

# Manual settlement using an imprinter

**Manual settlement using an imprinter serves as an alternative procedure in the event of disruptions to the functioning of the system, infrastructure (especially the terminal) or card.**

**Please note the following when making use of this procedure:**

**– Card brands**

Manual settlements using an imprinter are only possible with the Visa, MasterCard, Diners Club/Discover and JCB cards and only if these cards are embossed. Payments with UnionPay, V PAY and Maestro cannot be settled using an imprinter.

**– Currencies**

Settlements using an imprinter are only possible for the delivery currencies CHF, EUR and USD. A supplementary foreign currency agreement is required for settlements in EUR and USD.

**– Delivery deadline**

Manually created receipts must be received by SPS within 10 calendar days of the receipt being issued.

**– Exclusion of payment**

In particular, the contractual partner shall have no payment entitlement if the card data was recorded by hand on the receipt and not using an imprinter, no authorization was obtained, the delivery deadline was not adhered to or the cardholder disputes the transaction.

**Completing sales receipts**

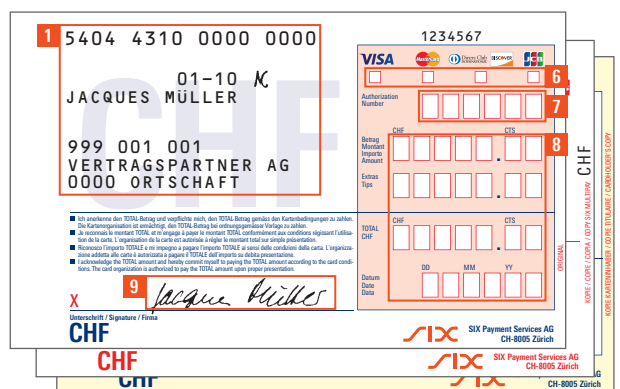
1. **Important:** Please always first check the card (see information sheets on security features)! In addition to the security features, please also check the embossed expiry date.
2. Place the card in the designated space in the imprinter.
3. Place the sales receipt on the card with the printed side facing upwards.
4. Move the imprinter handle from left to right. By doing so, the card data will be imprinted on the receipt. Move the imprinter handle from right to left. Your company data is now imprinted on the sales receipt.

5. **Please check:** All data (card number, name of the cardholder, period of validity, name and address of your company) must be fully transferred and clearly legible on all copies.
6. Check the relevant card brand.
7. Enter the authorization number<sup>1</sup>: All payments must be authorized before being submitted. The issued authorization does not release you from the obligation to comply with all other card acceptance obligations.
8. Enter the invoice amount, possibly the tip, the total amount and the date.
9. Have the completed sales receipt signed by the client. Check the signatures: Do the signatures on the card and sales receipt match? If you have any doubts as regards the authenticity of the signatures, request an official identification document from the cardholder.
10. The original copy of the receipt remains with you, the card-backed copy goes to SIX Payment Services and the yellow copy is for the cardholder.

**If you accept foreign currencies**

Use the foreign currency sales receipt (EUR or USD) and complete it as described.

Sales slips



<sup>1</sup> Our authorization center is there for you 365 days a year, 24 hours a day. For telephone authorization, please call the following freephone number and complete the voice-controlled process: +41 800 80 1080

## Completing collective invoices

1. Only use the “collective invoice” forms that are pre-printed with the contractual partner number and name of your company.
2. **Generate an invoice for each card brand and currency:** Cross the desired card brand on the multi-brand collective invoice form (e.g. Visa). Only submit sales receipts for the same card brand (e.g. Visa sales receipts) with the checked collective invoice.
3. Enter the current date, the total amount of the sales receipts added together for the checked card brand and the number of sales receipts.
4. Send the copy of the collective invoice together with the copies of the sales receipts to SIX Payment Services. To deliver the receipts, use the reply envelopes made available free of charge by SIX Payment Services.
5. **If you accept foreign currencies:** To deliver the EUR or USD sales receipts, use the separate multi-brand collective invoice forms for the respective currency and submit one of these forms for each card brand (e.g. Visa) and currency (EUR, USD) in separate reply envelopes.

### Please note

- You can submit a maximum of 50 sales receipts with each collective invoice.
- Do not send any further enclosures such as addition slips or address and account changes in the same envelope.
- Do not staple the collective invoices and sales receipt together using staples.

### Sales slip summaries

**SIX** SIX Payment Services AG  
CH-8005 Zürich, www.six-payment-services.com

7654321 76

1 999 001 001  
VERTRAGSPARTNER AG  
0000 ORTSCHAFT

CHF

Bitte kräftig schreiben / Veuillez écrire fermement s.v.p. / Si prega di scrivere con forza / Please write firmly

2  VISA  MasterCard  Diners Club INTERNATIONAL  DISCOVER  JCB

3 Tag / jour Monat / mois Jahr / année

Datum / Date / Date

Bruttobetrag / Montant brut / Importo lordo / Gross amount

max. 50  
Belege / justificatifs / scottini / sales slips

4

**Sammelabrechnung / Récapitulatif / Ricapitolativo / Sales slip summary**

- 1 Kartenprodukt pro Sammelabrechnung – bitte täglich einreichen (max. 10 Tage)
- 1 produit-carte par récapitulatif – à envoyer chaque jour (max. dans les 10 jours)
- 1 prodotto di carta per ogni ricapitolativo – da inviare ogni giorno (al più tardi entro 10 giorni)
- 1 card product per sales slip summary – please submit daily (max. 10 days)

## Creating credits

A credit can only be made on a previously billed charge and must not exceed the debit amount. For credits to cardholders (e.g. upon the return of goods), also use the sales receipt.

1. Create a copy and write “CREDIT” across it.
2. Enter the credit amount in place of the sales amount and the date.
3. Confirm the credit by providing **your signature** (the cardholder is not required to sign).
4. To submit credits, use a separate collective invoice form and also write the word “CREDIT” clearly across the collective invoice document.

5404 4310 0000 0000 1234567

01-10 K  
JACQUES MÜLLER

999 001 001  
VERTRAGSPARTNER AG  
0000 ORTSCHAFT

CHF

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Your local point of contact can be found at: [www.six-payment-services.com/contact](http://www.six-payment-services.com/contact)

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