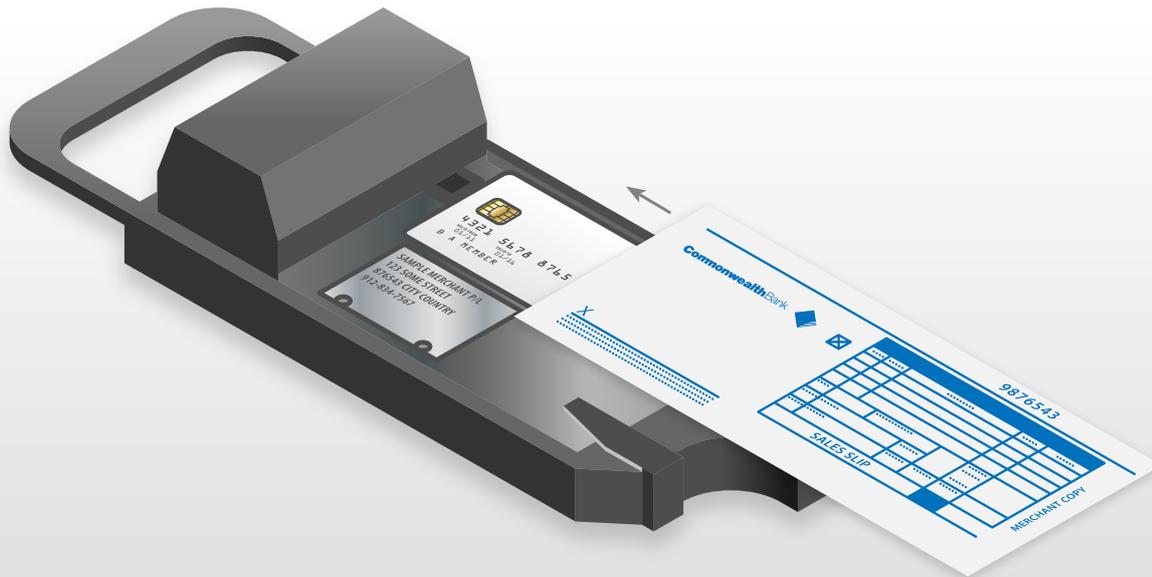




# Down time processing





## How can I **manually process** credit card transactions?

**1**

Firstly check that the card has not expired

**2**

Place the customer's card into the slot of the manual imprinter

**3**

Place the Sales voucher in the imprinter

**4**

Imprint the Card and remove both card & Sales Voucher from the Imprinter

**5**

Check Imprint details are clear on all copies

**6**

Complete voucher with the following details:

Auth# if amount above floor limit,  
Date, Description, Cost, Total ,  
Customers Signature,  
Tick box if card is VISA or MasterCard

**7**

Verify Signature - if the signature does not match, request another form of photo identification or payment (e.g. cash)

**8**

Give the customer their card and Yellow voucher as their receipt. You will need to retain the Green copy of the voucher (for a minimum of 6months). Enclose all vouchers in a Merchant Summary Envelope. Place in a Locked Bag envelope and mail to Locked Bag Cards Accounting Commonwealth Bank Reply Paid 74737 Parramatta, NSW 2124

**9**

Inform the customer that the transaction will be manually processed to their account in approximately 5-7 business days.





## How can I process a manual debit (EFTPOS) card voucher?

1

First Check that the card has not expired

2

Place the customer's card into the slot of the imprinter

3

Place the EFTPOS Downtime Voucher in the imprinter. Note: Do not remove cover sheet of voucher until imprint taken

4

Imprint the Card and remove / destroy cover sheet

5

Retain Card until transaction completed

6

Check Imprint details are clear on all copies

7

Complete voucher with the following details: Auth# if amount above floor limit, Date, Description, Cost, Total, Customers Signature, Tick box if card is Cheque or Savings

8

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

9

Give the customer their card and Yellow voucher as their receipt. You will need to retain the Green copy of the voucher (for a minimum of 6months). Place in a Locked Bag envelope and mail to Locked Bag Cards Accounting Commonwealth Bank Reply Paid 74737 Parramatta, NSW 2124

10

Inform the customer that the transaction will be manually processed to their account

**CommonwealthBank**  
Commonwealth Bank of Australia  
ABN 48 123 123 124

2266284

**Do not remove the 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
---	---	---	---	---	---	---	---	---	---

NO PINS 

NO STAPLES 

For more details see Merchant Operating Guide

**MERCHANT SUMMARY**

5353 109 9

**Credit Card Merchant Summary Envelope**

**CommonwealthBank**

Do not receive Bank stamp on voucher. Do not staple

If depositing to other bank account, please complete reverse and mail using merchant summary mailing envelope.

## How do I deposit my downtime/manual credit card vouchers?

1

Place the Summary Voucher in the Imprinter (Do not remove cover sheet of Voucher until imprint is taken)

2

Take an imprint and remove / destroy cover sheet

3

Check imprint details are clear on all copies

4

Complete the summary slip using the spaces provided

5

Enclose in a Merchant Summary Envelope all White bank copies of Sales Vouchers and the Summary Voucher (a maximum of 30 Downtime Vouchers can be used per Merchant Summary Voucher)

6

Clearly write your merchant number onto the Merchant Summary Envelope.

7

Retain the Green merchant copies of all vouchers sent with this summary for 6 months in case cardholder disputes transactions or a problem occurs with banking.

8

Enclose all vouchers in a Merchant Summary Envelope. Place in a Locked Bag envelope and mail to Locked Bag Cards Accounting Commonwealth Bank Reply Paid 74737 Parramatta, NSW 2124

**Trading name** Name of retailer  Stamp

**Address** Address of retailer

**Merchant number from the metal plate of imprinter** Retailers number

Received at  Branch on  at  am/pm

**CommonwealthBank**  
Commonwealth Bank of Australia  
ABN 48 123 123 124

2266284

Do not remove the cover sheet until after imprinting

**IMPORTANT**

**CARE**

- Place your Merchant Identification Card and this voucher in the imprinter and imprint.
- Remove and destroy this cover sheet. Make sure card details are clearly imprinted on all copies.
- Complete summary using the spaces provided.
- Enclose in Merchant Summary Carrier with maximum of 99 Sales/Credit Vouchers.
- 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
---	---	---	---	---	---	---	---	---	---

NO PINS

NO STAPLES

**MERCHANT SUMMARY**

For more details see Merchant Operating Guide

**CommonwealthBank**

Do not include in Daily Deposit

Do not post

**eftpos**

**2067 010**  
**Settlement and Downtime Processing**  
**Operations Processing Centre**  
**Lidcombe NSW**

Urgent vouchers enclosed  
Please complete details on reverse.

# How do I deposit my downtime/manual EFTPOS Debit Card Vouchers?

**1**

Place the EFTPOS Summary Voucher in the Imprinter (Do not remove cover sheet of Voucher until imprint is taken)

**2**

Take an imprint and remove / destroy cover sheet

**3**

Check imprint details are clear on all copies

**4**

Complete the Summary using the spaces provided

**5**

Enclose in a Settlement and Downtime Processing envelope (refer image above) all White bank copies of the EFTPOS Downtime Transaction Vouchers and the EFTPOS Merchant Summary Voucher (a maximum of 30 Downtime Vouchers can be used per EFTPOS Merchant Summary Voucher).

**6**

Retain the Green merchant copies of all vouchers sent with this summary for 6 months in case cardholder disputes transactions or a problem occurs with banking.

**7**

Clearly complete the 3 sections on the back of the Settlement and Downtime processing envelope

**Note:** Debit (EFTPOS) card deposits are processed via the CBA operations centre therefore deposits will appear in approx 5 to 7 working days into the business account. The total value of vouchers processed will be applied with the total amount of transactions performed on the day.

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

For **Credit Cards please call - 13 26 36**. You will need your 7 digit Merchant Number located on the top of your metal plate.

For **Debit Cards please call - 1800 813 700**. You will need your 8 digit terminal number located on the top of your EFTPOS receipt

**Note:** Cardholder must be present whilst seeking Authorisation.

## How do I bank vouchers **when I don't have a CBA account?**

Credit Card Sales needs to be placed in a Locked Bag Envelope and mailed to:

**Locked Bag  
Cards Accounting  
Commonwealth Bank  
Reply Paid 74737  
Parramatta, NSW 2124**

CBA4184 210715

