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[paymentsense.com/help](https://paymentsense.com/help)



## Taking integrated payments

Your new Pay at Counter terminal







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Welcome to Paymentsense

# Welcome aboard

## Butcher, baker, payment taker...

Running a business isn't easy. You've got enough on your plate, desk or forklift truck.

But whatever you do, you deserve hassle-free payments that work the way they should.

Leaving you to focus on what you love - whether that's haute cuisine, coffee beans or designer jeans.

This guide has everything you need to start taking payments and using integrated payments features. Don't worry: we'll be with you every step of the way.

Your terminal has all the latest technology like Apple Pay, Android Pay and contactless.



\* If you opted in to accept Amex when you signed up with us.

All about integrated payments

# Isn't it great when everyone works together?

Now that your card machine and till are connected, you can say hello to faster transactions and goodbye to mistakes made by clumsy fingers. Since your terminal is already set-up with Pay at Counter, you're ready to start taking payments right away.

# Meet your new integrated payments terminal

IWL 250

- Contactless card reader
- Receipts
- Display
- Arrow keys
- Function keys
- Menu key
- Cancel
- Clear | Correction key
- Power on | Enter | Confirmation key
- Card insert



ICT 250

- Contactless card reader
- Receipts
- Display
- Arrow keys
- Function keys
- Menu key
- Cancel
- Clear | Correction key
- Power on | Enter | Confirmation key
- Card insert



**Extra functions**

Your card machine has hidden talents. Want to take tips, give cashback and accept pre-authorisation? Get in touch to have these added.



# Get to grips with Pay at Counter

Here's everything you need to know about taking integrated payments at the counter.

For videos and manufacturer user guides, visit [www.paymentsense.com/help](http://www.paymentsense.com/help)

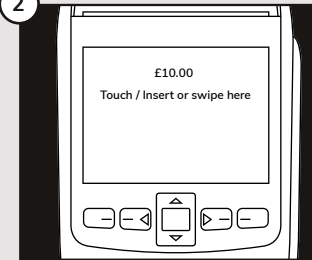
## How to take integrated payments

1



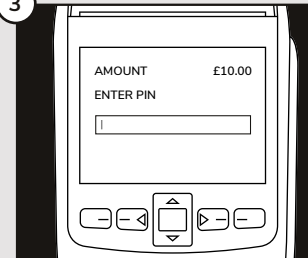
Using your electronic till, create a transaction and choose card payment.

2



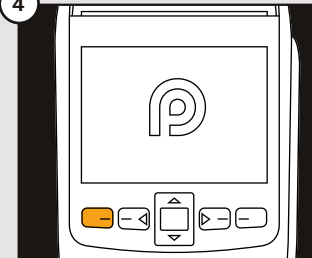
The transaction amount is automatically sent to your card machine. The customer can now tap or insert their card.

3



Ask your customer to enter their **PIN** and press **ENTER**. The merchant copy of the receipt will print first. For Chip & PIN payments, the customer receipt will print once the card has been removed.

4



For contactless payments, a customer receipt won't print automatically. If your customer would like a copy - just press **F1**.

## Contactless payments

Customers can tap their card for transactions under £30. Smartphone payment can be used for any amount.

Print a contactless receipt

## Contactless receipt? F1 and you're done.

Customers can tap their card for transactions under £30. Smartphone payment can be used for any amount.

Both types of contactless payments won't automatically print a customer copy of the receipt, but here's how to do it.

After the contactless transaction has been processed and the merchant receipt has printed, press **F1**.

It's quicker than pulling a pint.

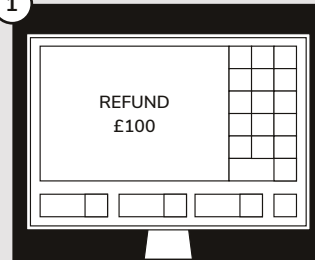


# Making refunds a little less painful

For whatever reason, you might need to give your customers a refund. But your new card machine won't add to your headache. With integrated payments, it becomes a lot easier. You can process refunds directly from your till – it'll send the refund details straight to the card machine. When the customer pops their card in and enters their PIN, the refund's complete.

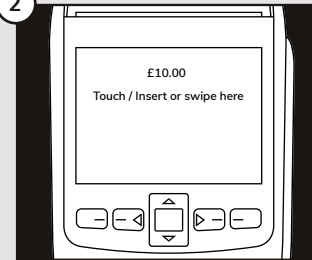
## How to process a refund

1



Using your electronic till, enter the refund transaction - how to do this will depend on your till provider.

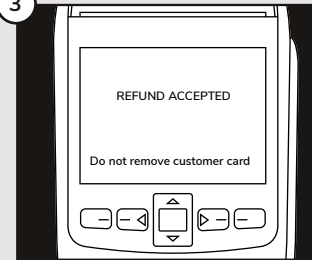
2



The refund amount will be automatically sent to your card machine, ready for the customer to tap or insert their card.

Note: Contactless cards can only be used for refunds under £30.

3



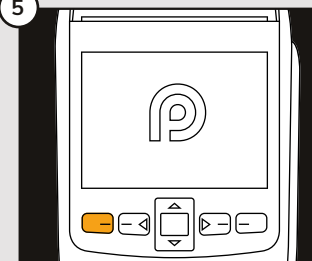
Once the refund has been accepted, the merchant receipt will print for the customer to sign (if they inserted their card).

4



Check the signatures on the receipt and the back of the customer's card. Your EPOS will ask you to verify the signature - this instruction will depend on your till provider.

5



If the refund was via contactless, a customer receipt won't print automatically. If your customer would like a copy - just press **F1**.



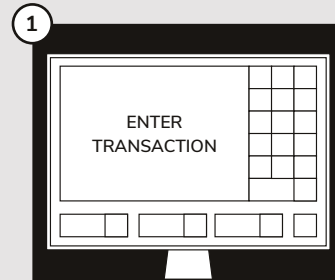
# Ring ring. Kerching.

One call and you're paid. How great is that?  
With card payments over the phone, your customers can simply call with their credit or debit card details and pay you. Easy peasy.

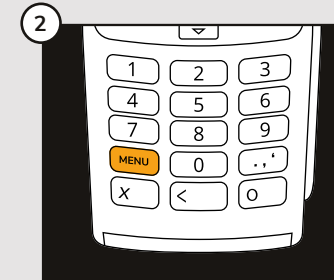
## Protect your customer's card data

When taking phone payments, remember to never write down the customer's card details or repeat them over the phone - you never know who might be listening.

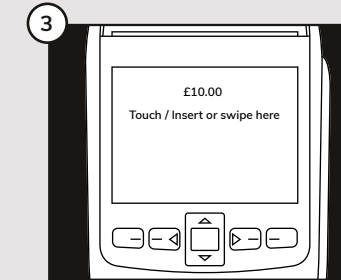
## How to take a phone payment



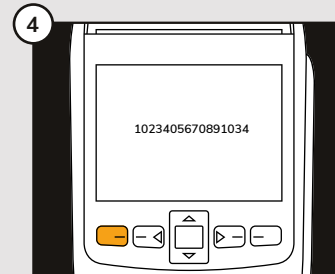
Using your electronic till, enter the transaction - how to do this will depend on your till provider.



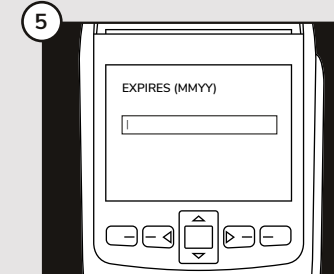
Press **MENU** on your card machine



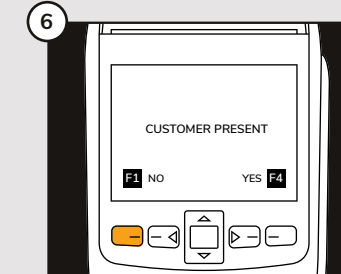
The transaction amount will automatically display on your card machine.



Key in the number on the front of your customer's card (usually 16 digits). Then press **ENTER**.



Next, you'll get a series of prompts for information, including card expiry date, the security code (CSC/ CVV) and address details. Press **ENTER** once you've completed each section.



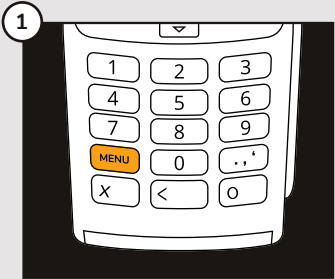
You'll be asked if the customer is present, choose **NO**.  
  
The receipt will print on approval.



# Need to change your password? It's simple and secure.

Make sure your password is not easy to guess (no 1234 please). Share only with staff members when essential and change it regularly.

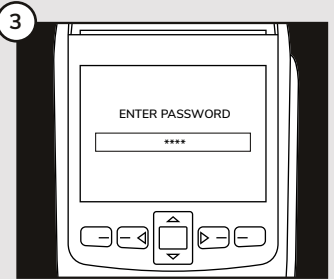
## How to change your password



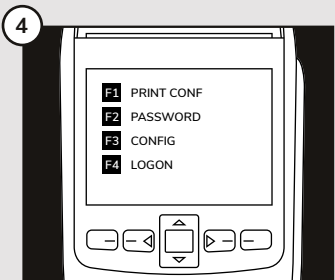
Press **MENU** twice to show more menu options.



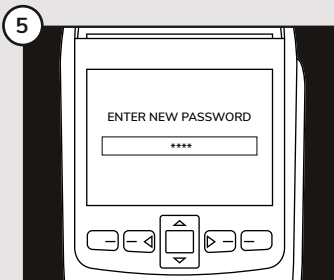
Select **SUPERVISOR** by pressing **F3**.



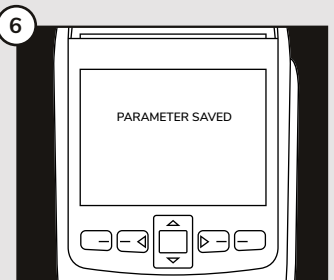
Tap in your current password and press **ENTER**. If you're not sure what this is, just give us a call.



Pick **PASSWORD** by pressing **F2**. Followed by **CHANGE PASSWORD**.



Key in your new password and press **ENTER**. You'll be asked to do this twice, just to be sure.



Once done, the terminal will display **'PARAMETER SAVED'**. And you're done.

# Run reports. Smoothly.

## Stay on top of takings

There are several reports you can run from your terminal that'll help you keep tabs on how much you're making. End of day reconciliations and X total reports will be the most useful for your business.

### End of day reconciliations

Do these at the end of a working day to ensure you have a steady cash flow and avoid split batches. You'll get a breakdown of all card transactions and the daily total. And your daily takings will then be submitted to the bank for payment into your account.

You need to run an end of day reconciliation report on all working terminals.

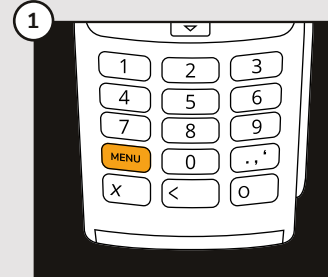
### X and Z balance reports

X reports give you a snapshot of your takings since the beginning of the day. You can run it between shifts, every week or every month - it's up to you. Running an X report won't reset your balances to zero. A Z report will reset your terminal balance to zero to start fresh for the next working day.

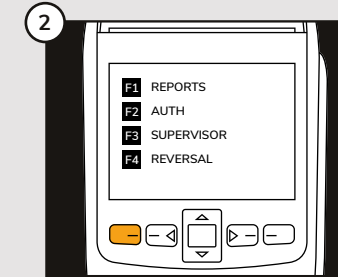
### Download the Paymentsense app

Keep an eye on your business performance wherever you are with the Paymentsense app. It's a free resource you can't afford to miss. Find it in the App Store or the Google Play Store.

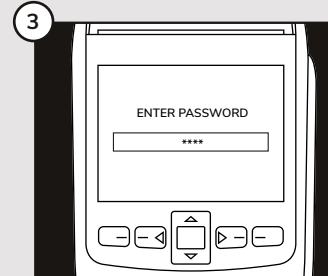
## How to run reports



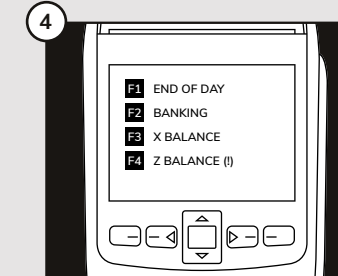
Press the **MENU** button twice to show more menu options.



Select **REPORTS** by pressing **F1**.

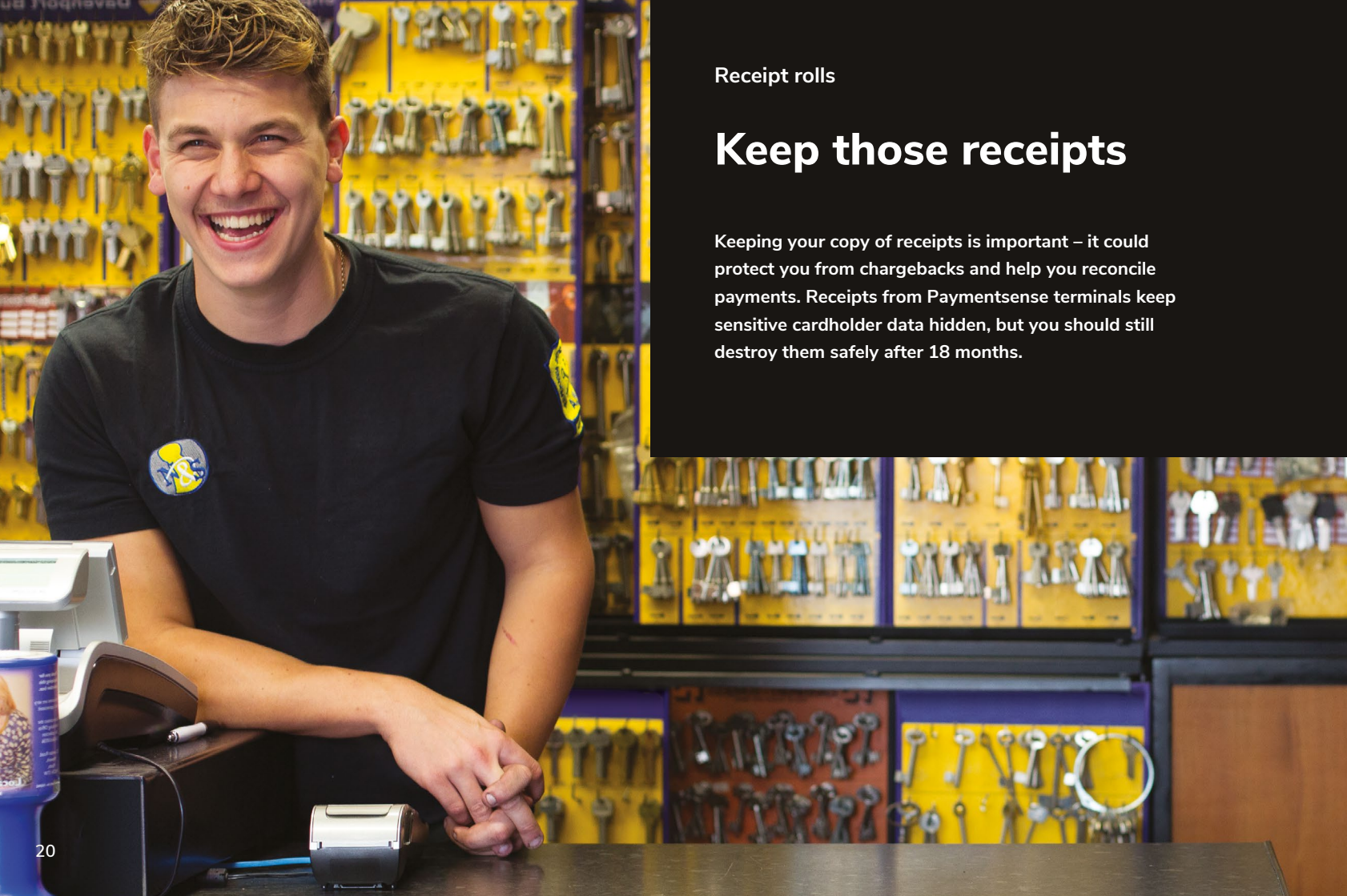


Tap in your **SUPERVISOR PASSWORD** and press **ENTER**.



Select the report that you want to run using the function keys. The report will print automatically.





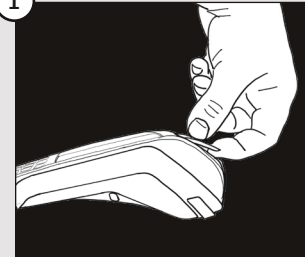
## Receipt rolls

# Keep those receipts

Keeping your copy of receipts is important – it could protect you from chargebacks and help you reconcile payments. Receipts from Paymentsense terminals keep sensitive cardholder data hidden, but you should still destroy them safely after 18 months.

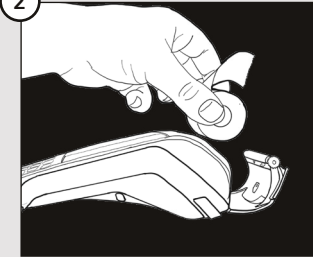
## How to install a receipt roll

1



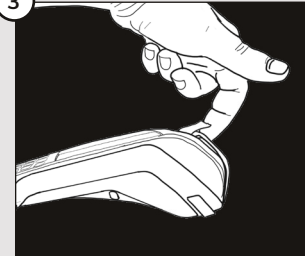
To install a receipt roll, open the paper compartment by lifting the catch located at the back of the card machine and pulling the cover.

2



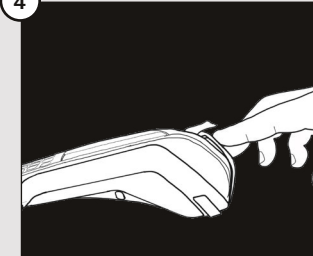
Insert the receipt roll in the compartment and pull the paper up to the top of the device.

3



Then hold the paper and close the lid.

4



Press simultaneously on both upper corners of the paper flap, until it clips into position.

# Terminal playing up? No worries.

Some of the most common issues and how to sort them are listed here.

## Terminal won't connect to process a payment

### Check the Bluetooth and Range signals



First check the signal bar is in range of the terminal base. Now check the B icon: it should be blue, meaning it's connected to the base. If the B is red, check all cords and cables are properly connected to the base.

### Check the Network signal



If it's green it means it's connected to the internet. If it's white - check that the power cord and ethernet cables are plugged in to the terminal base

**If all the signals look okay, the internet is working, and the terminal is still not connecting, try this:**

Hold down the clear button and the punctuation button (below the 9 key) at the same time for 5 seconds, until the terminal turns off.

Once off, hold the enter button until the terminal powers on. Try transaction again.

### 'Full log' message on terminal screen

This means that there is too much transaction data in your terminal. Don't panic: a simple reset will do. To do this, just run a Z report. This will reset your balances, but won't affect your end of day settlement. See page 18 to find out how to run reports.

### Alert 'irruption' message on terminal

Get in touch, refer to 'Contact us' for our details.

### Terminal not turning on or screen not lighting up

Terminals go into "sleep mode" when off the charging base. If you pick the device up and wait a few seconds, it should light up and reconnect. If not:

Check all cables are firmly connected or battery pack is firmly in place (if you have a wireless device).

Unplug power, wait for 10 seconds and then reconnect.

Check internet or phone line is working.

### Integration or till not working

You can still process transactions even when your till is down. See the next page to find out how to use your card machine without integration (it's called standalone mode).

To troubleshoot issues with your till and card machine integration, just give us a call.

### Terminal not printing

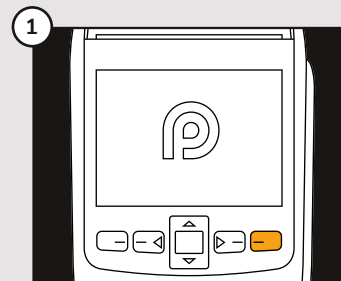
- 1 Check that the receipt roll is installed correctly.
- 2 Make sure the lid to the roll compartment is firmly closed.
- 3 If you have a wireless device, check the battery level as the terminal will struggle to print receipts when it's low on power.



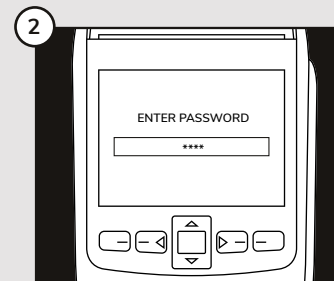
## Till or no till. Always get paid.

Gremlins got your till? Business doesn't have to stop. To keep taking payments, just put your card machine into standalone mode. Your card machine will still work, but you'll need to enter the transaction manually. Trust us, it's a piece of cake.

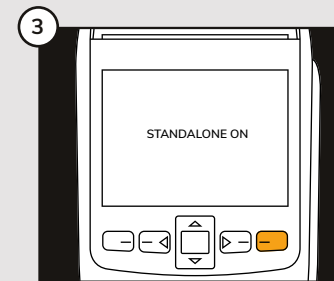
### How to enable standalone mode



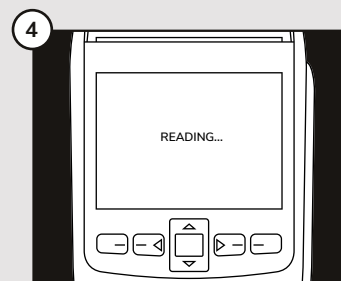
First, press **F4**.



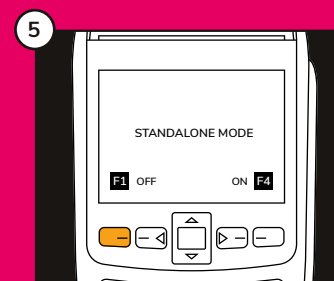
Key in your supervisor password and press **ENTER**.



Press **ON** to put the card machine into standalone mode. The card machine will display 'STANDALONE ON'.



Press **CANCEL** to reset the card machine. When the card machine restarts, you will be able to key in an amount straight from the home screen.



### Remember to turn your integration back on

When your system is back up and running, you need to turn off standalone mode to make sure you can use all the Pay at Counter features.

Just follow the same steps, selecting **STANDALONE OFF** at step 3.

Contact us

# Need help?

Got a question or need a hand? You can get in touch online or over the phone.

Customer Support team **0845 434 7808**  
Technical support is 24/7. Account and billing help is available between 8:30am and 6:00pm, Monday to Friday.

Visit **[www.paymentsense.com/help](http://www.paymentsense.com/help)**  
For articles, detailed user guides, FAQs and web chat.

My Merchant ID

(Writing this down can save you time when you ring us up)

You can find this on your Merchant Services Agreement or on a merchant receipt.

Just a quick note. To ensure your data doesn't fall into the wrong hands, we can only offer account and billing support to people you authorise. Contact us to manage your account contacts.



Notes