

# How to complete a transaction

## TRADING AS THE MERCHANT

1. A Member shall contact you directly and identify themselves as a BARTERCARD MEMBER. Organise the supply of products/services as in the normal way.
2. On sale of those products/services, obtain the Customer's BARTERCARD and complete a TRANSACTION VOUCHER as per instructions on the voucher.
3. Before proceeding with a transaction: ensure that the card is valid and check the Warning Bulletin.
4. The Merchant is required to obtain an authorisation on the following transactions:  
White Card - Authorisation is required on all transactions  
Green Card - Authorisation is required on transactions over T£100.00  
Gold Card - Authorisation is required on transactions over T£500.00

Warning Bulletin - If the Customer's account name or number appears on the Warning Bulletin, an authorisation is required on all transactions.

5. Phone the 8000 40 80 number as listed on the Transaction Voucher.  
You will reach the operator. You will be asked:
  - a. The Customer's (buyer's) card number and name.
  - b. The amount of the transaction (including VAT).
  - c. The Merchant's (seller's) account number and name.
  - d. Record the authorisation number on the Transaction Voucher. Remember the authorisation number is for your protection.
6. Ask the Customer to sign the TRANSACTION VOUCHER and check the signature is correct against the plastic card.
7. The Customer receives the *Customer* (yellow) copy of the Transaction Voucher.
8. Keep the *Merchant* (green) copy of the Transaction Voucher for your records.
9. Forward the *Bartercard* (white) copy of the Transaction Voucher to Bartercard Cyprus within 7 days. The address is on the voucher. Upon receipt of the Bartercard copy of the Transaction Voucher,

Bartercard will credit those funds to your account.

ANY QUERIES? PHONE YOUR TRADE CO-ORDINATOR, THEY WILL BE ONLY TOO PLEASED TO ASSIST YOU

**IMPORTANT: If you are the Merchant in a transaction you must obtain the Customer's signature on the transaction voucher, unless you have been approved by Bartercard Australia Pty Ltd to be allowed to accept phone orders.**

## TRADING AS THE CUSTOMER

1. Refer to your Directory for the current LIST OF MEMBERS for products/services you require.
2. Immediately identify yourself as a BARTERCARD MEMBER and organise, in the normal way, those products/services you require.
3. On receipt of products/services the Merchant shall complete a TRANSACTION VOUCHER for you to sign. Check the TRANSACTION VOUCHER is correct, then sign.
4. For your records you receive from the Merchant the *Customer's* (yellow) copy of the transaction voucher.
5. For any products/services that are not in the Bartercard Directory, contact your Trade Co-ordinator.

REMEMBER NEW PRODUCTS/SERVICES ARE BEING ADDED DAILY.

6. Not sure if you have the funds available for the purchase? Contact Bartercard Australia Pty Ltd for your current available credit.

Any queries, difficulties or products/services required no matter how big or small - contact your Trade Co-ordinator. They are there to help you trade!

