

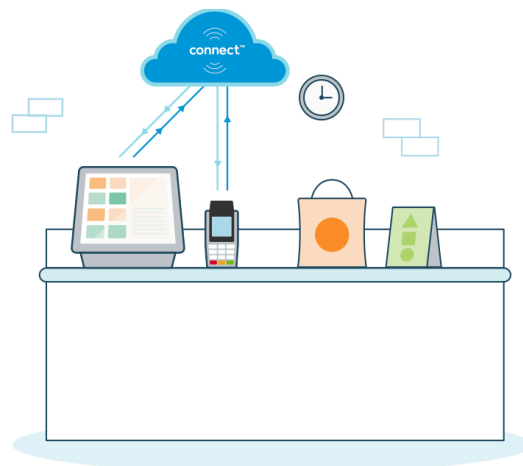
HOW TO USE PAY AT COUNTER

WHAT IS PAY AT COUNTER?

It's a fast, smart way for your business to take payments. As part of our integrated payments service, Pay at Counter creates a secure, connection between your card machine and EPOS (Electronic Point of Sale). This means you can cut queues and minimise mistakes, keeping your customers happy and coming back again and again.

Note: Before you get started.

When you ordered your new Paymentsense terminal, we notified your EPOS provider to integrate our technology with theirs, if you are unsure whether your terminal is integrated, please contact us on **0800 103 2959**.



TAKING A PAYMENT

1. Using your EPOS, create a transaction.
2. When you are ready, select card payment and it will automatically send the transaction details to your terminal.
3. The customer can then choose their preferred method of card payment.

Note: Chip and Pin and Contactless card payments are considered the fastest and most secure ways to pay.

4. Follow the instructions on the terminal to complete the transaction .

5. For contactless payments of £30/€30 and under, a customer receipt will not automatically be printed. It's easy to print off a duplicate receipt by pressing F1 on the card machine after the transaction.

Note: Depending on the configuration of your integration, you may be able to print all receipts via your EPOS, saving you on the costs of printing two receipts from both your till and card terminal.

HOW TO TAKE MAIL ORDER AND TELEPHONE PAYMENTS

1. Use your electronic till to create a transaction.
2. When you are ready, select card payment and it will automatically send the transaction details to your terminal.

3. Press MENU on the terminal.

4. Key in the card details and other information required as per the instructions on the screen.

REFUNDS

You can also process refunds directly from your till. It will send the refund information to the card terminal for the customer to present their card and claim their refund.

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ADDED EXTRAS

Contact us if you would like to add these service to your terminals.

- **Gratuities** lets customers leave tips when making payments.
- **Cashback** allows a cardholder to withdraw cash.
- **Pre-authorisation** lets you secure funds on a card, without processing the transaction.
- **Automated end of day** reconciliation. We can set an automatic daily time for reconciliation reporting.

TERMINAL TROUBLESHOOTING

PROBLEM	WHAT TO DO?
Terminal not turning on or screen not lighting up	<ol style="list-style-type: none">1. Unplug power, wait for ten seconds and then reconnect.2. Check all cables are firmly connected or battery pack is firmly in place.3. Check internet or phone line is working.
Terminal won't connect to process a payment	<p>TRY FIRST</p> <ol style="list-style-type: none">1. Hold down the clear button and the punctuation button (below the 9 key) simultaneously for 3-5 seconds, until the terminal turns off.2. Once off, hold the enter button until the terminal powers on again.3. Try the transaction again. <p>TRY NEXT</p> <ol style="list-style-type: none">1. Unplug terminal from Power Socket and Ethernet Port on the router.2. Restart router.3. Once router is restarted, plug terminal back into Power Socket and Ethernet Port on the router.
Alert interruption message on terminal	Contact us and we'll put you in touch with the terminal manufacturer.

STILL CAN'T FIX IT?

Call us on **0800 103 2959 (UK) / (01) 696 8393 (ROI)** for 24/7 technical support.

If our technical team are unable to fix the problem, they will order a replacement terminal within 24 hours (UK) / 48 hours (ROI) (excluding weekends). Please note, some geographical exclusions apply.