

## How To Process Fallback Paper Vouchers

If there's a problem with your terminal or your telephone line, you may need to use paper vouchers to accept a card payment. Here's a brief guide to the steps you must follow if you need to do this.

Remember you can find more detailed instructions on paper vouchers in the 'Using Fallback Paper Vouchers' section of your *Merchant Operating Instructions*.

- Ensure your merchant plate is securely tightened to the imprinter.
- Undertake validation checks on the card as detailed in your *Merchant Operating Instructions*.
- Place the customer's card on the imprinter base. **Just remember it's not possible to process Maestro, Visa Electron, V PAY, Discover Global Network or UnionPay cards or Mobile POS Solution transactions using paper vouchers.**
- Position the manual voucher above the merchant plate and the customer's card.
- Push the imprinter handle quickly and firmly to the right, and then pull it back to the left so it sits in its original position. This imprints the card and merchant plate information onto the voucher.
- Fully complete the fields, on the voucher using a black ballpoint pen and provide details of the goods/services purchased.
- Once you've completed the voucher, hand it to the cardholder for them to sign it. Check the signature against the one on the back of the card.
- All manual transactions must be authorised and the code written on the voucher. To do this call our authorisation centre on **0345 770 0600**. Lines are open 24 hours, 7 days a week, 365 days a year.
- Once you've obtained authorisation, write the code on the voucher. When you've done this, pass them the 'cardholder copy' of the voucher and their card. Retain the 'merchant copy' for your records and send the 'process copy' to us. You must retain your 'merchant copy' securely for 5 years.

### What Happens Next

Complete a summary voucher and securely send this to us, together with all your sales/refund vouchers, at the Freepost address below. Every batch of vouchers must be posted before the end of the third working day following the transactions.

Freepost RSGY-GYLY-GGEA  
Global Payments  
De Montfort Business Centre  
51 De Montfort Street  
Leicester  
LE1 7BB

**Not following the steps above closely could mean delays in processing your transactions or your transactions not being processed.**

#### Do's

- Call our authorisation centre
- Securely place items on the imprinter
- Firmly press on the handle when making the imprint
- Remove the paper voucher first, then remove the credit card
- Ensure the date, amount and signature are clearly written

#### Don'ts

- Duplicate vouchers
- Write illegibly on the voucher
- Hang on to vouchers. Send them to us asap
- Post manual vouchers to us unsecurely
- Store manual vouchers unsecurely

If you have any queries about how to process paper vouchers please call us on 0345 702 3344\*, selecting the option for 'all other enquiries'.

\* Lines are open, Monday to Friday, 9am – 6pm, excluding public holidays. To help us continually improve our service and in the interests of security. We may monitor and/or record your telephone calls with us. Any recording remains our sole property. We also provide a Textphone service on 0345 602 4818.