



258 State Street
Albany, NY 12210
(800) 442-3589 | (518) 465-3586
(518) 465-7960 fax
www.retailcouncilservicescorp.com

Draft retrieval requests

Occasionally, your customer's credit card issuing institution may require a copy of a sales draft (sales receipt) for a billing question or because the cardholder does not recognize the transaction.

When a request is made for a sales draft from your records, your credit card processor will forward a retrieval request letter asking for a copy of the receipt with the following legible information:

- Cardholder's account number
- Reference number
- Dollar amount
- Date of the transaction

You should forward a copy of the sales draft along with the request form to the appropriate processing center (per the request letter).

It is advisable that you respond to all retrieval requests within the number of days indicated, or a chargeback may occur. You should give requests for draft copies top priority to avoid this problem.

Direct all your questions about credit card processing to Michele and Nicholl, RCSC's in-house experts, at (800) 442-3589.