* If your moneris machine breaks down
* Contact your supervisor
* Contact the help line for moneris
* Try and fix the problem and find out how long till we get a replacement.
* If it is longer than the next day please contact your supervisor so we may send out the extra moneris machine over night to your store.

**Hand entering the sale**

Once your Moneris connection has been re-established you will need to key in all sales that could not be completed previously. Simply enter the purchase amount, and then follow the prompts. Staple the carbon copy manual credit card slip to the Moneris sales receipt and attach them to the daily cash out sheet.

The added back-up of the manual imprint and the customer’s signature is needed in case of a charge dispute. DO NOT MISPLACE THEM.

Signed:

Name (print) Title Signature Date

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