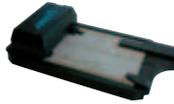# Manual Transaction Processing

In the event you are unable to process transactions electronically due to terminal or system failure, transactions will need to be processed manually. Please have your manual imprinter and all associated ANZ stationery present. Stationery can be ordered by calling ANZ Merchant Services on 1800 039 025 and selecting option 1, or by visiting anz.com/merchantconnect.

Note: Please ensure you obtain authorisation for all transactions that exceed your manual Floor Limit. Cardholders must be present when gaining authorisation. Please contact ANZ Merchant Services for further assistance if required.

MID: __ __ __ __ __ __ __

Floor Limit: $ __ __ __

24 hours contact numbers:

Credit Card Authorisation Centre:
1800 999 205
Debit Card Authorisation Centre:
1800 039 025
ANZ Merchant Services Support:
1800 039 025

Manually Processing Purchase Transactions

Note: Please ensure correct vouchers are used for each debit & credit transaction. Please perform security checks before the commencement of any transaction as described in the Fraud Minimisation section in your Merchant Operating Guide.

Credit Card Purchases:

Imprint the customer's card onto the Credit Card Sales voucher.	
Ensure card details are clearly imprinted on all copies.	
Complete the voucher details and have the cardholder sign the sales voucher. Please ensure the signature matches. If they do not match, do not complete the transaction and seek an alternative form of payment.	
Seek Authorisation on 1800 999 205 for all purchases over your Floor Limit. If the authorisation is approved, record the Authorisation Number on the voucher and hand the yellow customer copy of the voucher to the customer, completing the transaction.	
If the authorisation is declined, advise the customer to contact their card issuer and seek an alternative method of payment.	
Retain the green Merchant Copy for your records and the white Bank Copy for banking.	

Debit Card (Cheque and Savings) Purchases:

Imprint the customer's card onto the EFTPOS transaction Sales voucher.	
Ensure card details are clearly imprinted on all copies.	
Complete the voucher details and have the cardholder sign the voucher. Please ensure the signature matches. If they do not match, do not complete the transaction and seek an alternative form of payment.	
Seek Authorisation on 1800 039 025 for all purchases over your Floor Limit. If the authorisation is approved, record the Authorisation Number on the voucher and hand the yellow customer copy of the voucher to the customer, completing the transaction.	
If the authorisation is declined, advise the customer to contact their card issuer and seek an alternative method of payment.	
Retain the green Merchant Copy for your records and the white Bank Copy for banking.	

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For Refunds:

Note: You must process the refund to the same customer's card that was used for the original purchase. If your summary only consists of refund vouchers, please send them to: Refund Envelope Processing, Level 5B, 833 Collins St Docklands VIC 3008.

Imprint the customer's card onto the Credit Card / EFTPOS credit Voucher.	
Remove and destroy the cover sheet and the attached carbon. Ensure card details are clearly imprinted on all copies.	
Complete the voucher details and sign the voucher.	
Once complete, hand the yellow customer copy of the voucher to the customer. You must retain the green Merchant Copy for records, and the white Bank Copy for banking.	

Banking Manual Transactions

To receive value for your credit card / cheque & savings transactions, you must correctly deposit the completed Merchant Summary Envelope within three business days of the date of the transaction(s).

Note: If the total credit refund value exceeds the credit purchases for the summary, please ensure a cheque made payable to ANZ CARDS for that value is provided at the time of banking.

Credit Card	Cheque and Savings
Complete your Credit Card Merchant Summary voucher, taking into account any refund vouchers if applicable.	Complete your EFTPOS Merchant Summary voucher, taking into account any refund vouchers if applicable.
Imprint the Merchant Summary Card into the top left corner of the summary voucher.	Imprint the multiPOS and EFTPOS Merchant Card into the top left corner of the summary voucher.
Place the Merchant Summary along with your completed Credit Card Sales Vouchers and any credit refund vouchers into the Credit Card Summary Envelope. Please ensure the summary voucher is clearly visible through the Window envelope.	Place the Merchant Summary along with your completed EFTPOS Sales Vouchers and any debit refund vouchers into the EFTPOS Summary Envelope. Please ensure the summary voucher is clearly visible through the window envelope.

Merchants with an ANZ account:

Please deposit the completed merchant summary envelope at any ANZ branch.

Merchants with a non ANZ account:

Please send the completed Merchant Summary envelope with your completed non-ANZ bank deposit slip to:
Not for Value Merchant Envelopes
Settlement & Control Team
Level 5B, 833 Collins St
Docklands VIC 3008

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