



Tetra Terminal  
Range





# Quick Reference Guide

**Merchant ID:** \_\_\_\_\_




**Terminal ID:** \_\_\_\_\_

# Carrying out a transaction

## Regular Card Sale



- ▶ Enter amount and confirm with 
- ▶ Wait for display to show  or move over the display, then insert card
- ▶ When prompted, ask card holder to enter PIN and confirm with 
- ▶ Display shows Authorisation response and merchant receipt prints
- ▶ When Print Customer Copy appears, press  to print receipt for the card holder
- ▶ Remove card

## Contactless Card Sale (Max. £100)

- ▶ Enter amount and confirm with 
- ▶ Wait for display to show  then hold the card or NFC enabled device on the terminal
- ▶ Display shows **Authorisation Response** and merchant receipt prints
- ▶ When **Print Customer Copy** appears, press  to print receipt for the card holder




## DCC Card Sale

After the international card is read by the terminal the following additional steps occur:

- ▶ Terminal prompts Acceptance of DCC '**Select Transaction Currency**'
- ▶ Ask the card holder if they would like to pay in the card issued currency
- ▶ The card holder can choose either **Yes** by pressing  or **No** by pressing 

## Cashback (Max. £100)






If this function is activated, the card holder can withdraw cash from their card. After the card is read by the terminal the following additional steps occur:

- ▶ Terminal prompts **Cashback**
- ▶ Ask the card holder if they would like to avail of **Cashback**
- ▶ The card holder can choose either **Yes** by pressing  pressing 
- ▶ If **Yes**, enter amount and confirm with 

## MOTO (Mail Order / Telephone Order)

If your business receives orders by Internet, mail or telephone, you can process card transactions by enabling the MOTO service. This allows you to process transactions without the cardholder and their card being present in your place of business.





### To carry out a MOTO transaction:

- ▶ Enter amount and confirm with 
- ▶ Enter card number and confirm with 
- ▶ Enter valid expiry date (format MMY) and confirm with 
- ▶ Is customer present? Select 'Yes' or 'No'
- ▶ If 'Yes' - Enter CVV and confirm with . Signature correct? 'Yes' or 'No'
- ▶ If 'No' - Select 1. Mail Order or 2. Telephone Order
- ▶ Mail Order: Enter Post Code and house number
- ▶ Telephone Order: Enter CVV, postcode and house number
- ▶ Display shows **Authorisation Response** and merchant receipt prints
- ▶ Verify signature, if available when **Signature Verification** appears
- ▶ When **Print Customer Copy** appears, press  to print receipt for the card holder. The receipt for the card holder prints

Note: Card Not Present ("CNP") transactions should not be undertaken by you unless you have our prior agreement in writing. Undertaking CNP transactions will be solely at your own risk.



## Restaurant Functionality

### Adding a Cashier

- ▶ Press **Menu** and select **Cashier**
- ▶ Press  then select **Add**
- ▶ When prompted for a **Cashier ID** enter a 4 digit ID and confirm with 
- ▶ When **Password** appears enter a 4 digit code and press 
- ▶ When **Repeat password** appears re-enter the 4 digit code and press 



### Tip

If this function is activated, the cardholder can add a tip on top of the original sale amount. After the card is read by the terminal the following additional steps occur:




- ▶ Terminal prompts **Add Tip to Sale**
- ▶ The card holder can choose either yes by entering amount and confirming with  or No by pressing 

# Hotel / Guesthouse Functionality



## Pre-Authorisation

- ▶ Press **Menu** and then select **Pre-Auth**
- ▶ Enter amount and confirm with 
- ▶ Wait for display to show insert card - If card holder present insert card, otherwise manually enter the card number, expiry and CVV
- ▶ When prompted, ask card holder to enter **PIN**
- ▶ Display show **Authorisation response** and merchant receipt prints
- ▶ When **Print Customer Copy** appears, press  to print receipt for the card holder
- ▶ Remove card



## Complete a Pre-Authorisation (Capture)

- ▶ Press **Menu** and then select Completion
- ▶ When prompted **The amount must not exceed the Pre-Authorisation** enter amount and confirm with 
- ▶ Display shows insert card
- ▶ When prompted **Authorisation Code** enter the matching pre-authorisation by typing the numbers using the keypad – letters can be entered using the keypad plus the **F4** key, e.g. an A is achieved by pressing **2** then the **F4** key (note: the "Authorisation code must be entered exactly the same as the authorisation code printed on the pre-authorisation receipt)
- ▶ Display shows **Authorisation response** and merchant receipt prints
- ▶ Verify signature, if available when **Signature verification** appears
- ▶ Select **Yes** by pressing 
- ▶ When **Print Customer Copy** appears, press  to print receipt for the card holder
- ▶ The receipt for the card holder prints
- ▶ Remove card

## Pre-Authorisation Cancellations

- ▶ Press **Menu** and then select **Pre-Authorisation Cancelled**
- ▶ Enter Pre-Authorisation code and confirm with 
- ▶ Enter full amount and confirm with 
- ▶ Receipt prints




## Pre-Authorisation Top-up

- ▶ Press **Menu** and then select **Pre-Authorisation**
- ▶ Select Pre-Authorisation Top-up
- ▶ Enter Pre-Authorisation code and confirm with 
- ▶ Enter top-up amount and confirm with 






**Note: Pre-Authorisation completions, cancellations and top-ups must be carried out on the same terminal that the original Pre-Authorisation was carried out on. Additionally, the Authorisation code must be entered exactly the same as the authorisation code printed on the pre-authorisation receipt for cancellations or refunds to be processed. When doing a Pre-Authorisation top-up, the original pre-auth code must be used.**




## Refunds

### Refund

- ▶ Press **Menu** then select **Refund**
- ▶ Enter refund password
- ▶ Enter amount to refund and confirm with 
- ▶ Wait for display to show  to insert card
- ▶ When prompted **Signature Verification** select Yes by pressing  and the receipt for the card holder prints
- ▶ Remove card




**Note:** You could be at risk of a chargeback if a refund is not made to the original card used for the purchase.

- ▶ Press **Menu** then select **Refund** - enter password if required
- ▶ Display shows **Currency Change**, confirm with 
- ▶ Select currency from Choose Currency list
- ▶ Enter the transaction amount in the local currency (local currency amount can be found on the receipt) and confirm with 
- ▶ Enter the exchange rate (exchange rate can be found on receipt) and confirm with 
- ▶ Enter amount in card holder's currency (card holder's currency amount can be found on receipt) and confirm with 
- ▶ Display shows Full Refund Amount on DCC Refund Screen, confirm with 

- ▶ Wait for display to show  to insert card
- ▶ Enter administrator password and confirm with  - if required
- ▶ When prompted **Signature Verification** select Yes by pressing  and the receipt for the cardholder prints
- ▶ Remove card




Note: The card holder must make the choice of DCC currency acceptance

## Voiding a Transaction

- ▶ Press **Menu** and select **Void**
- ▶ Enter receipt number and confirm with 
- ▶ Enter amount to be voided and confirm with  (The amount to be voided must match the amount from the receipt number you have entered)
- ▶ Display shows **Transaction Voided** and merchant receipt prints
- ▶ When **Print Customer Copy** appears, press  to print receipt for the card holder

## Reporting (Terminals)

### Daily Report / Overall Report


- ▶ Press  and enter admin password 123456
- ▶ Select **Reports** and confirm with 
- ▶ Select **Daily Report** or **Overall Report** and confirm with 

Note: Once a settlement has been performed on the terminal these reports will no longer print.

### Settlement (End of Day)



- ▶ Press **Menu** and then select **Settlement**
- ▶ Settlement report prints

### DCC Exchange Rate Report


- ▶ Press **Menu** and then select **Reports**
- ▶ Select **DCC Analysis** and confirm with 
- ▶ Receipt prints

## Reprinting Additional Reports

### Reprint last receipt



- Press **Menu** and then select **Receipt Copy**
- Select **Reprint Receipt** and confirm with 
- Enter receipt number and confirm with 
- Receipt prints

### Reprint last end of day report

- Press **Menu** and then select **Receipt Copy**
- Select **Settlement** and confirm with 
- End of day report prints

## Terminal Power On/Off

### For portable and mobile terminals

- To switch **On** the terminal when it is off the base press 
- The terminal can be powered **Off** by simultaneously holding down  and the full stop button

## Passwords

Passwords can be added to refunds and settlements if required.

Note: If password on settlement has been enabled, the report function will be moved to the Administrator Menu.

## Terminal Rolls

To find out information about terminal roll sizes and costs please visit [www.ukpaperrolls.com](http://www.ukpaperrolls.com)

## Chargebacks

Card transactions are sometimes disputed by the cardholder or the card issuing bank, for example goods not received, transaction not recognised or authorised. When this happens we may contact you requesting further information.

If you are not able to supply the information requested by us or in the time scales we specify then it is likely that this may turn into a chargeback which you may be held liable for, even if you have proof that the transaction was genuine.

Where there is a valid chargeback we will write to you to let you know and EVO Payments will debit your nominated bank account with the value of the disputed transaction, quoting the same unique reference number as in the chargeback letter. Our **Managing Chargebacks Guide** can be found in the **Merchant Resources** section of our website.

## Contactless

Contactless is an increasingly popular method of payment and all EVO Payments POS terminals have contactless functionality. Contactless cards enable purchases under £100 to be completed by tapping the card over a Contactless reader on the enabled terminal. This improves customer payment experience, speeds up transactions and helps retailers to remove cash from their business.

### Apple Pay/ Google Pay



All EVO Payments terminals support Apple and Google pay. To pay, the customer just holds their Apple or Android device near the contactless terminal reader.

## Dynamic Currency Conversion

DCC is an easy and simple way to offer your international customers transparent payment solutions. DCC allows customers with international debit/ credit cards the opportunity to pay in their home currency rather than in the local currency where they are making the purchase.

### What are the benefits of offering DCC?

- ▶ Cardholders know exactly how much they are spending without the need to figure out currency conversions
- ▶ DCC allows full transparency on foreign exchange rates
- ▶ Adding DCC to your terminal is completely FREE
- ▶ Improved customer service for international customers
- ▶ Earn a rebate from each DCC transaction that you process



## Cards Accepted



We will be launching acceptance of JCB, Diners Club International and Discover Network cards in the near future. You will be notified when acceptance of these cards has been made available.

## PCI Compliance

In order to protect your business from the threat of card fraud each EVO Payments customer may be requested to attest, or certify, their PCI DSS compliance on an annual basis.

In partnership with Sysnet we have created a Simple PCI DSS online portal which will guide you through the stages of becoming PCI DSS compliant. By validating your compliance through the portal you can avoid the fines, fees and reputational damage associated with a breach. In line with our transparent pricing there is no fee for becoming PCI compliant.

### EVO Payments Simple PCI DSS – 3 Step Approach

1. Merchants logon to the Simple PCI DSS Portal and answer some simple questions
2. Merchants are assisted in understanding how to protect their business
3. Merchants will finally be asked to validate and confirm their compliance

If further information on PCI DSS is required please refer to the **Simple PCI DSS** Guide in the **Support Centre** on the EVO Payments website.

## Gift Cards

EVO Payments terminals accept Visa or Mastercard based Gift Cards. In order to accept the Gift Cards you simply contact the Gift Card company and they will walk you through the setup. You will need your Merchant ID to enable your account. The gift cards are Mastercard so they will process like any other Mastercard transaction and payments may also be accepted through your website. The gift card transactions will be reported as Mastercard transactions on your card terminals or website.

### How do I perform a gift card sale?

Swipe the card through the magnetic stripe reader and follow the instructions on the card terminal. If the card is not accepted please contact the relevant Gift Card company to ensure the Merchant ID is setup correctly. Funds will be received as usual. If you wish to have POS merchandise and window decals please contact the Gift Card company directly.

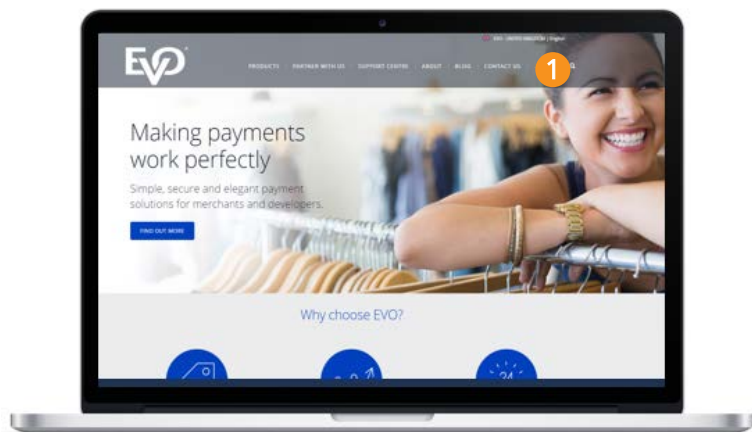
## Business Resource Centre

The Business Resource Centre (BRC) is an online portal set up to help you monitor your account. In the BRC you can view daily transaction details, statements and monthly account billing.

In order to access your account you will need to create a Username and Password. On successfully signing up to EVO Payments you will receive a welcome email from our customer support team. This email will provide details of your customer number. You need your customer number and the last 4 digits of your bank account in order to create a BRC account. If you need further information regarding the Business Resource Centre please refer to our BRC guide on the EVO Payments website.

You can log into the BRC through the homepage on the EVO Payments website ([www.EVOpayments.co.uk](http://www.EVOpayments.co.uk)) by clicking the sign in button on the top right corner.

## To Log into Your BRC



1 Click Sign in

## More Information

If you require further information please take a look at our website  
**[www.EVOpayments.co.uk](http://www.EVOpayments.co.uk)**

Or you can contact our Customer Support team on **0800 0325658**  
or email **[uksupport@evopayments.com](mailto:uksupport@evopayments.com)**

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