation and record number.

**Write in Boxes like this:
with a black biro or pen**

0	1	2	3	4	5	6	7	8	9
---	---	---	---	---	---	---	---	---	---

For More Details See Merchant Operating Guide

Sales Voucher

CC201 200510

Step 3: On the left hand side of the voucher you will be required to provide the following details:

Business details:

- Merchant number – 5353109*****
- Terminal No (Optional)
- Trading name, Suburb

Customer Card details:

- Card number
- Expiry Date
- Cardholders name

An example has been provided below to show how this should be completed.

5353109****
Terminal no****
Sample Trading
Samletown
1234 5678 9123
01/99
John Citizen

Authorisation No. Day Month Year
Qty Description Dollars Cents
Dept. Clerk Int. Total SA
Cardholder's signature
I acknowledge receipt for services and goods and liability for charges as recorded hereon.

Validity date checked
Tick one only
VISA MasterCard

Sales Voucher

Cardholder copy

Please retain to check against your statement

Step 4: Once you have provided the details on the left hand side of the voucher, continue to complete the allocated fields on the right hand side

- Authorisation no field – Write “REFUND”
- Date
- Description – Provide a reason for refund
- Cost
- Total – Amount to refund
- Tick box if card is VISA or MasterCard
- If EFTPOS card please write either SAV DEB or CHQ DEB on the bottom.

Step 5: Provide the completed voucher to the customer to sign

- Verify Signature - If signature does not match the back of the card, request another form of identification, e.g., Photo Id or call 132 636 - opt 1 for Ext 500

Step 6: Return the customer’s debit or credit card and the yellow copy of the voucher as their receipt. You will need to retain the green voucher for your records for a minimum of 6 months

- Step 7:** Inform the customer that the transaction will be processed into their account in approximately 5-7 business days.
- Step 8:** Prepare merchant summary once all vouchers are ready to be banked. Refer to the subsequent pages of this document for instructions on preparing Merchant summary voucher.
- Step 9:** Post the white bank copy and prepared merchant summary in the reply paid Locked bag envelope which has been provided in your kit bags within 3 business days.

Q. How do I prepare summary for banking?

CC203 - Merchant Summary Voucher to be used for preparing summary of Credit, Scheme Debit, EFTPOS (Debit) cards and refunds. Please note vouchers are to be posted to CommBank within 3 business days of transaction date.

1. The summary vouchers include a cover sheet. Before preparing the summary, remove the top cover sheet and discard this.

Commonwealth Bank
Commonwealth Bank of Australia
ABN 48 123 123 124



Do not remove this cover sheet until after imprinting.

IMPORTANT

CARE →

1. Place your Merchant Identification Card and this voucher in the imprinter and imprint.
2. Remove and destroy this cover sheet. Make sure card details are clearly imprinted on all copies.
3. **Complete summary using the spaces provided.**
4. Enclose in Merchant Summary Carrier with maximum of 99 Sales/Credit Vouchers.
5. Retain copies of all vouchers sent with this summary for six (6) months.

Write in Boxes like this:
with a black biro or pen

0	1	2	3	4	5	6	7	8	9
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NO PINS 

NO STAPLES 

For More Details See Merchant Operating Guide

Merchant Summary

2. On the left hand side of the voucher you will be required to provide the following details:
 - Merchant number – 5353109*****
 - Bank Account number (optional)



5353109*****
 Bank Account number
 (optional)

List vouchers below or supply adding machine tape	Important		Day	Month	Year
	<input type="checkbox"/>	Cross this box if credit value is greater than sales			
	Voucher type	No. of items	Dollars	Cents	
	Sales voucher				
	Less credit vouchers				
	Merchant Summary		Total SA		
Total \$	Merchant's signature		This form and the vouchers herewith are legible and undamaged in any material respect.		

Merchant copy

Please retain with copies of all vouchers for six months

- Once you have provided the details on the left hand side of the voucher, continue to complete the allocated fields on the right hand side
 - List vouchers to the total value
 - Deduct any credit/refund vouchers from the sales total.
- Sign the voucher in the space provided.
- Enclose White bank copies of Sales Vouchers and the Summary Voucher in the Reply paid Locked bag envelope and post to (maximum of 30 Sales Vouchers can be used per Merchant Summary Voucher)

Commonwealth Bank of Australia
 Cards Accounting
 Reply Paid 492
 LIDCOMBE NSW 1825



Delivery Address:
 PO Box 492
 LIDCOMBE NSW 1825
Commonwealth Bank

No stamp required
 if posted in Australia



Commonwealth Bank of Australia
 Cards Accounting
 Reply Paid 492
 LIDCOMBE NSW 1825

2/20/2007

Other FAQs

What is a floor limit and how does it impact the manual voucher process?

Floor limits are the maximum amount that you can process when your EFTPOS machine is offline without asking for *authorisation*. The 'Floor limits' that apply to your business will have been provided in the letter which you received when your Merchant Facility was approved. Debit cards and credit cards have their own separate floor limits.

Please do not disclose these limits to your customers. If you are unaware what your limits are, please contact our 24 hours Merchant helpdesk team on **1800 230 177** for assistance.

How do I get an authorisation for transactions above my floor limit?

For Credit Cards/Scheme Debit (MasterCard/VISA) - 13 26 36

- **You will** be required to enter the last 7 digits of your Merchant Number. This can be found on the welcome letter or over the phone by contacting Merchant services helpdesk on **1800 230 177 (24/7)**

For Debit Cards - 1800 813 700

- You will need to provide the **8 digit** terminal number located on the top of your EFTPOS receipt.

How do I process vouchers when I don't have a CommBank account?

The process is now same for CommBank merchants banking with CommBank and CommBank merchants banking with other financial institutions.



Any issues or questions, please contact **1800 230 177 (24/7)** for assistance.

This guide is published solely for information purposes. Where this guide is inconsistent with the Merchant Agreement Terms and Conditions, the Merchant Agreement Terms and Conditions prevail to the extent of such inconsistency.

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