

Getting Started - Guide for Mobile Point of Sale Users



Getting started

All the information you need to use your card reader has been emailed to you including answers to Frequently Asked Questions (FAQs).

Should you be unable to resolve any issue or answer any questions you may have after consulting this document, further support is available via emailing: LloydsBankCardnetmPOS@lloydsbanking.com

Setting Up

What should be in the box?



What else do you need?

In order to process payments the card reader links to the app via Bluetooth, you will need to ensure Bluetooth is activated on your device. **Your tablet or smartphone device will also need to be connected to the internet via 3G/4G or WiFi**

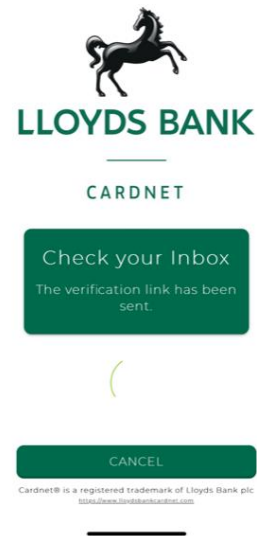
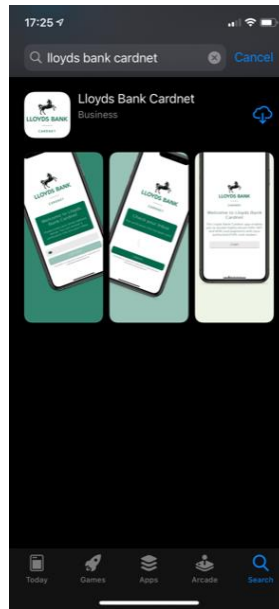
Setting up card reader and app

1. Download the Lloyds Bank Cardnet App from the App store
2. Open the App
3. Enter your email address (ensure this is the email you provided during the application process)
4. Verify your account by clicking the link in the email sent from no-reply@handpoint.com
5. Once signed up you will be taken through a series of steps to personalise your settings. (shown on next page)

You will then be ready to start taking card payments.

All the information you need to run your mPOS solution is sent to you via email when we dispatch the card reader.

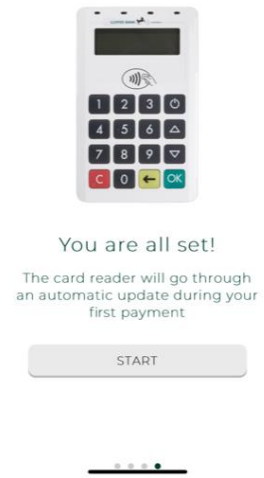
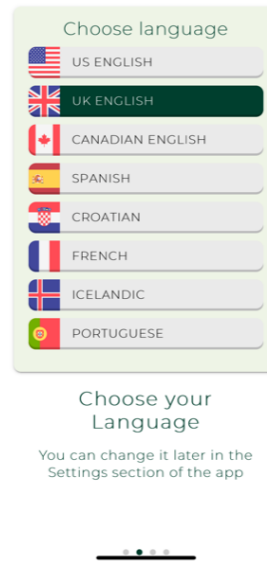
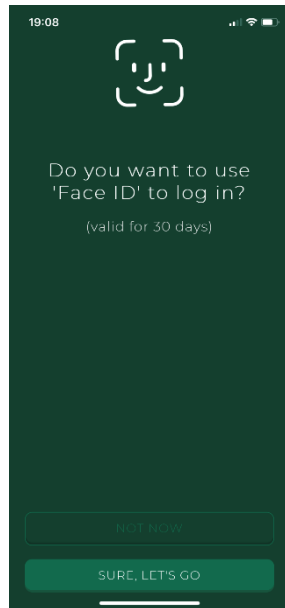
You can also find additional help at: lloydsbankcardnet.com within the mPOS customer hub section on our website or by contacting: LloydsBankCardnetmPOS@lloydsbanking.com



App set up steps and pairing with the card reader

You will then be taken through the below steps

1. If your smart device or tablet is touch or Face ID enabled, you'll be asked to allow 'Handpoint' to use this
2. You'll then be directed through a series of set up questions as shown on the following page
 - a. Welcome page – press 'Start'.
 - b. Select Language – default is UK English.
 - c. Pair your reader – ensure your card reader is on and Bluetooth enabled on your smart phone or device. You may be asked for a pairing code, this is not required but you will need to cancel the request and continue.
 - d. You're then ready to start taking payments.



What should you do if the card reader is not pairing with your device via Bluetooth

First, double check that the Bluetooth on your device is enabled and make sure that the card reader is connected. If you are using an iPhone and wish to pair the card reader with a different device, it may first be necessary to disable the card reader from your smart phone or tablet Bluetooth device list before attempting to pair the card reader with another smart phone or tablet device.

If for some reason the card reader is not showing up on the smart phone or tablet Bluetooth device list, restart the device and try again. If you are unable to link the two, contact LloydsBankCardnetmPOS@lloydsbanking.com.


Before taking Payments we recommend you run an update

When you first connect your card reader and app we recommend you run an update to download any pending software updates.

To do this go to App Settings > Device > Update Device. This will then run an update. **If you don't do this it may cause delays when processing your first sale** as the card reader will force an update. Updates can take up to 15 - 20 mins on Apple and 5 mins on Android devices. Alternatively when you first set up there is a prompt to update device. You can select this to run initial update.

Taking Payments

Once logged in, how do I take a payment?

1. On the third tab with the wallet  icon, you'll see a keypad and you'll be able to enter in the total charge or add up individual items and then press 'PAY'.
2. You will then be given payment methods to select from, Card, Cash or Other (Other includes Vouchers/ Cheques or any other method). Whilst the device is not required to take cash or other payments, using the device to do this will mean it's added to your transactions view so you can track your payments in one place. If you do not want to utilise this functionality, these options can be removed via the settings section on the App.
3. Once you've selected the Card option it will prompt the device to request payment.

Transactions

Performing a chip card sale transaction with PIN

When prompted insert the customer's chip card into the slot on the bottom of the card reader with the chip facing upwards. Then follow instructions provided on card reader and App.

Performing a contactless transaction

To read a contactless card it must be positioned in close proximity to the card reader with its centre over the contactless symbol. Once detected the four lights will illuminate on the card reader. Then follow instructions provided on device and App.

Performing a magnetic stripe transaction

During the card reader operation you may be prompted to read a presented Card by means of the magnetic stripe.

The magnetic stripe reader is a slot positioned on the top of the card reader. Swipe the Card through the slot from left to right in a smooth motion. Then follow instructions provided on card reader and App.