

# CabCard Services Ltd

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# Card Payment Terminal

## Quick Start Guide

### BP 5000

Your card payment terminal will arrive with you set up on your account ready to be used straight away.



### What's in the box:

- Card payment terminal
- 9V In-car charger
- AC power supply

**Please read through this quick start guide before you use your terminal.**

If you have any questions, do not hesitate to call our friendly customer service team on 0203 955 5400 or by email on support@cabcard.services

## Till Roll Installation

1. With the terminal facing up, gently pull upwards on the lever located in the middle of the printer door.
2. Discard any packing material from the paper roll.
3. Fit the roll as shown in the diagrams above. **If installed incorrectly the terminal will produce blank receipts.**
4. Gently pull between 5-10 cm of paper until it shows from the top of the terminal.
5. Close the printer door until a 'Click' is heard.
6. Tear off the excess paper.

## Charging the Terminal

1. Inset the power supply plug directly into the side of the terminal.
2. Charging of the battery will take between 2 and 4 hours.

The battery level is indicated on the top right of the terminal screen. (if required, you can charge the battery by using the in-car charger provided.)

## Turning the Terminal ON/OFF

1. To turn 'ON' the terminal hold down the power button (located on the top right of the key pad)
2. The terminal will show Initialization please wait, followed by connecting please wait or press 'x' to configure. Do not do anything at this point and allow your terminal to find and connect to available networks in your area.
3. To turn 'OFF' the terminal hold down the power button (located on the top right of the key pad)

The terminal will turn 'OFF' after a period of inactivity to conserve battery power. This is normal and can be turned back 'ON' by following step 1 above.

## Performing a Chip & PIN Card transaction

1. From the **ready** screen, insert the customer's card into the slot at the bottom of the terminal with the chip facing upwards.
2. Enter the transaction total when prompted. At this stage you can choose to pass the terminal to the customer if you want them to consider adding a gratuity (Tip).
3. Alternatively, you can enter the amount into the terminal before inserting the card into the machine.
4. The terminal will prompt the customer to add a gratuity (Tip). The customer can choose 'Yes' or 'No' and select a percentage.
5. The terminal will then prompt the customer to enter their PIN.
6. The terminal will connect to the acquirer and will either approve or decline the transaction.
7. A merchant copy receipt will be printed. Tear off and retain this for your records.
8. A customer copy receipt will also be printed. Tear this off and pass to the customer.

## Performing a Contactless transaction

1. From the **ready** screen, enter the transaction total, then press the enter (green) key.
2. Allow the customer to 'Tap' the terminal screen with the contactless card or payment device e.g. mobile phone.
3. The terminal will beep to confirm the contactless card or payment device has been recognised.
4. The terminal will then connect to the acquirer and approve or decline the transaction.
5. A merchant copy receipt will be printed. Tear off and retain for your records.
6. A customer copy of the receipt will also be printed. Tear this off and pass this to the customer.

**Note: A 'CANCELLED' 'INVALID' or 'DECLINED' response means the transaction has not been accepted and you will not receive payment.**

## Performing a swipe transaction

1. From the **ready** screen, enter the transaction total, then press the enter (green) key.
2. Run the cardholder's card down the magnetic swipe slot and then quickly swipe it. The magnetic stripe of the card must be facing towards the terminal.
3. The terminal will print a receipt asking for the customer's signature.
4. Check that the cardholder's signature matches the one on the back of their card.
5. Once the receipt is signed a customer copy receipt will also be printed.

## Hints and Tips

### Charging

We recommend that you place the terminal on charge when you finish your shift so that it is ready to use the next time you work. You can use your in-car charger, however, this should not be used exclusively to charge your terminal.

### Receipts

Never pass the merchant copy receipt to the customer. If required a duplicate customer copy receipt can be printed from the main menu (up arrow key).

You must store all your merchant copy receipts for a minimum period of 18 months. This is important as we may be asked to produce these receipts later to verify a transaction.

### Printing

The thermal paper used will only print on one side. Therefore, if you have inserted the paper roll incorrectly you will not get a printout from your terminal. If you have inserted the paper roll incorrectly simply remove it, turn it around and then replace correctly.