Manual Transaction Receipt

If the Tyro terminal is inoperative call Tyro Support on 1 300 966 639 to process the transaction. If Tyro Support is not available, you may choose to process the transaction manually.

Manual transactions can only be used to process VISA or MasterCard Credit Cards only not EFTPOS Cards. AMEX and Diners manual transactions should be processed as per AMEX and Diners merchant agreement.

Tyro Payments does not guarantee any floor limit if the transaction has not been electronically approved. Be aware that processing transactions manually is at the merchants risk.

1. If possible crosscheck the cardholder's ID with the name printed on the card.
2. Record the VISA or MasterCard card data on this form using a black ballpoint pen.
3. Obtain the customer's signature on the Merchant Copy; otherwise the transaction will be invalid.
4. Hand the bottom Cardholder Copy to the cardholder and keep the Merchant Copy in a physically secured place. Limit access to the Merchant Copy only to individuals allowed to process cardholder data.
5. Once the Tyro terminal becomes operative again, process the transaction as a Mail Order through the MOTO function on the terminal. Then render the card number on the Merchant Copy unreadable.
6. Retain the Merchant Copy for at least 4 months after which it must be destroyed with a cross-cut shredder, by pulping or incinerating. You may keep the transactions receipts for your records.
7. If the Merchant Copy needs to be transported for storage purposes only do so by using a secure method that can be marked as confidential and accurately tracked.

Never scan the Merchant Copy for electronic storage. Never record a CVV2 number. Never record a PIN. Never fax or email Tyro the Credit Card number as displayed on the Merchant Copy.

Manual Transaction Receipt — Merchant Copy

Credit Card Number

Numbers must be rendered unreadable after transaction is processed. When processing a voice authorisation enter only last 4 digits.

Expiry Date Select Credit Card type

/ ☐ VISA ☐ MASTERCARD ☐ Validity Dates Checked

Cardholder Name

Day **Month** **Year**

Qty.	Description	Dollars	Cents

Dept.

Clerk Initials

Transaction Amount **Total $A**

Cardholder's Signature

I acknowledge receipt for services or goods and liability for charges as recorded hereinabove.

If subsequently processed as a MOTO or a Voice Authorisation transaction, enter Transaction Reference number:

Retain this copy for at least 4 months after which it must be securely destroyed.

Manual Transaction Receipt — Cardholder Copy

Credit Card Number

Enter here only the last 4 digits of the Credit Card.

Expiry Date Select Credit Card type

/ ☐ VISA ☐ MASTERCARD ☐ Validity Dates Checked

Cardholder Name

Voice Authorisation Transaction Reference N°:

Day **Month** **Year**

Qty.	Description	Dollars	Cents

Dept.

Clerk Initials

Transaction Amount **Total $A**

This receipt is provided in lieu of an EFTPOS terminal generated receipt and is a record of transaction between the Merchant and the Cardholder.