1. Stabilise the machine on the counter – ensure it is on a hard, steady surface.

2. Select the correct voucher for the customer’s card (these are under the register).

3. Check the customer’s card against the MASTER LIST taped to the inside cover of the procedures manual.

4. Check the card’s expiry date.

5. Complete the voucher – fill in store details, date and items where required.

6. Check the amount – if it’s over the authorised floor limit, ring for a manager.

7. Place the voucher FACE UP in the im printing area of the machine.

8. Make the imprint by firmly “swiping” the handle of the machine from left to right to left - in one quick motion. Keep your fingers clear, and ensure that you are holding the machine firmly against the counter so it doesn’t go flying off.

9. Remove the voucher and the card from the machine, keeping the card in your hand.

10. Return the imprint machine to its place under the counter.

11. Hand the voucher to the customer, and offer them a pen to sign it.

12. Check the customer’s signature on the voucher against the signature on the card. If they match, proceed. If they do not match, call for a manager.

13. Return the card to the customer, with the CUSTOMER COPY of the voucher.

14. Finalise the sale.