



Handbook.

Everything you need to know about your new Payzone Plus terminal and how to complete transactions.



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Welcome to your Payzone Plus Device!

Let's get you set up.

We're absolutely delighted that you've chosen to become part of our friendly network. Together with the Post Office, there are over 24,000 Payzone stores and Post Office branches across the country – and you're now one of them!

Get ready to complete a wide range of payments, including energy, local authorities and smart ticketing for transport providers.

The following page outlines the simple steps you need to take to get transacting...



It's time to work **Smaller, Faster and Better...**



Admin screen access.

The admin screen on your Payzone Plus terminal can be used to find the following information:

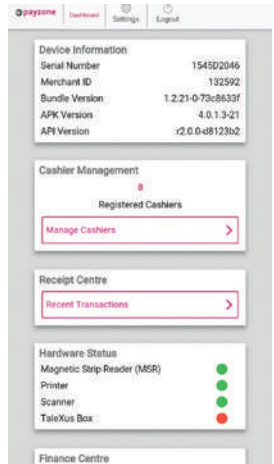
- Statement
- Invoices
- X/Z total
- Check recent transactions
- Set up cashier PINs

To access the admin screen, you will need to enter the admin PIN from the home screen as shown opposite:

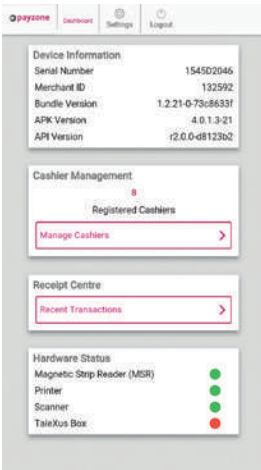


Admin screen dashboard.

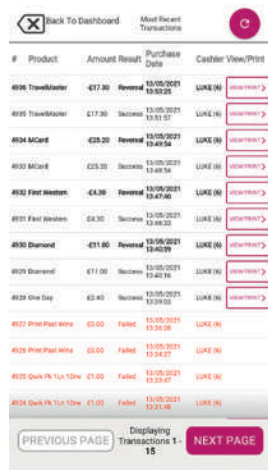
Once the admin PIN is entered this screen will show:



Recent transactions.



Step 1: Located at the top of the screen is the receipt centre which will allow you to check if a transaction was successful or reprint a receipt



Step 2: Recent Transactions screen: use the **View/Print** options to check or reprint a receipt, when the **View/Print** option is selected the screen will show as above

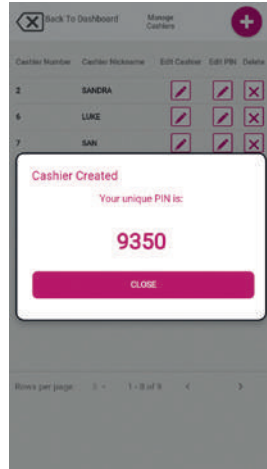


Step 3: Click **Reprint** to print a duplicate receipt

Managing cashier PINs.



Step 1: From the Cashier Management section of the terminal you can add a cashier, edit an existing cashier name/PIN or delete a cashier. The terminal can hold up to 20 PINs. Click **Manage Cashiers**



Step 2: To create a new cashier, click the plus (+) icon located at the top right-hand side of the screen. The terminal will then generate a cashier PIN as shown above, you can edit the cashier name by clicking on **Edit Cashier**

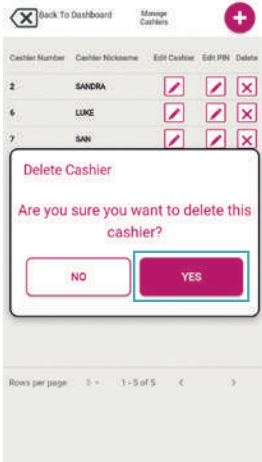


Step 3: Type the cashiers name in and click **Save**. The cashier can amend the PIN number by clicking edit PIN, and the below screen will appear



Step 4: The cashier can now enter their unique 4 digit PIN number and press **Save**

Deleting cashier PINs.



To delete a cashier, click on the **X** icon on the right-hand side of the cashiers name, the below message will appear. Click **Yes** to confirm and the cashier will be removed



Please use this guide to train your staff and keep it accessible at all times.

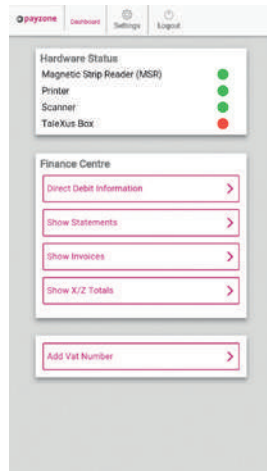
Viewing X/Z Totals.

An 'X Total' is the running total of transactions throughout the day, and a 'Z Total' is the end-of-day report.

Important note: The device will not produce this automatically. You will need to print a Z-Total report every day after end of trade to reconcile with your till takings.

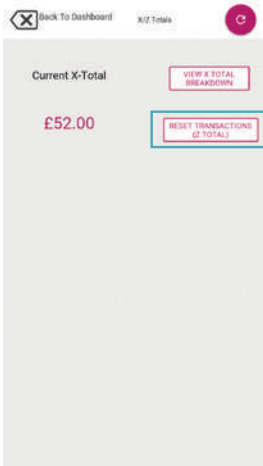


Step 1: Enter **Cashier Passcode**

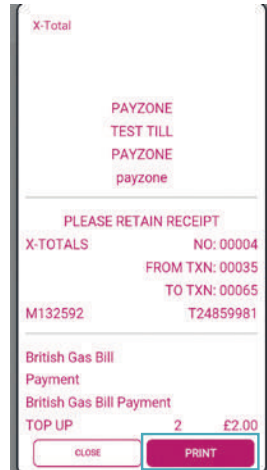


Step 2: Press the arrow on each tab to select the topic you wish to view. Press **X/Z Totals** to take you to your 'Show X/Z Totals' home screen

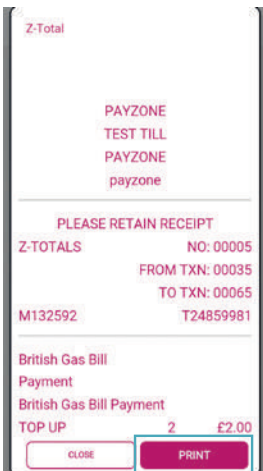
Viewing X/Z Totals (Cont.)



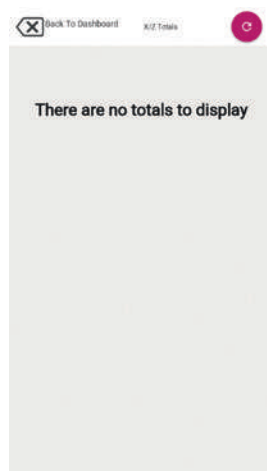
Step 3: To close the transaction list at the end of every day, press **Reset Transactions (Z-Total)**



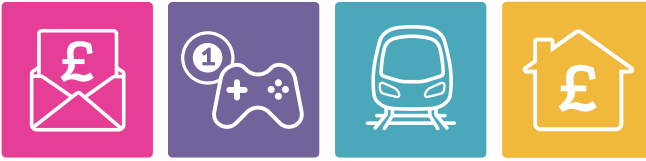
Step 4: The above breakdown screen will then appear



Step 5: Print the Z-Total report and retrieve it from the printer. Keep it safe so it can be attached to the finalisation report



Step 6: The above screen displays when the user presses **Close** to return to the home screen



It's so simple to process bill payments, gas cards, electricity keys and smart tickets through your Payzone Plus terminal.

Over the following pages we'll show you exactly what to do, so you'll be making transactions with ease...

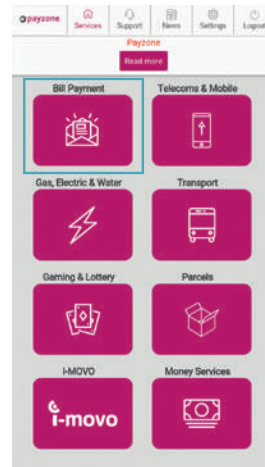
How to begin a transaction.

This is the section of the terminal where you will complete transactions.

To access the transaction overview menu, you will need to input your **Cashier Passcode**.



Step 1: Enter Cashier Passcode



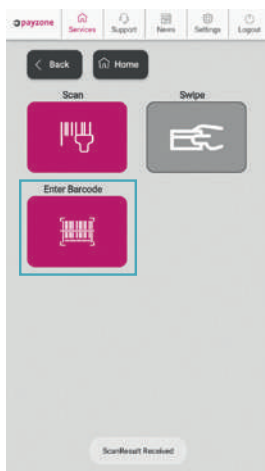
Step 2: the home screen will then load

Once the home screen shows, you will be able to view all the transaction categories available. From this point, simply select the transaction you want to complete.



Processing bill payments.

There are a large number of bills that can be accepted through the Payzone terminal, you can check the accepted products list on the Payzone website. It will advise on the accepted locations for payment.



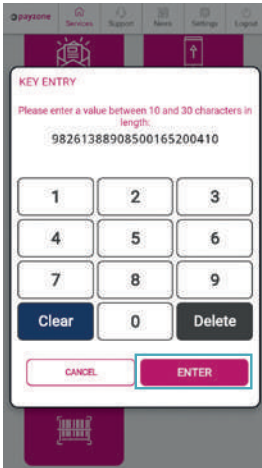
Step 1: To process a bill payment transaction, you can either **swipe** the magnetic card, **scan** the bill or press **Enter Barcode**



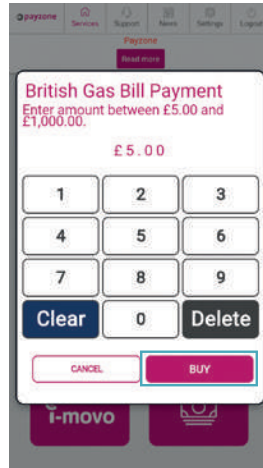
Step 2: If entering the bill payment barcode, type in the barcode number



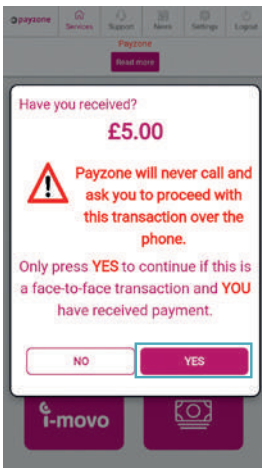
Processing bill payments. (Cont.)



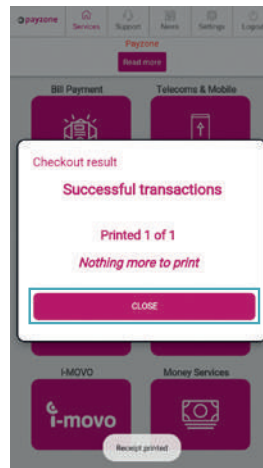
Step 3: Press **Enter** (if scanned or swiped, the terminal will automatically go to the next step)



Step 4: Enter the amount to pay and press **Buy**



Step 5: Confirm the amount and press **Yes** once the cash has been received



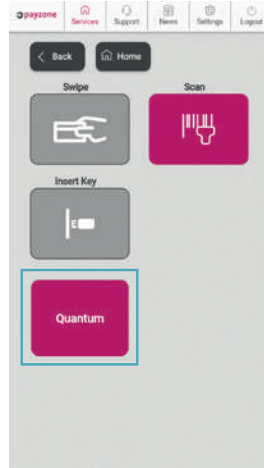
Step 6: The receipt will now print, press **Close** to complete the top-up



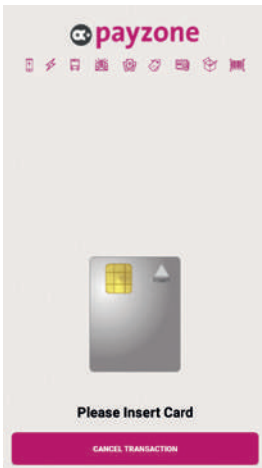
Processing a Quantum gas card.



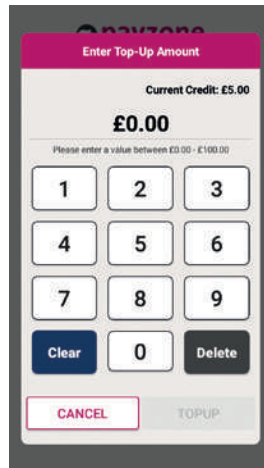
Step 1: Log in with your **Cashier Passcode** and select the **Gas, Electric and Water** option



Step 2: Select **Quantum**



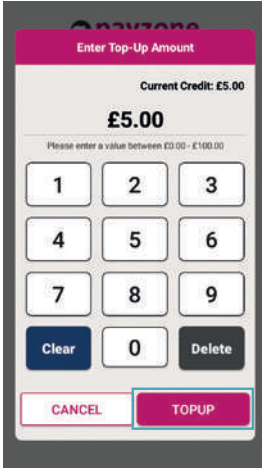
Step 3: Now insert the Quantum Gas card into the device's card reader



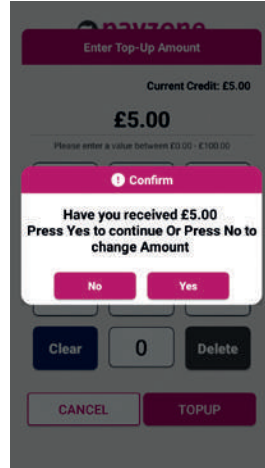
Step 4: Enter the required top-up amount



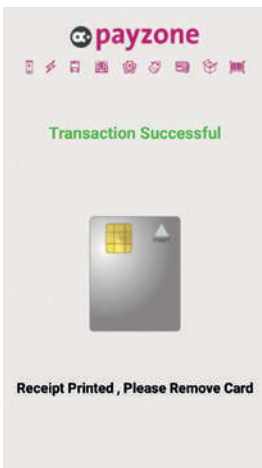
Processing a Quantum gas card (Cont.)



Step 5: Press **Top up**



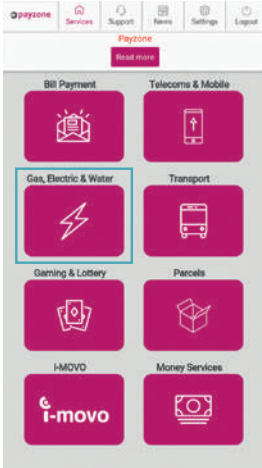
Step 6: Confirm the cash has been received and press **Yes** or if you wish to cancel the transaction, press **No**. Once credit has been applied to the card it cannot be reversed



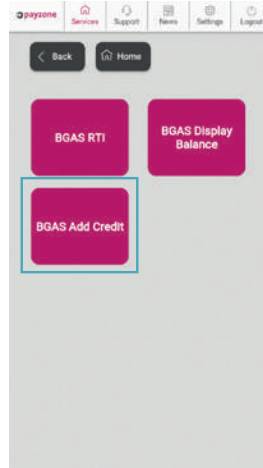
Step 7: The above will show if the top-up was successful. Press **OK** to complete the transaction



Processing a Talexus electricity key.



Step 1: Enter the **Cashier Passcode** so the transaction home screen is shown. Now enter the Talexus key into the key box



Step 2: Once the key is read the supplier of the key and transaction options will be shown. To top up, select **Add Credit**



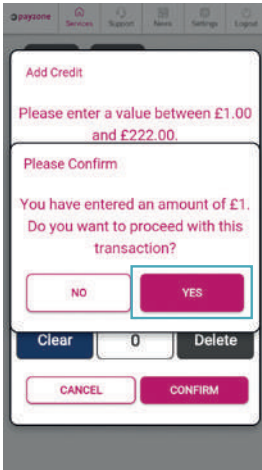
Step 3: Enter the required top-up amount



Step 4: Press **Confirm**



Processing a Talexus electricity key (Cont.)



Step 5: A second confirmation screen will show. Press **Yes** if correct



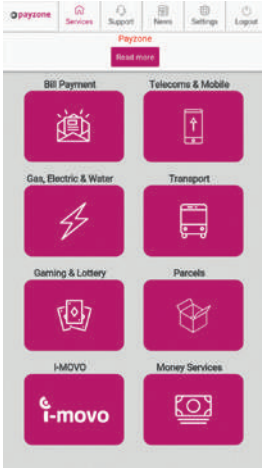
Step 6: Press **Yes** to confirm the cash has been received from the customer. Once credit has been applied to the key it cannot be reversed



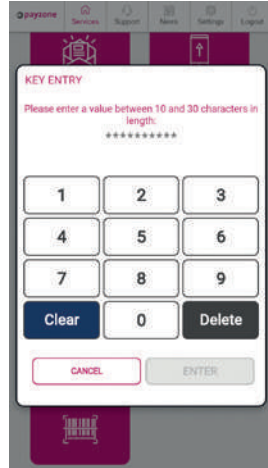
Step 7: The above will show to confirm a successful transaction. The key can now be removed. Press **OK** to return to the home screen



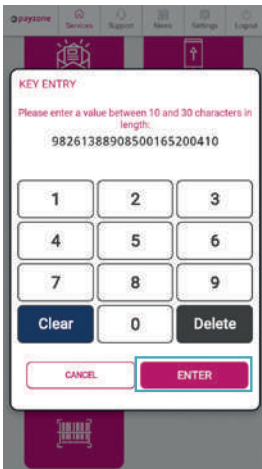
Processing a smart meter transaction



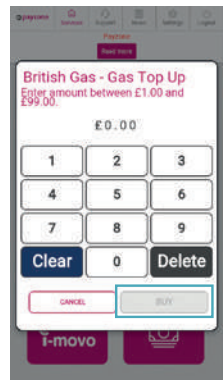
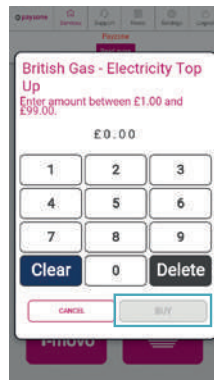
Step 1: To process a bill payment transaction, you can either **swipe** the magnetic card, **scan** the bill or press **Enter Barcode**



Step 2: If entering the bill payment barcode, type in the barcode number



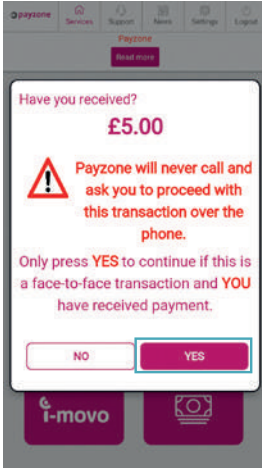
Step 3: Press **Enter** (if scanned or swiped, the terminal will automatically go to the next step)



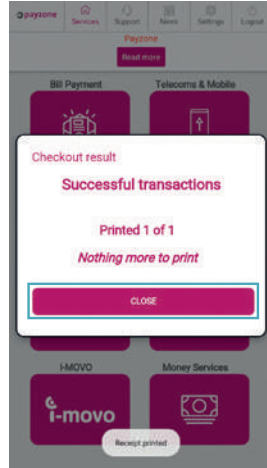
Step 4: Enter the amount to pay and press **Buy**



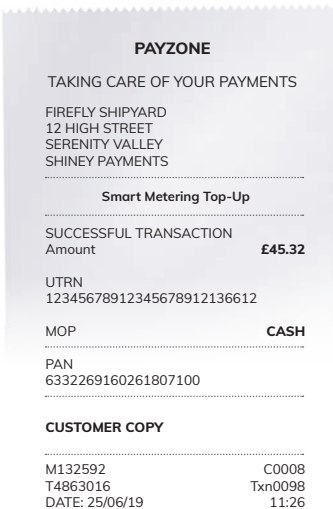
Processing a smart meter transaction (Cont.)



Step 5: Confirm the amount and press **Yes** once the cash has been received



Step 6: The receipt will now print, press **Close** to complete the top-up



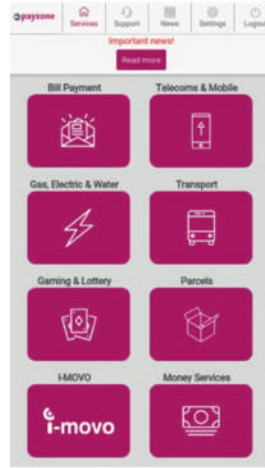
Receipt example



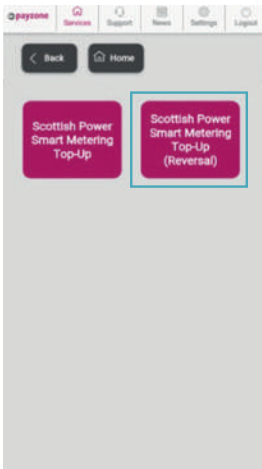
Reversing a smart meter transaction.



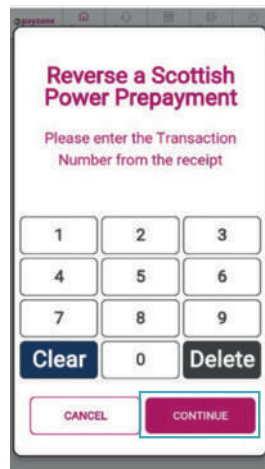
Step 1: Enter the **Cashier Passcode**



Step 2: Swipe/key customer card



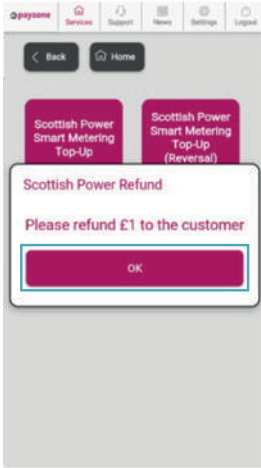
Step 3: Select **Reversal**



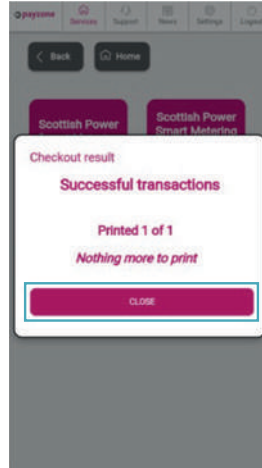
Step 4: Enter the receipt number and press **Continue**



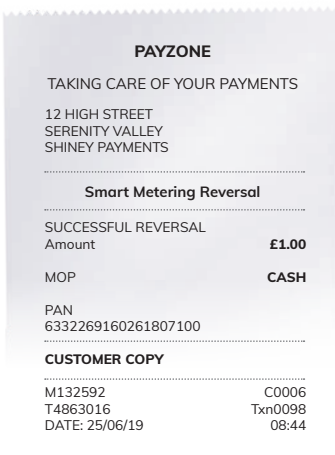
Reversing a smart meter transaction (Cont.)



Step 5: Press **OK** to refund payment to customer

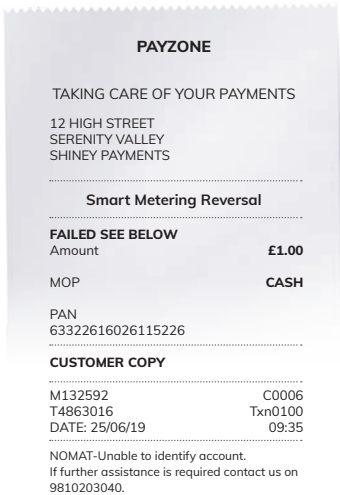


Step 6: Refund is now complete. Press **Close**



Receipt example

Smart meter transaction error message receipt example.



Receipt example



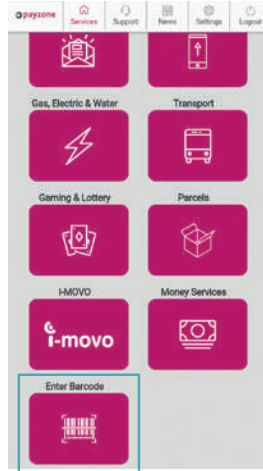
Please use this guide to train your staff
and keep it accessible at all times.



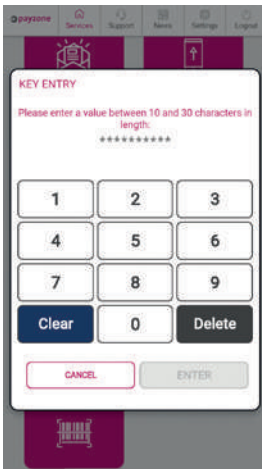
Processing a water payment.



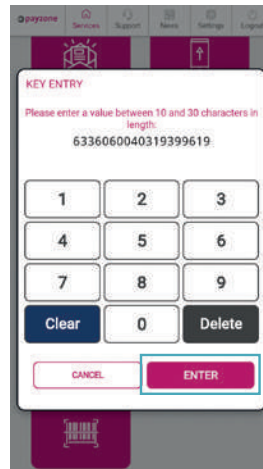
Step 1: Enter **Cashier Passcode**



Step 2: Either scan paper bill or swipe/scan magnetic card (skip to step 5). Or press **Enter Barcode**



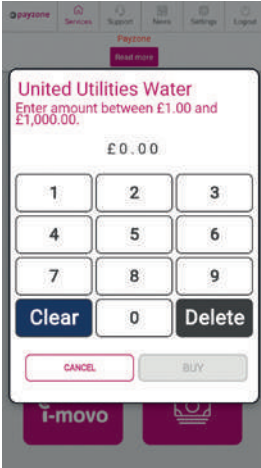
Step 3: Enter **Barcode number** from paper bill or **long number** from magnetic swipe card



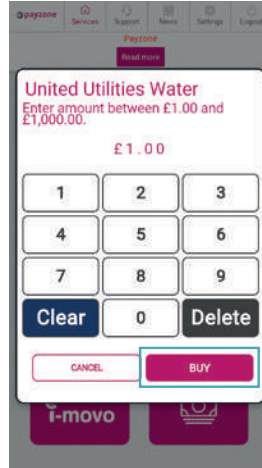
Step 4: Press **Enter**



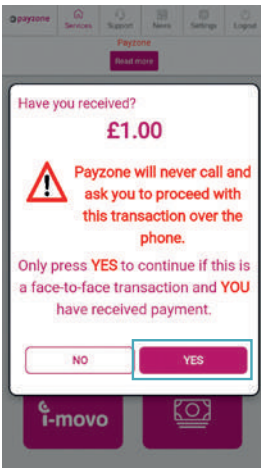
Processing a water payment (Cont.)



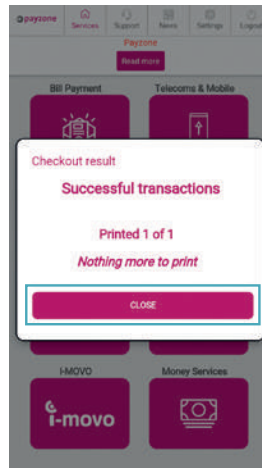
Step 5: Enter amount requested by customer



Step 6: Press Buy



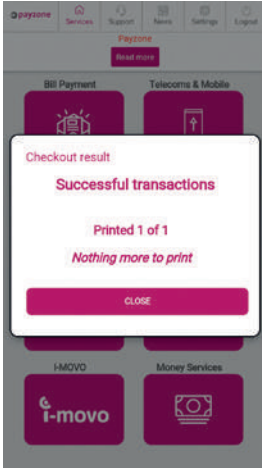
Step 7: Press Yes to continue transaction



Step 8: If successful, a receipt will be printed. Press Close to return to home screen



Processing a water payment (Cont.)



Step 9: Tear off receipt and give to customer



Please use this guide to train your staff and keep it accessible at all times.





Smart ticketing.

Smart Ticketing for bus & rail – make travelling easy for your customers and enable them to purchase travel products and top-ups via their ITSO Smart Cards.



**national
express**

 **Transport for
West Midlands**

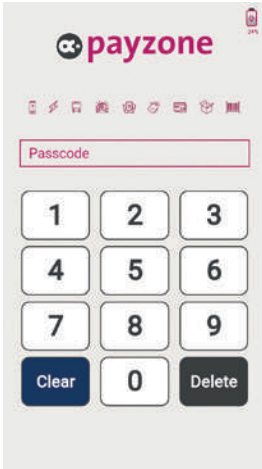
**WEST YORKSHIRE
COMBINED AUTHORITY**

First  **Bus**

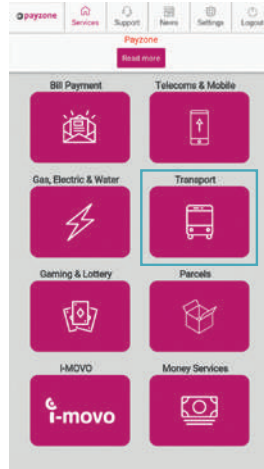
**national
express West Midlands**



Processing smart ticketing.



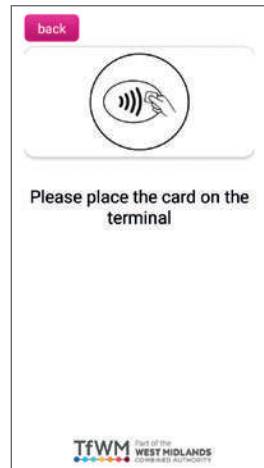
Step 1: Enter the Cashier Passcode



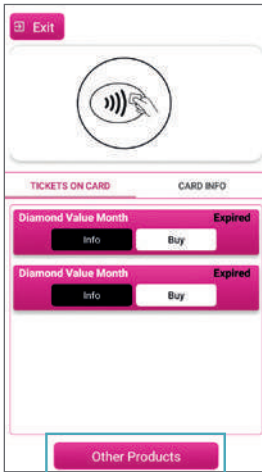
Step 2: Select Transport



Step 3: Place the customer's smart card onto the device's screen where shown

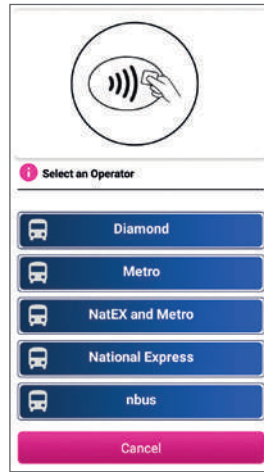


Step 4: The device will display this screen (the card must be left here until the transaction is complete)

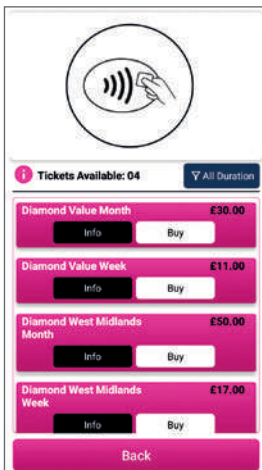


Step 5: If a card has already been used, the screen will show previously purchased products in pink, giving an option to rapidly repurchase the previous product.

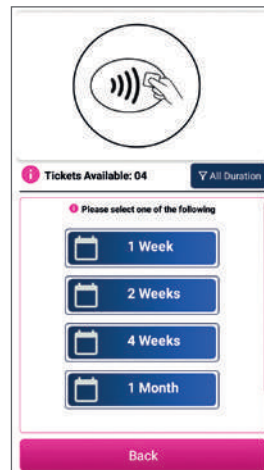
If you are looking to reorder an existing product, select from the product list. Select **Buy** and skip to **Step 9**. If you are looking to purchase a new product, choose **Other Products** at the bottom of the screen to see available purchase options and continue to **Step 6**



Step 6: Locate the required product



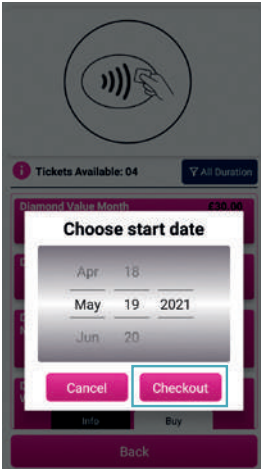
Step 7: The **Info** button can be pressed to give further information about the ticket option



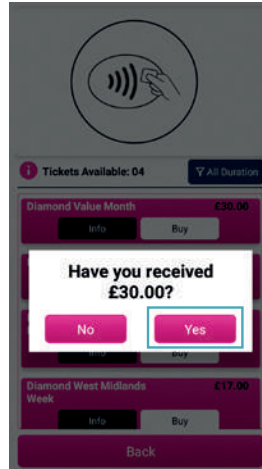
Step 8: Select duration of ticket



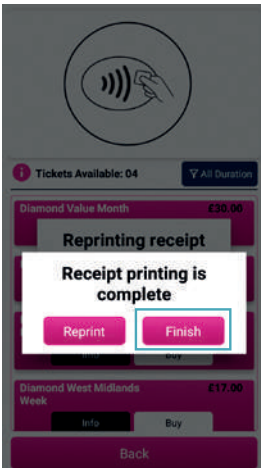
Processing smart ticketing (Cont.)



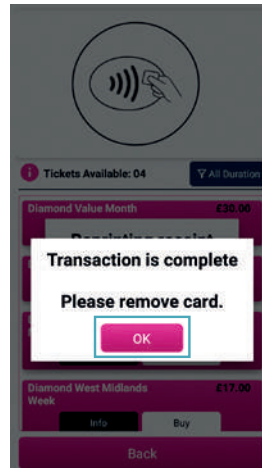
Step 9: Once **Buy** is selected choose the required start date for the ticket and then press **Checkout**



Step 10: Confirm the cash has been received from the customer. Press **Yes**



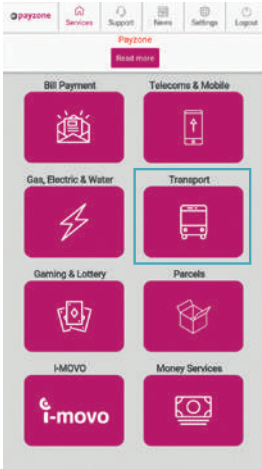
Step 11: Dialogue box will show the transaction is successful. Press **Finish** once receipts have printed



Step 12: The transaction is now complete, the smart card can be removed. Press **OK** to return to the **Transport** home screen



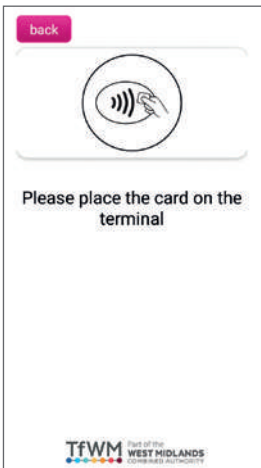
Processing a smart ticketing reversal.



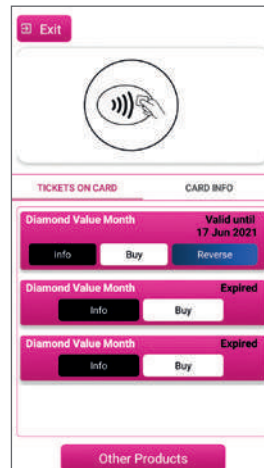
Step 1: Select **Transport**



Step 2: Place the customer's smart card onto the Payzone Plus screen where shown



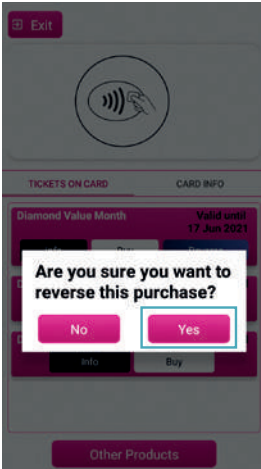
Step 3: The device will display this screen (the card must be left here until the transaction is complete)



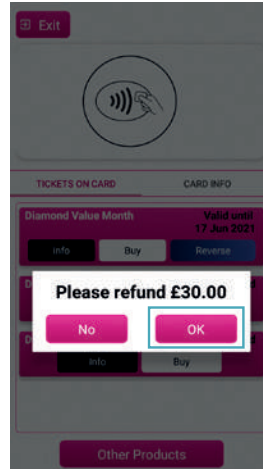
Step 4: This screen will show any products which can be reversed



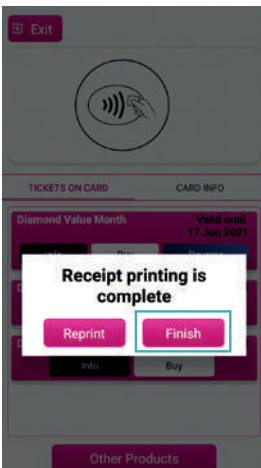
Processing a smart ticketing reversal (Cont.)



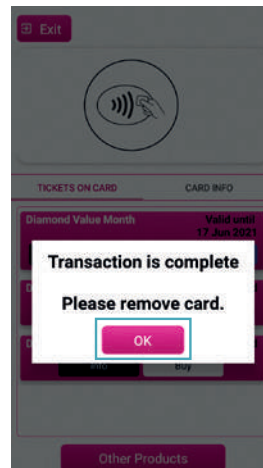
Step 5: Select **Reverse** as highlighted above (reversal must be completed within 30 minutes of the original transaction)



Step 6: Select **OK** to confirm you wish to reverse the ticket



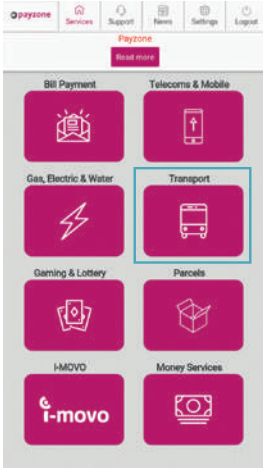
Step 7: Dialogue box will show the reversal is successful. Press **Finish** once receipts have printed



Step 8: The reversal is now complete, the smart card can be removed. Press **OK** to return to the **Transport** home screen



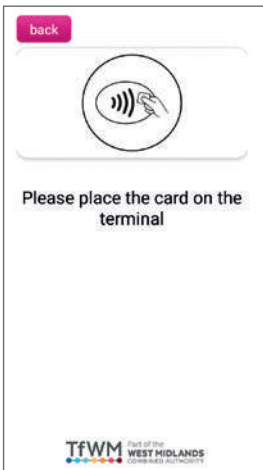
Processing a smart ticketing 'pay as you go'.



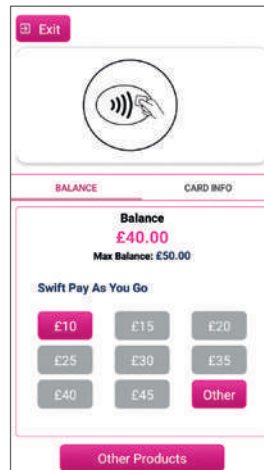
Step 1: Select **Transport**



Step 2: Select **Smart Ticketing**



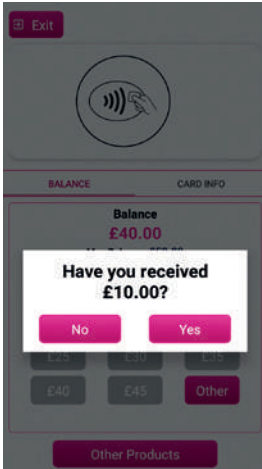
Step 3: Place smart ticketing card onto the device's card reader



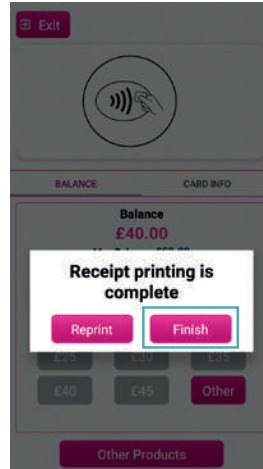
Step 4: Payzone Plus will display this screen throughout the transaction



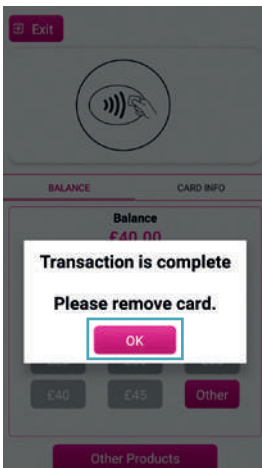
Processing a smart ticketing 'pay as you go' (Cont.)



Step 5: Choose the required top-up amount



Step 6: Confirm the cash has been received from the customer. Press **Finish** to continue



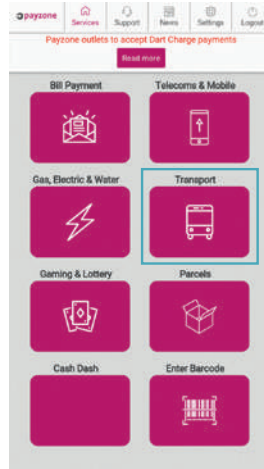
Step 7: The transaction is now complete, the card can be removed. Press **OK** to return to the **Transport** home screen



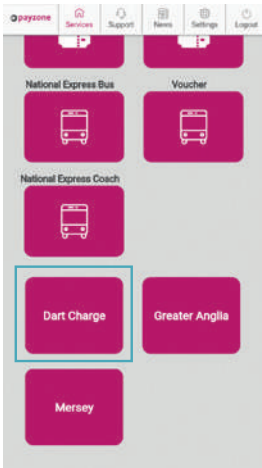
Processing a Dart Charge account top-up.



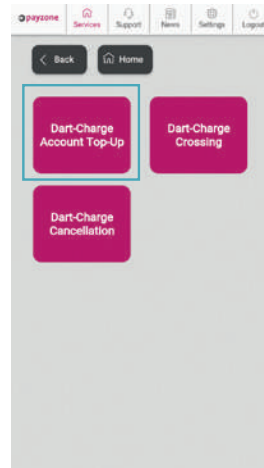
Step 1: Enter the Cashier Passcode



Step 2: Select Transport



Step 3: Select Dart Charge



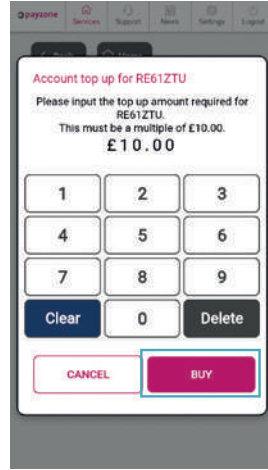
Step 4: Select Dart Charge Account Top-up



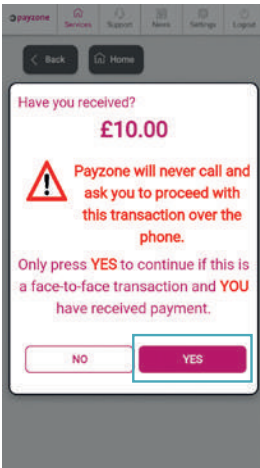
Processing a Dart Charge account top-up (Cont.)



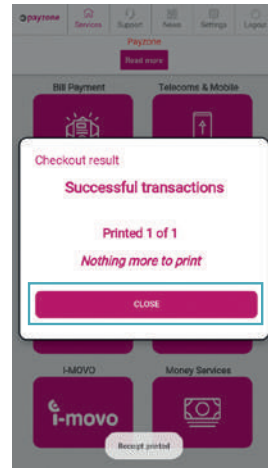
Step 5: Enter Vehicle registration and press **next**



Step 6: Enter amount and Press **Buy**



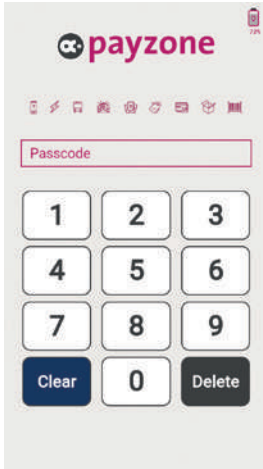
Step 7: Press **Yes**



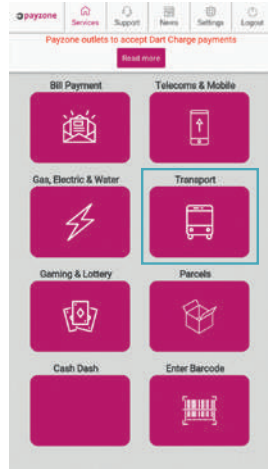
Step 8: Press **Close**. Receipt will print successfully



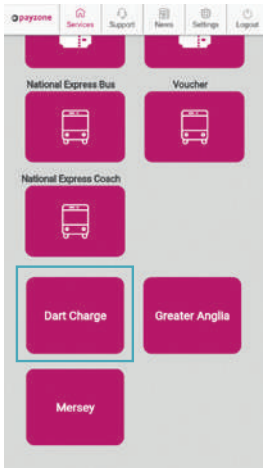
Processing a Dart Charge crossing.



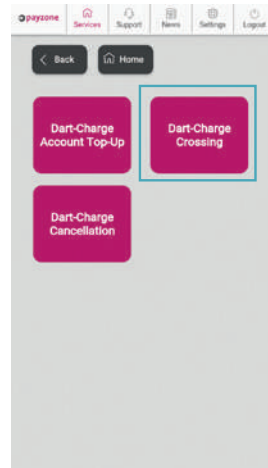
Step 1: Enter the Cashier Passcode



Step 2: Select Transport



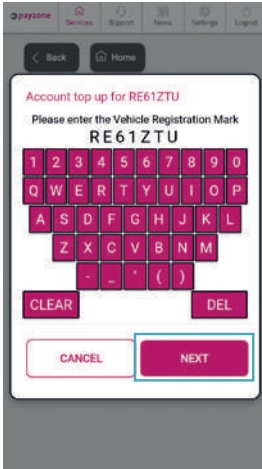
Step 3: Select Dart Charge



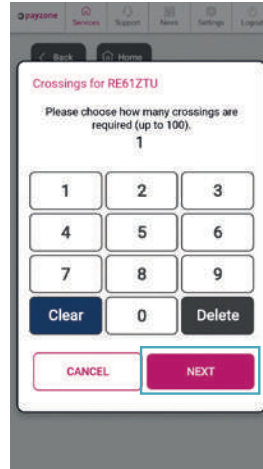
Step 4: Select Dart Charge Crossing



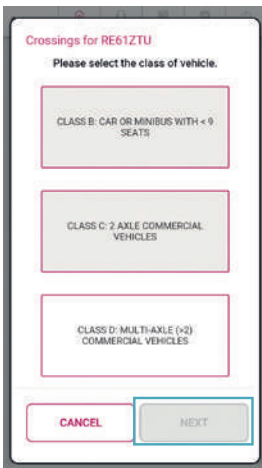
Processing a Dart Charge crossing (Cont.)



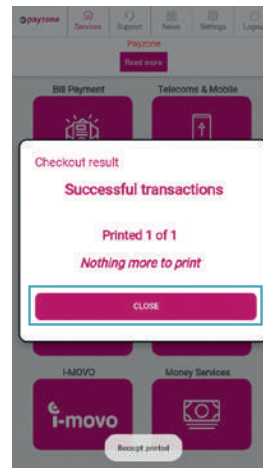
Step 5: Enter Vehicle registration and press **next**



Step 6: Enter the amount of crossings and press **next**



Step 7: Select the vehicle class and press **next**



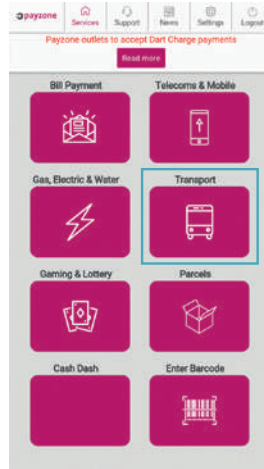
Step 8: Press **Close**. Receipt will print successfully



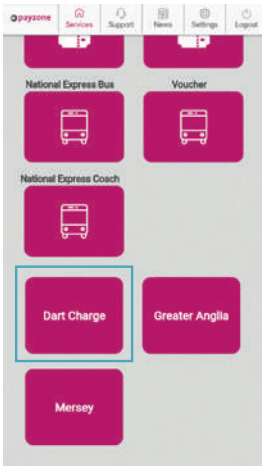
Processing a Dart Charge cancellation.



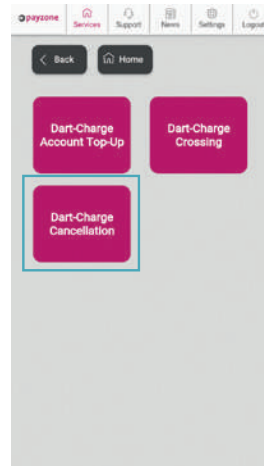
Step 1: Enter the Cashier Passcode



Step 2: Select Transport



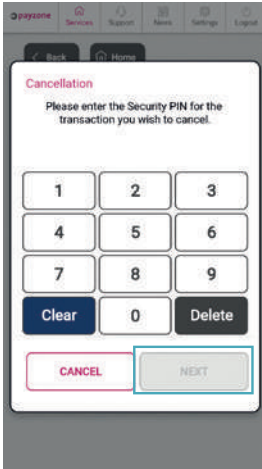
Step 3: Select Dart Charge



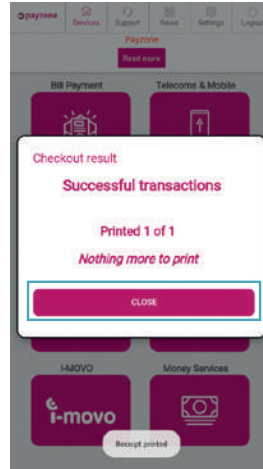
Step 4: Select Dart Charge Cancellation



Processing a Dart Charge cancellation (Cont.)



Step 5: Enter the security PIN from the receipt and press **next**



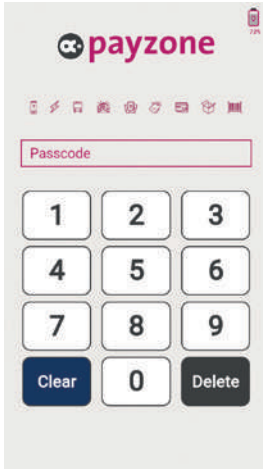
Step 6: Press **Close**. Receipt will print successfully



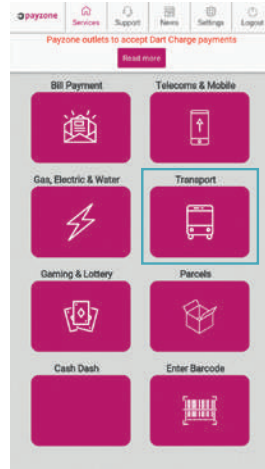
Please use this guide to train your staff and keep it accessible at all times.



Processing a Mersey account top-up.



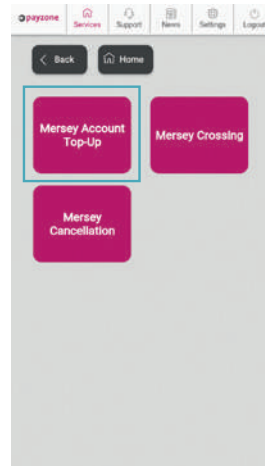
Step 1: Enter the Cashier Passcode



Step 2: Select Transport



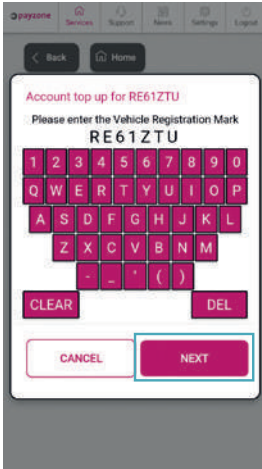
Step 3: Select Mersey



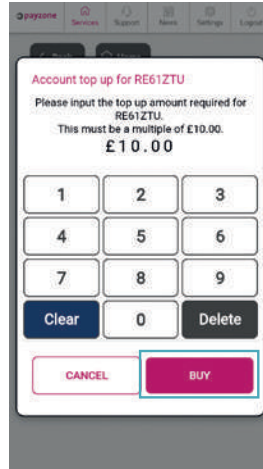
Step 4: Select Mersey Account Top-up



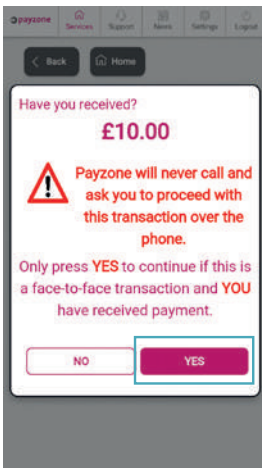
Processing a Mersey account top-up (Cont.)



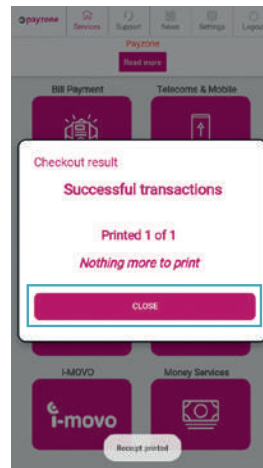
Step 5: Enter Vehicle registration and press **next**



Step 6: Enter amount and Press **Buy**



Step 7: Press **Yes**



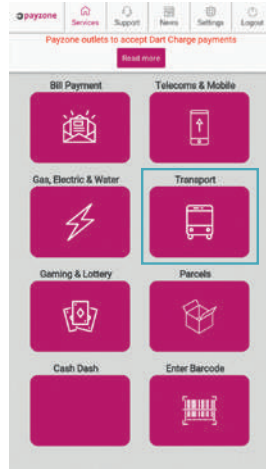
Step 8: Press **Close**. Receipt will print successfully



Processing a Mersey crossing.



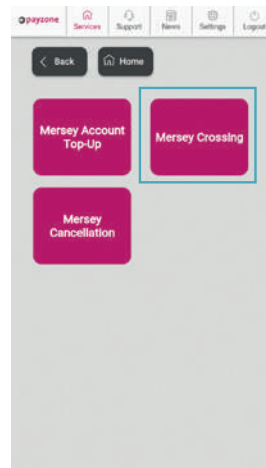
Step 1: Enter the **Cashier Passcode**



Step 2: Select **Transport**



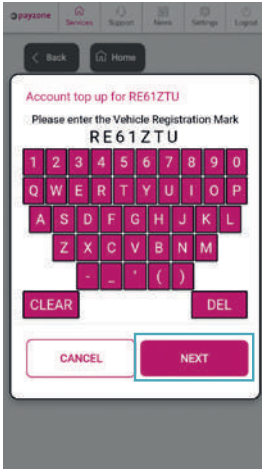
Step 3: Select **Mersey**



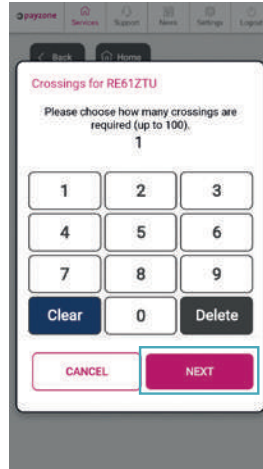
Step 4: Select **Mersey Crossing**



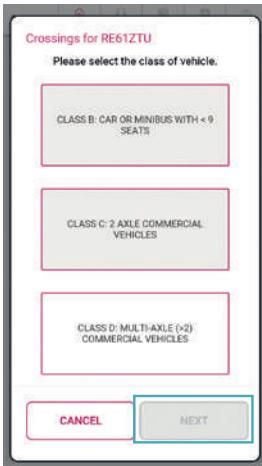
Processing a Mersey crossing (Cont.)



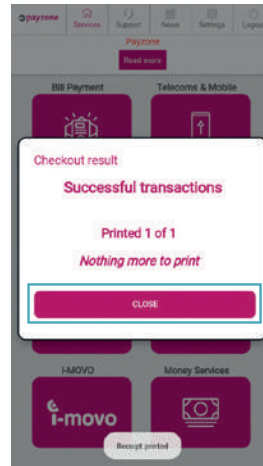
Step 5: Enter Vehicle registration and press **next**



Step 6: Enter the amount of crossings and press **next**



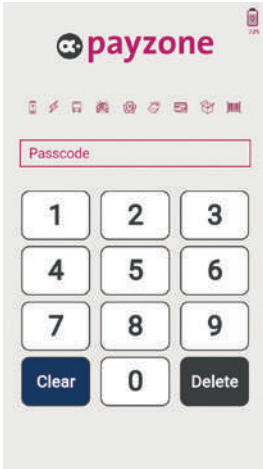
Step 7: Select the vehicle class and press **next**



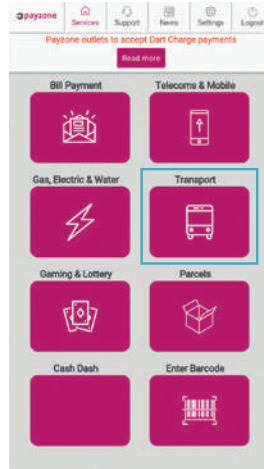
Step 8: Press **Close**. Receipt will print successfully



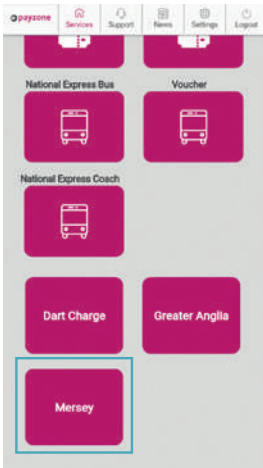
Processing a Mersey cancellation.



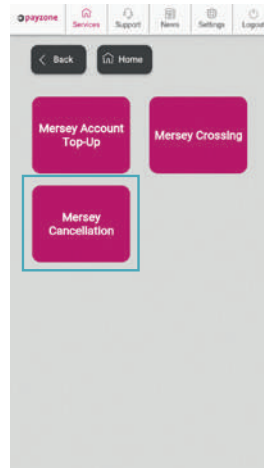
Step 1: Enter the Cashier Passcode



Step 2: Select Transport



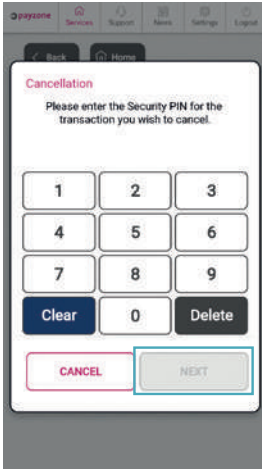
Step 3: Select Mersey



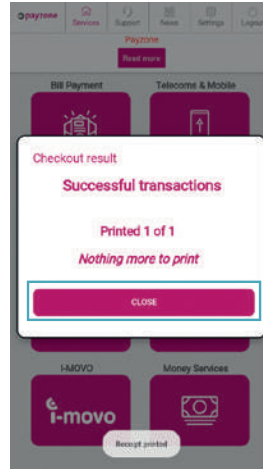
Step 4: Select Mersey Cancellation



Processing a Mersey cancellation (Cont.)



Step 5: Enter the security PIN from the receipt and press **next**



Step 6: Press **Close**. Receipt will print successfully



Please use this guide to train your staff and keep it accessible at all times.



The Health Lottery play with card.



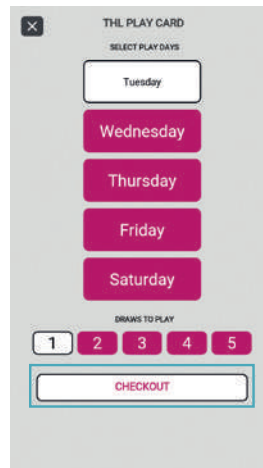
Step 1: Enter **Cashier Passcode**



Step 2: Swipe an activated playcard



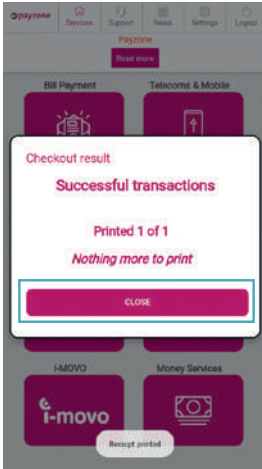
Step 3: Select **Days and Draws**



Step 4: Press **Checkout**



The Health Lottery play with card (Cont.)



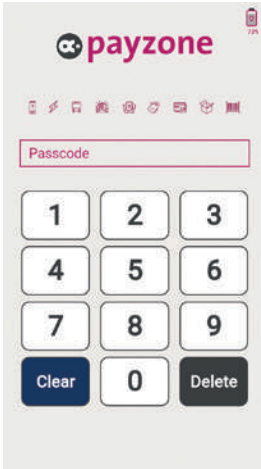
Step 5: Transaction successful, receipt prints
press **Close**



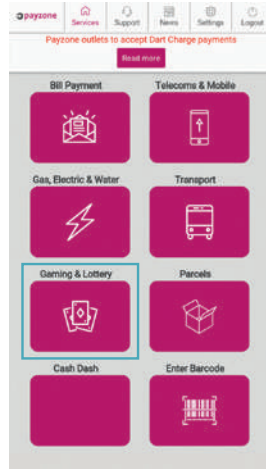
Please use this guide to train your staff
and keep it accessible at all times.



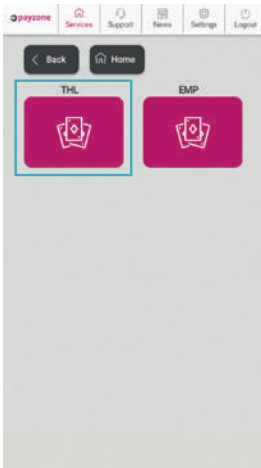
The Health Lottery activate and play.



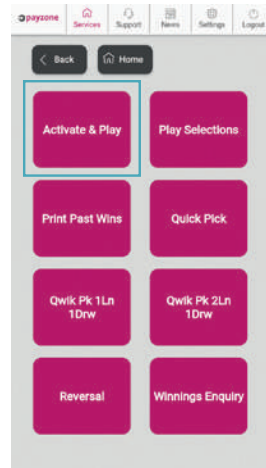
Step 1: Enter the **Cashier Passcode**



Step 2: Select **Gaming & Lottery**



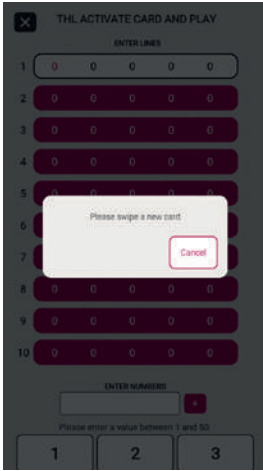
Step 3: Select **THL**



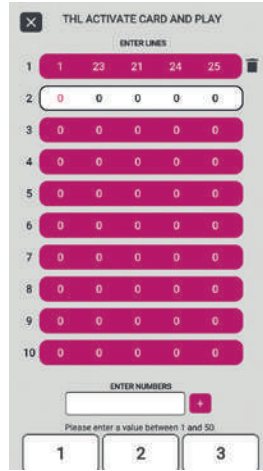
Step 4: Select **Activate & Play**



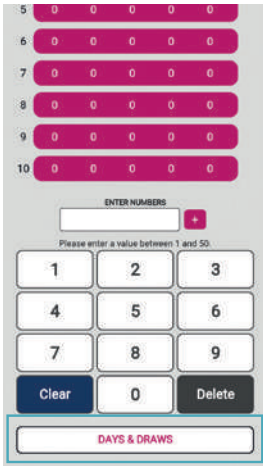
The Health Lottery activate and play (Cont.)



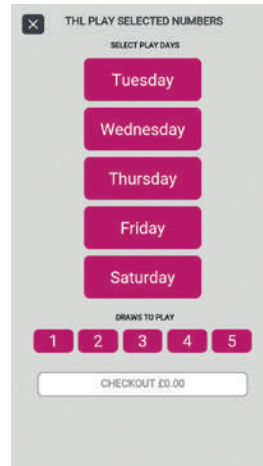
Step 5: Swipe an inactivated card



Step 6: Choose numbers/lines to play (you will need to scroll). Press + if number is 1,2,3,4,5



Step 7: Scroll down and select **Days and Draws**



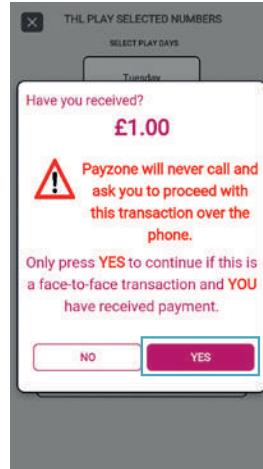
Step 8: Choose play days and draws



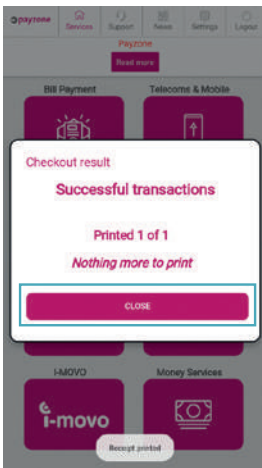
The Health Lottery activate and play (Cont.)



Step 9: Press checkout



Step 10: Press Yes



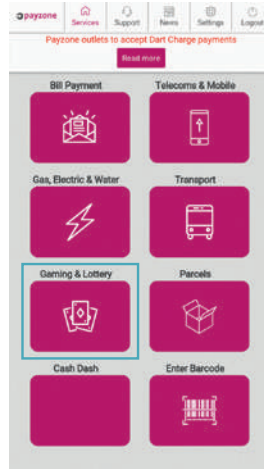
Step 11: Select **Close**. Receipt will have printed successfully



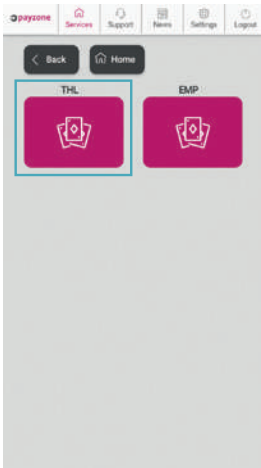
The Health Lottery play selections.



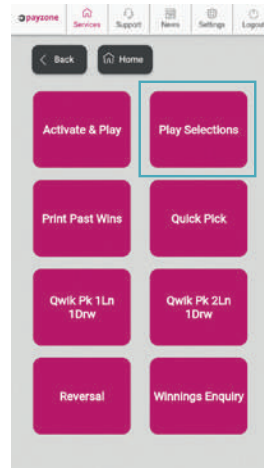
Step 1: Enter the **Cashier Passcode**



Step 2: Select **Gaming & Lottery**



Step 3: Select **THL**



Step 4: Select **Play Selections**



The Health Lottery play selections (Cont.)

THL PLAY SELECTED NUMBERS

ENTER LINES

1 0 0 0 0 0

2 0 0 0 0 0

3 0 0 0 0 0

4 0 0 0 0 0

ENTER NUMBERS

Please enter a value between 1 and 50.

1 2 3

4 5 6

7 8 9

Clear 0 Delete

DAYS & DRAWS

Step 5: Choose numbers/lines to play.
Press + if number is 1,2,3,4,5

THL PLAY SELECTED NUMBERS

ENTER LINES

1 1 2 3 4 5

2 0 0 0 0 0

3 0 0 0 0 0

4 0 0 0 0 0

ENTER NUMBERS

Please enter a value between 1 and 50.

1 2 3

4 5 6

7 8 9

Clear 0 Delete

DAYS & DRAWS

Step 6: Select Days & Draws

THL PLAY SELECTED NUMBERS

SELECT PLAY DAYS

Tuesday

Wednesday

Thursday

Friday

Saturday

DRAWS TO PLAY

1 2 3 4 5

CHECKOUT £0.00

Step 7: Choose play days and draws

THL PLAY SELECTED NUMBERS

SELECT PLAY DAYS

Tuesday

Wednesday

Thursday

Friday

Saturday

DRAWS TO PLAY

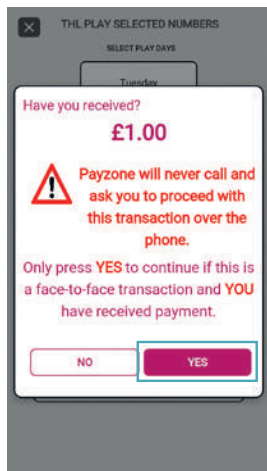
1 2 3 4 5

CHECKOUT £1.00

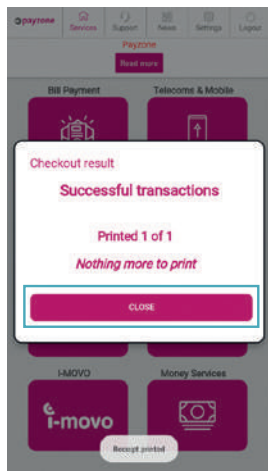
Step 8: Press Checkout



The Health Lottery play selections (Cont.)



Step 9: Press **Yes**



Step 10: Select **Close** receipt will have printed successfully



Please use this guide to train your staff and keep it accessible at all times.



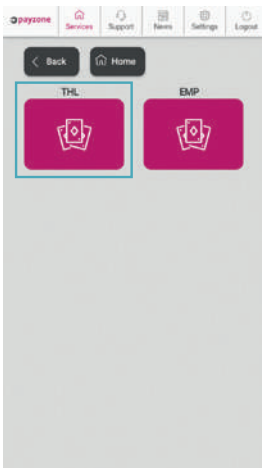
The Health Lottery print past wins.



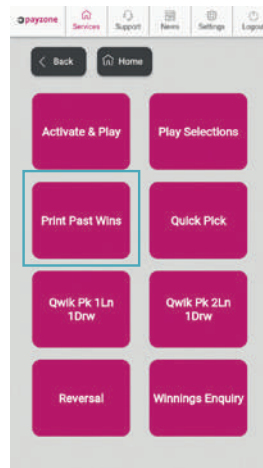
Step 1: Enter the **Cashier Passcode**



Step 2: Select **Gaming & Lottery**



Step 3: Select **THL**



Step 4: Select **Past Wins**



The Health Lottery print past wins (Cont.)



Step 5: Select **close**. Receipt will have printed successfully



Please use this guide to train your staff and keep it accessible at all times.



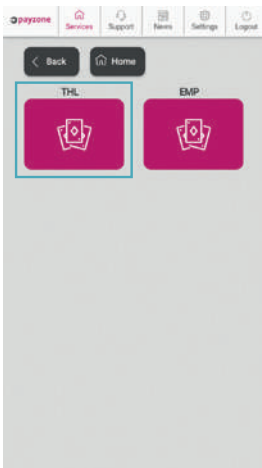
The Health Lottery Quick Pick.



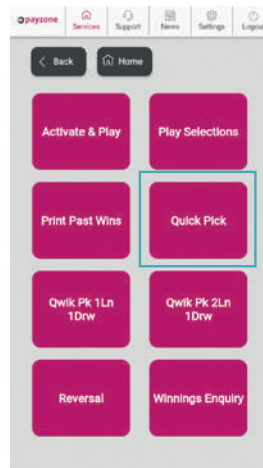
Step 1: Enter the Cashier Passcode



Step 2: Select Gaming & Lottery



Step 3: Select THL



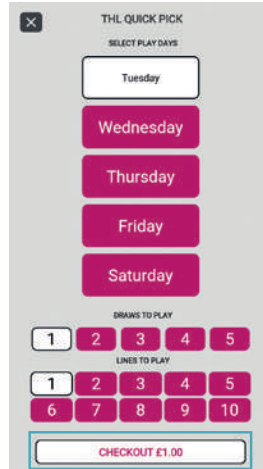
Step 4: Select Quick Pick



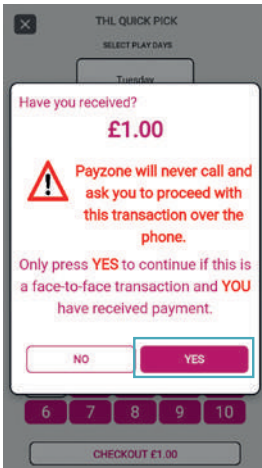
The Health Lottery Quick Pick (Cont.)



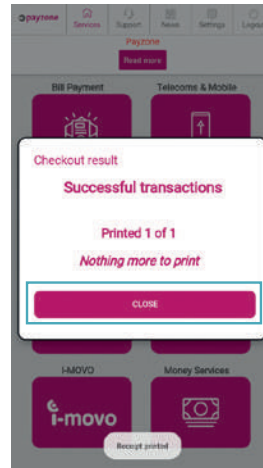
Step 5: Choose play days, draws and number of lines



Step 6: Press **Checkout**



Step 7: Press **Yes**



Step 8: Select **Close**. Receipt will have printed successfully



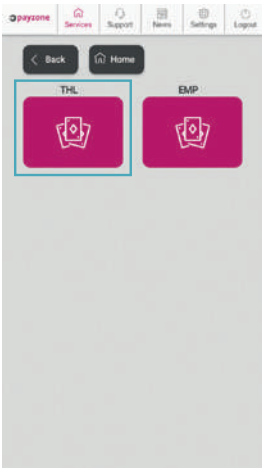
The Health Lottery Quick Pick 1 Line 1 Draw.



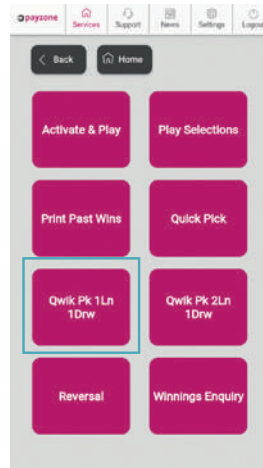
Step 1: Enter the **Cashier Passcode**



Step 2: Select **Gaming & Lottery**



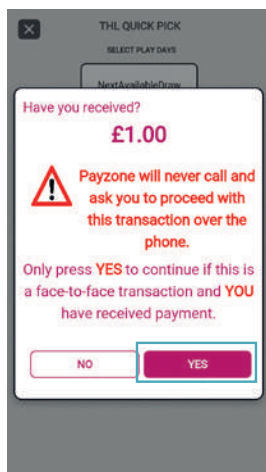
Step 3: Select **THL**



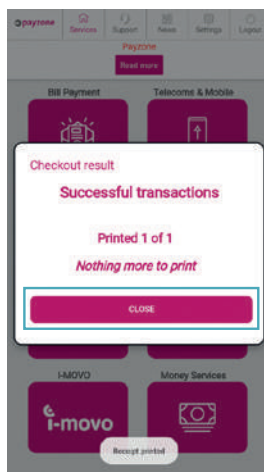
Step 4: Select **Qwik PK 1Ln 1Drw**



The Health Lottery Quick Pick 1 Line 1 Draw (Cont.)



Step 5: Press **Yes**



Step 6: Select **Close** Receipt will have printed successfully



Please use this guide to train your staff and keep it accessible at all times.



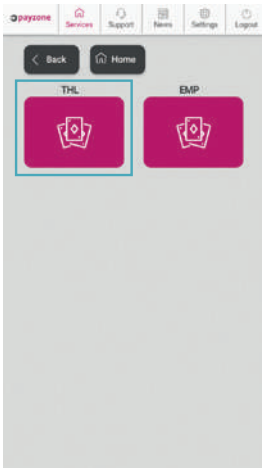
The Health Lottery Quick Pick 2 Lines 1 Draw.



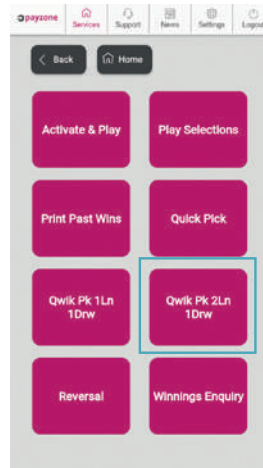
Step 1: Enter the Cashier Passcode



Step 2: Select Gaming & Lottery



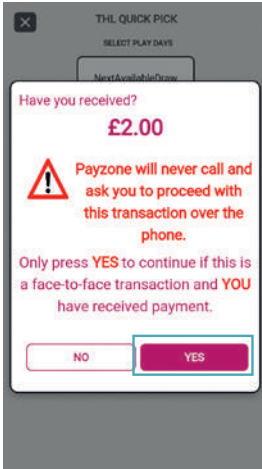
Step 3: Select THL



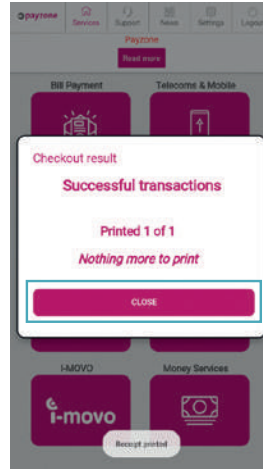
Step 4: Select Qwik PK 2Ln 1Draw



The Health Lottery Quick Pick 2 Lines 1 Draw (Cont.)



Step 5: Press **Yes**



Step 6: Select **Close** Receipt will have printed successfully



Please use this guide to train your staff and keep it accessible at all times.



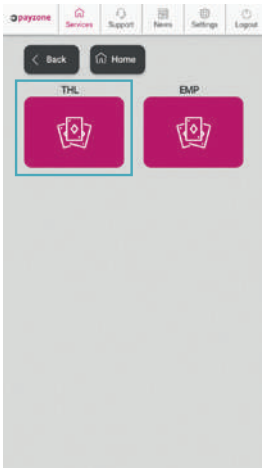
The Health Lottery reversal.



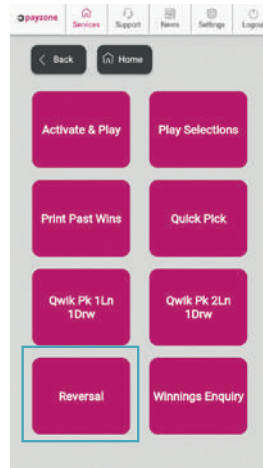
Step 1: Enter the Cashier Passcode



Step 2: Select Gaming & Lottery



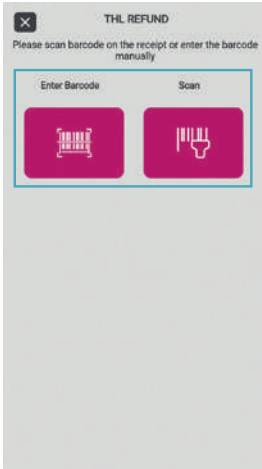
Step 3: Select THL



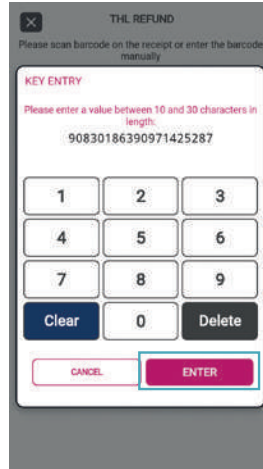
Step 4: Select Reversal



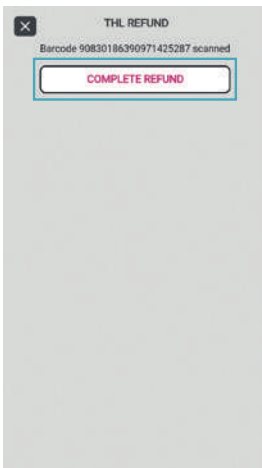
The Health Lottery reversal (Cont.)



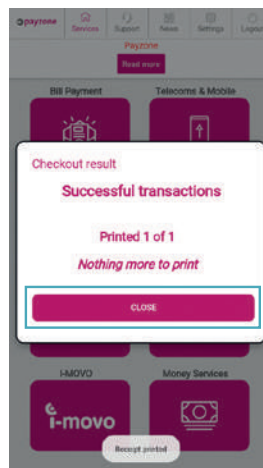
Step 5: Either press **Scan Barcode** or **Enter Barcode**



Step 6: If **Enter Barcode** is selected, please type the barcode as above and press **Enter**



Step 7: Press **Complete Refund**



Step 8: Select **Close**. Receipt will have printed successfully



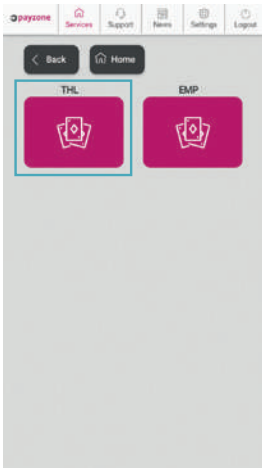
The Health Lottery winnings enquiry.



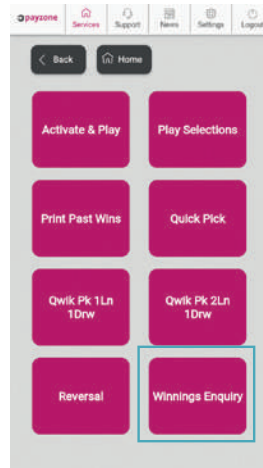
Step 1: Enter the Cashier Passcode



Step 2: Select Gaming & Lottery



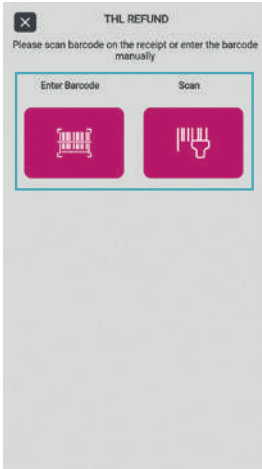
Step 3: Select THL



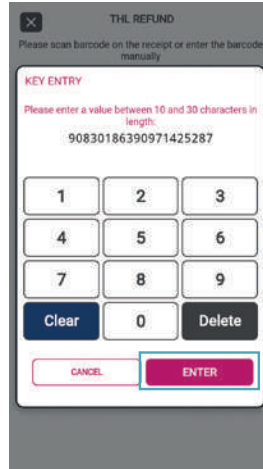
Step 4: Select Winnings Enquiry



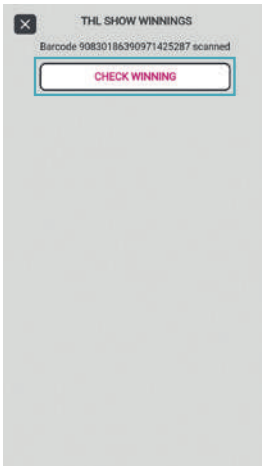
The Health Lottery winnings enquiry (Cont.)



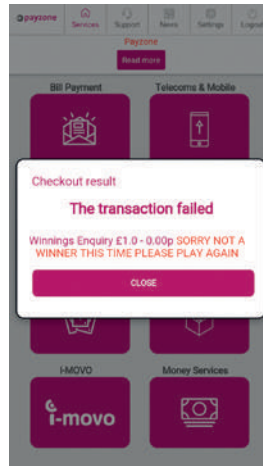
Step 5: Either press **Scan Barcode** or **Enter Barcode**



Step 6: If **Enter Barcode** is selected, please type the barcode as above and press **Enter**



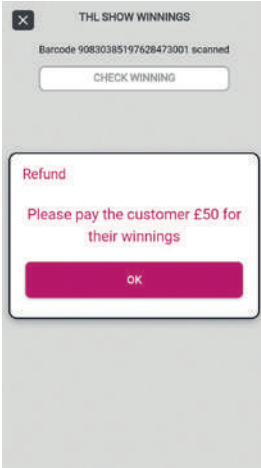
Step 7: Press **Check Winning**



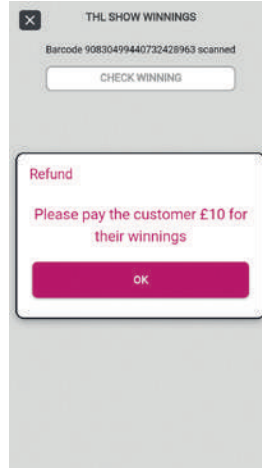
Step 8: Illustration shows a losing winning enquiry



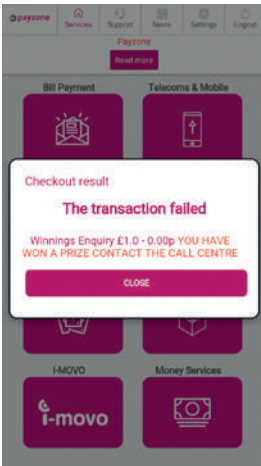
The Health Lottery winnings enquiry (Cont.)



Step 9: £50 win pay out to customer



Step 10: £10 win pay out to customer



Step 11: Win over £50 call the THL
Call Centre: **0844 375 55 55**



When processing a sale, if you can't scan the barcode, please use the button function on the till.



Being a SuperAgent.

If you have already been selected as a SuperAgent, please read the instructions in the following section.

If you are interested in becoming a SuperAgent and want to stock gas cards and/or electricity keys, free of charge, please call the Helpdesk Team on: **01606 566 391**

Being a SuperAgent is an important role, providing replacement gas cards and/or electricity keys on behalf of our energy partners.

It also means your store will earn more, as the energy suppliers direct customers to your store.

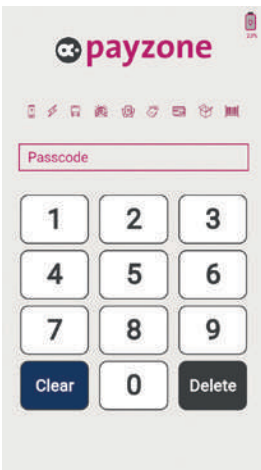


Please use this guide to train your staff and keep it accessible at all times.

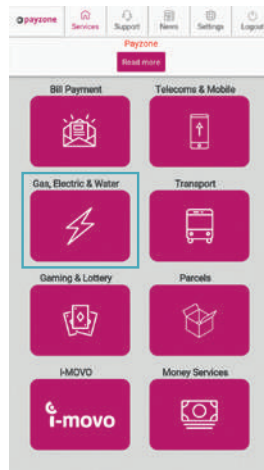
Only issue cards and keys to the utility providers customers.

Processing a gas card (Quantum) on a customer's own/blank card from your stock.

The customer could come in with their own card and RTI number, or could be directed to your store to collect a blank card. Please follow these instructions below.

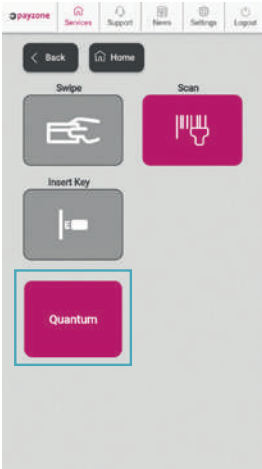


Step 1: Enter Cashier Passcode

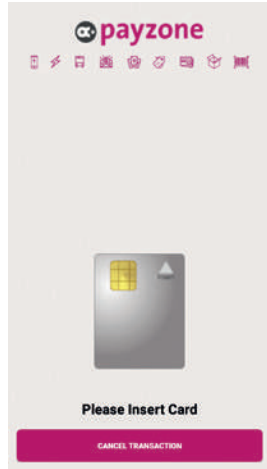


Step 2: Press Gas, Electric & Water

Processing a gas card (Quantum) on a customer's own/blank card from your stock (Cont.)



Step 3: Press Quantum



Step 4: Insert card

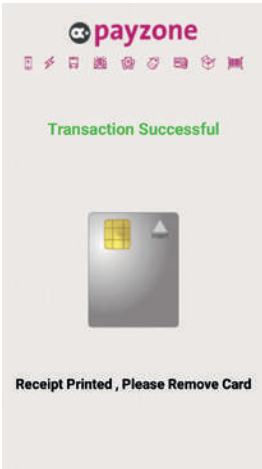


Step 5: Enter the RTI Number provided by the customer. If there is no RTI number please use generic RTI number provided in the note box



Step 6: Press OK

Processing a gas card (Quantum) on a customer's own/blank card from your stock (Cont.)



Step 7: Remove card



Please note for Step 5:

If the customer has no RTI number for the blank gas card (Quantum), please use the correct utility providers RTI number detailed below.

Generic RTI Numbers:

Please confirm the utility provider with the customer and use the relevant RTI number:

British Gas: 0199999

E.ON Next: 0399999

EDF: 0699999

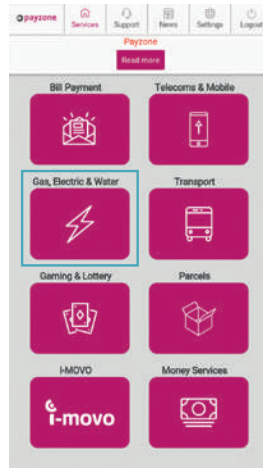
Only issue cards and keys to the utility providers customers.

Processing an RTI on a customer's own/blank electricity key.

This request could be as a result of a change to the customers utility supplier or tariff in which they will provide an RTI number which will be used either on the customers own key or a blank one from your stock.

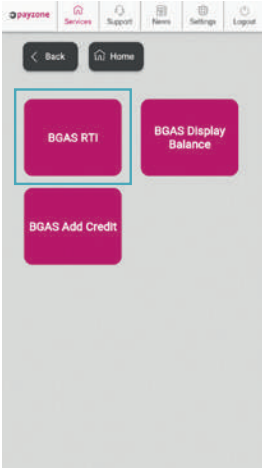


Step 1: Enter **Cashier Passcode**

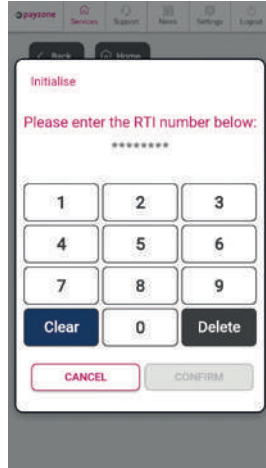


Step 2: Insert customer's key or blank key into the key box

Processing an RTI on a customer's own/blank electricity key (Cont.)



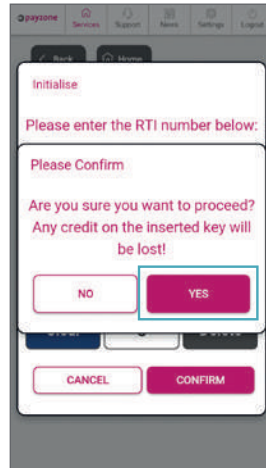
Step 3: Press RTI



Step 4: Enter RTI Number provided by the customer

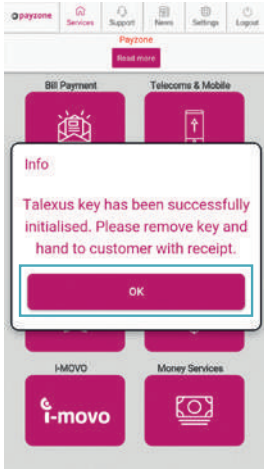


Step 5: Press Confirm



Step 6: Press Yes to confirm again

Processing an RTI on a customer's own/blank electricity key (Cont.)



Step 7: RTI successful, press **OK**, hand the receipt and the key back to the customer



Generic RTI Numbers:

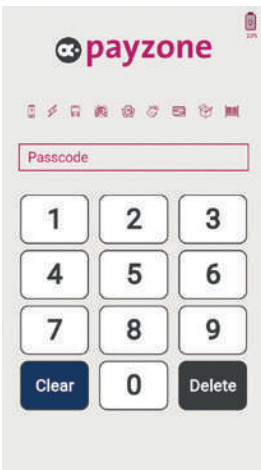
Please confirm the utility provider with the customer and use the relevant RTI number:

- British Gas:** 0199999
- E.ON Next:** 0399999
- EDF:** 0699999

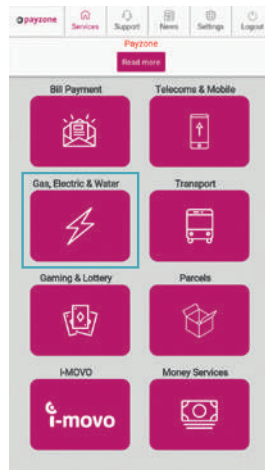
Only issue cards and keys to the utility providers customers.

Processing an emergency command for a gas card (Quantum).

A customer may come into your store with a gas card requesting an update for their card. Please follow the instructions below to apply this emergency transaction.

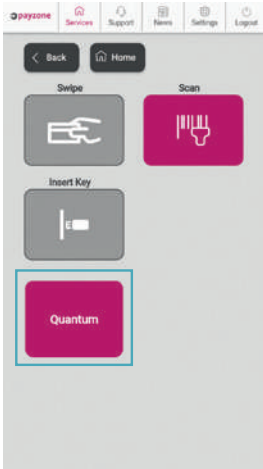


Step 1: Enter Cashier Passcode

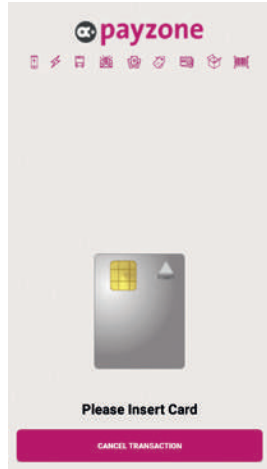


Step 2: Press Gas, Electric & Water

Processing an emergency command for a gas card (Quantum) (Cont.)



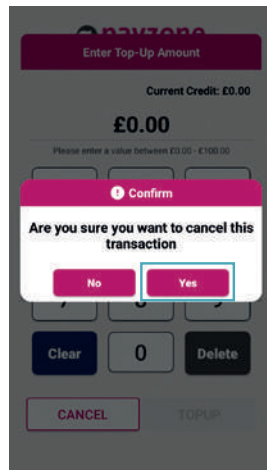
Step 3: Press Quantum



Step 4: Insert card

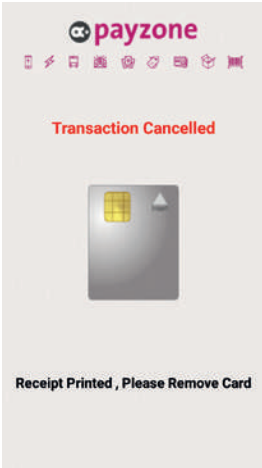


Step 5: Press Cancel to activate the emergency command

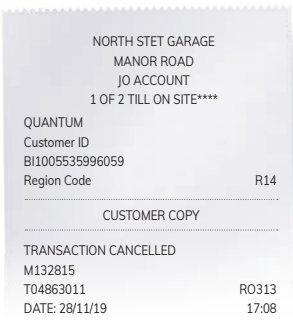


Step 6: Press YES

Processing an emergency command for a gas card (Quantum) (Cont.)



Step 7: Remove card



IMPORTANT:

Please do not enter a value when following instructions, as the card will automatically be updated by the supplier.

Transaction cancelled receipt:

Receipt will print off, showing transaction cancelled as no funds were transferred to the card. Any relevant emergency commands will have been applied.



Please advise customers that once they have been issued an RTI number from their utility supplier, to allow the following amount of time before going to a Payzone store to activate:

Electric keys: 1 hour. Gas cards: 2 hours.

Things to do:



- Issue all stock through the terminal
- Keep stock in an accessible place
- Ensure staff know where stock is kept
- Keep this guide handy
- Train all your staff

Things not to do:



- Don't charge customers for stock
- Don't turn your customer away, as they may have no energy supply
- Don't give stock to customers without registering through the terminal (except in extreme cases) as you will not earn commission and we will not know when you require more stock

Your stock will be automatically replenished, but if you are running low, please call the Helpdesk Team on the number below to order more.

01606 566 391



Please use this guide to train your staff and keep it accessible at all times.



 payzoneplus

Frequently asked questions.

Over the following pages, we've compiled a handy list of all the most common issues you may come across when using your Payzone Plus device – and more importantly, how to easily resolve them...



Please use this guide to train your staff and keep it accessible at all times.

Frequently asked questions.

Issue:

When processing a transaction, there is a warning that the credit limit has been exceeded and the transaction will not complete.

Solution:

Contact helpdesk on **01606 566 391** to discuss increasing the limit.

Issue:

My Payzone Plus is taking a long time to re-boot?

Checks:

It will take approximately 1 minute as it has to boot the operating system and the background services.

Solution:

If the device has not rebooted fully within 2 minutes, please ring the Helpdesk.

Issue:

The terminal won't power up.

Checks:

Is there a power light on the terminal base?

If no, try another power cable, these are standard USB-C cables used to charge newer mobile phones.

If yes, check the device is seated on the base securely.

Press the power button on the side until you feel a vibration.

Solution:

If you are still having the same issue, please ring the Helpdesk.

Issue:

I can't restart my Payzone Plus.

Checks:

Press and hold the button on the left-hand side of the terminal as you look at it and select the "Restart" option.

Solution:

If you are still having the same issue, please ring the Helpdesk.

Issue:

We're getting erratic battery readings after removing the battery (% changes from low, to high, to low then the device turns off).

Checks:

Is the battery connected in side the device properly?

Solution:

Take out the battery for a few minutes and ensure it is replaced securely. Also ensure the USB-C cable is securely reconnected.

Issue:

My Payzone Plus is low on battery charge and won't process any transactions.

Checks:

The terminal will not process any transactions if the battery charges is 15% or below.

Solution:

Charge the device on the base, it can still be used while charging but transactions still not be processed until enough charge has been retained.

Issue:

If my Payzone Plus is fully discharged, how long will it take to recharge?

Solution:

The terminal will take 4-6 hours to fully charge when connected to the docking station. Fast charging cables may reduce the time.

Issue:

What if I lose or forget my PIN number?

Solution:

Please contact mags.rosier@tesco.com who will be able to advise.

Issue:

The key box isn't working.

Checks:

The key box cable may be disconnected.

Solution:

Remove the cable from the back of the unit fully and re-connect. Ensure that the cable is connected to the USB-C socket, and not the gold connection slot for the charging base.

Issue:

Why is the electric key not registering?

Checks:

Check the cable is connected at the back of the terminal and that the key is inserted in the key box the correct way. The arrows on the key box and the key need to match.

Solution:

Restart the device, if you are still having the same issue, please ring the Helpdesk.

Issue:

Where do I insert a customers top-up gas card?

Solution:

There is a card reader at the front of the terminal, insert the gas card with the chip facing upwards.

Issue:

I've inserted the Gas card but nothing is happening?

Checks:

Ensure you have selected 'Gas Electric and Water' and 'Quantum' before inserting the card. The chip on the card has to be facing upwards.

Solution:

Restart the device, if you are still having the same issue, please ring the Helpdesk.

Issue:

I've inserted a Gas top-up card or Electric top-up key and the screen is asking for an RTI.

Checks:

Our device may have detected the card/key is blank or damaged and requires an RTI code which the customer needs to obtain from their supplier.

An RTI code is a specific number issued to the customer which links the key or card to a specific meter. Or the key/card supplier is not supported by Payzone.

Solution:

Ask the customer to ring their supplier to explain the issue and obtain an RTI number.

Issue:

Where do I swipe a customers Smart Card?

Solution:

The slot on the right-hand side of the terminal as you look at it, swipe the card downwards, making sure the black strip is facing into the device.

Issue:

When swiping a Smart Card nothing is happening or I get an error message 'Input Not Recognised'.

Checks:

Ensure the card has been swiped with the magnetic strip facing into the device.
Ensure the card is one accepted by Payzone Bill Payments.

Solution:

Restart the device, if you are still having the same issue, please ring the Helpdesk.

Issue:

I can't scan a barcode.

Checks:

Have you selected Bill Payments > Scan?

Solution:

Yes – The camera for scanning in on the underside of the terminal, take the terminal off the base and hold landscape then scan the barcode.

Issue:

The bill payment barcode won't scan.

Checks:

Check the barcode you are scanning is correct.

Solution:

You can type in the barcode numbers in manually.

Issue:

My terminal isn't printing.

Checks:

Has the terminal got till roll in?

Is the till roll in the correct way?

On the door where you insert the till roll does it have a black roller?

Is the door closed firmly?

Solution:

If yes to all, restart the device. If the device still fails to print, please ring the Helpdesk.

Issue:

I have completed a transaction but there is no roll in the terminal and the receipt has not printed. What do I do?

Checks:

Top-up and E Vouchers that are issued by the provider cannot be reprinted, retrieved or refunded.

Some receipts can be re-printed in the receipt centre on the admin dashboard.

Solution:

User error transactions will not be refunded by Payzone. You must ensure there is enough till roll in and replace it straight away when the red warning strip appears.

Issue:

Can I reverse transactions on the Payzone Plus?

Solution:

There are very few transactions that you can reverse on the Payzone Plus, therefore it is important to take great care when entering the transaction amounts and make sure payment has been received before processing.

Calling the Helpdesk

01606 566 391

If the store has two devices store, check the serial number on the sticker at the top of the hand-held unit.



We're here to help.

If you have any questions about this guide, please feel free to contact your Helpdesk Team on:

 **Call: 01606 566 391**

Opening hours: Mon-Friday: 8am-7pm. Saturday: 9am-5pm.
Sunday: 9am-1pm.



Get in touch.

 **Call: 01606 566 391**

 **web: payzone.co.uk**

Opening hours: Mon-Friday: 8am-7pm. Saturday: 9am-5pm.
Sunday: 9am-1pm.

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