

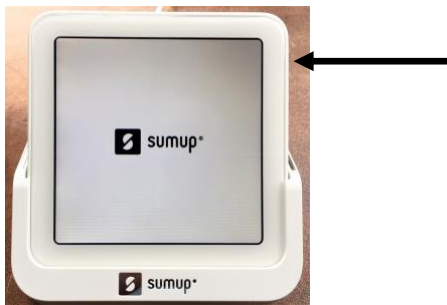
Visitor Entrance – Sum Up Operation

The SumUp card reader enables contactless transactions at the entrance gate.

Each Sum Up Solo Card Reader is supplied with an external battery. **Please ensure it is kept plugged in.**

How to use the Sum Up Solo Card Reader (simple)

Switch it on by pressing the button on the side for 2-3 seconds:



The screen will display the welcome logo for a few seconds.

You will now have options for £3, £6, £9 or £12, or keypad to enter a custom amount.



Select the required amount. The screen will show the amount with a direction to please tap (with the payment card).

Ask the card user to tap their card or smartphone over the reader. Alternatively, you can insert their card into the top of the reader. A PIN may be requested.

When payment is made, the next screen will advise if the transaction was successful and approved.



Unfortunately we cannot issue receipts using this system.

How to charge a custom amount (advanced)

If the visitor wishes to make a different donation (e.g. £20) then press the keypad button at the bottom of the screen



The screen will show a keypad

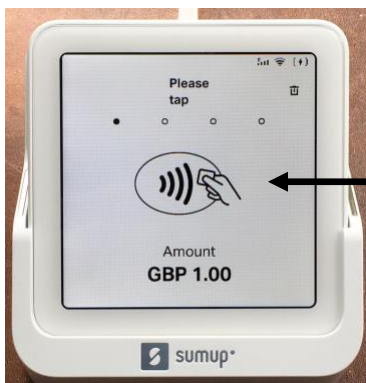


Using the touch screen, enter the number of pounds. For £20 you type in 2000. Use the back arrow if you make a mistake. Make sure to show the screen to the customer so they agree with the amount you've entered.



Press the “Charge” button on the screen

And the next screen will appear:



Ask the card user to hover or tap their card or smartphone over the reader. Alternatively, you can insert their card into the top of the reader. A PIN may be requested.

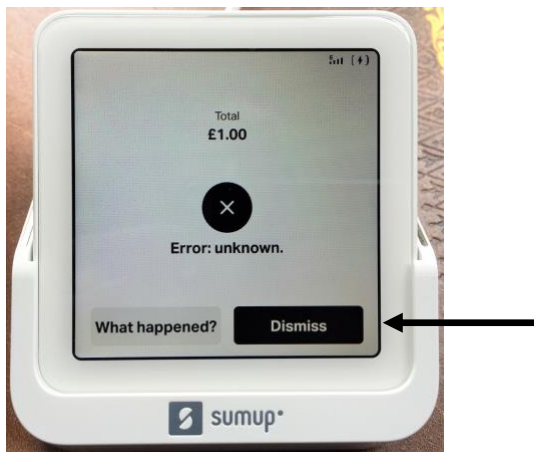
When payment is made, the next screen will advise if the transaction was successful and approved.



Troubleshooting

If you make a mistake, don't worry, but press the back arrow or the little "bin" symbol in the top right corner of the screen, just below the battery symbol, cancel the transaction and start again.

You may see the screen read "Payment declined" or "Error" in which case try again or please ask the card owner to try a different card or pay using cash.



Start the process again by pressing Dismiss.

Also remember, a receipt will not be issued. Press "No Thanks".



The Reader will then go back to the default payment screen, ready for the next transaction.

If the machine is not responding – press it off using the side button and then switch it on again.

Any problems, ask for help or call the Control Point on **07719 553 067**