



Transaction guide.

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

Using your admin screens.

Admin screen access.....	3
Admin screen dashboard.....	4
Direct debit information.....	5
Recent transactions.....	6
Managing cashier pins.....	8
Deleting cashier pins.....	10

Making a successful transaction.

How to begin a transaction.....	11
Processing bill payments.....	12
Processing a Quantum gas card.....	13
Processing Talexus electricity key.....	15
Processing a smart meter transaction.....	16
Reversing a smart meter transaction.....	18
Smart meter transaction error message logic example.....	19
Processing a water payment.....	20
Processing telecoms and mobile.....	22
Processing smart ticketing.....	24
Processing a smart ticketing reversal.....	26
Processing a smart ticketing 'pay as you go'.....	28
Processing a One4all sale.....	30
Processing a One4all manual sale.....	32

Being a SuperAgent.

Introduction.....	35
Processing a gas card (Quantum) on a customer's own/blank card from your stock.....	36
Processing an RTI on a customer's own/blank electricity key.....	38
Processing an emergency command for a gas card (Quantum).....	40
Things to do and not to do.....	42

Admin screen access.

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

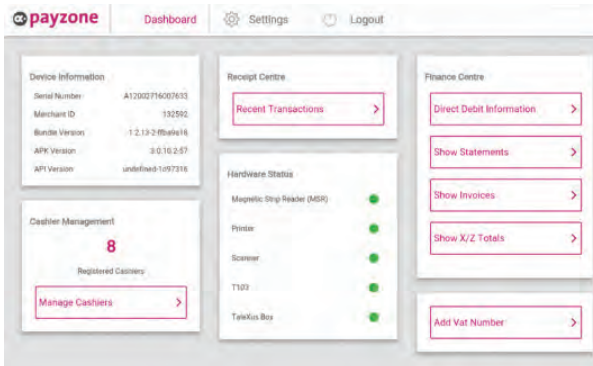
- Direct Debit information
- Statement
- Invoices
- X/Z total
- Check recent transactions
- Set up cashier pins

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



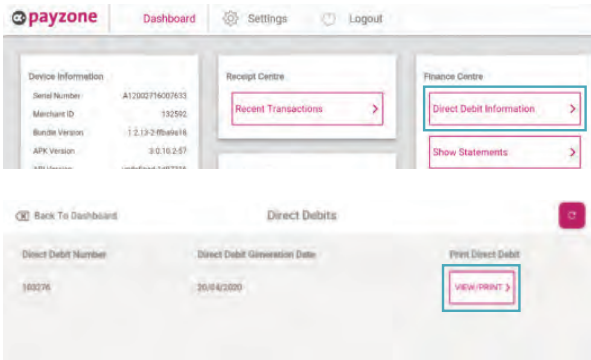
Enter **The admin pin**

Admin screen dashboard.



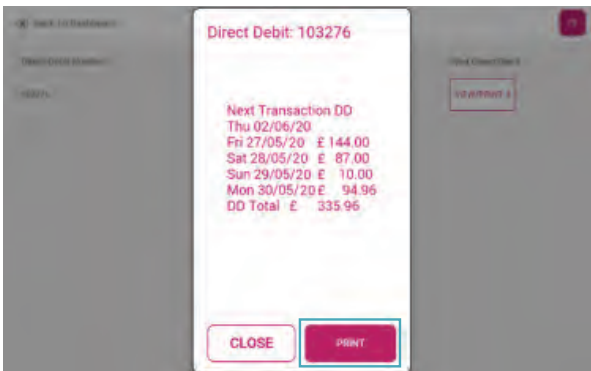
Once the admin pin is entered the above screen will show, financial information is shown on the right-hand side of the screen

Direct Debit information.



Step 1:

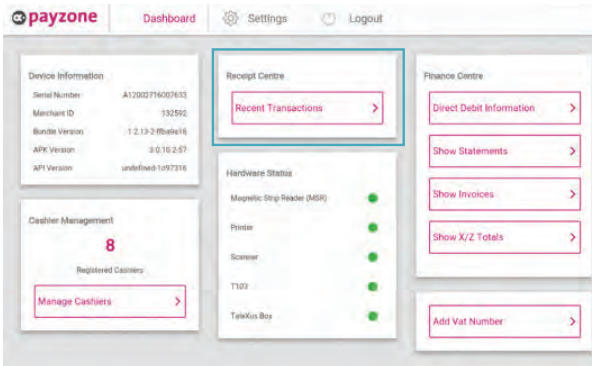
Click in the Direct Debit Information button as highlighted. This screen displays the Direct Debit available. To view the Direct Debit details select **View/Print**



Step 2:

To print out the Direct Debit select **Print**. The same view/print process can be followed for each of the financial functions including **Show Statement**, **Show Invoices** and **Show X-Z Total**

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

The screenshot shows the 'Most Recent Transactions' screen with a table of transaction data. The table has columns for #, Product, Amount, Result, Purchase Date, Cashier, and View/Print. There are 10 rows of data, with the last two rows showing failed transactions. Navigation buttons for 'PREVIOUS PAGE', 'NEXT PAGE', and 'Showing Transactions 1 - 10' are visible at the bottom.

#	Product	Amount	Result	Purchase Date	Cashier	View/Print
236	McCard	-£16.00	Success	04/08/2023 10:42:55	LUKE (H)	VIEW/PRINT >
235	Quartern	£1.00	Success	19/07/2023 23:59:25	LUKE (H)	VIEW/PRINT >
234	Quartern	£1.00	Success	19/07/2023 23:36:50	LUKE (H)	VIEW/PRINT >
233	Quartern	£1.00	Success	19/07/2023 23:33:41	LUKE (H)	VIEW/PRINT >
232	Quartern	£0.00	Failed	19/07/2023 23:33:20	LUKE (H)	VIEW/PRINT >
231	Quartern	£0.00	Failed	19/07/2023 23:32:55	LUKE (H)	VIEW/PRINT >
230	Quartern	-£0.00	Success	19/07/2023 23:31:32	LUKE (H)	VIEW/PRINT >
229	Quartern	£1.00	Success	19/07/2023 23:31:00	LUKE (H)	VIEW/PRINT >

Step 2:

Recent Transactions screen shown above:

Use the **View/Print** options to check or reprint a receipt, when the **View/Print** option is selected the screen will show as above

(Cont.)

Merchant Receipt

PAYZONE
12 HIGH STREET
Purch Ticket
MCard 19-25 Bus Only Weekly MCard

Start Date:		05/08/2020
EXP Date:		11/08/2020
	633597015220000454	
Amount		£16.00
MOP		CASH

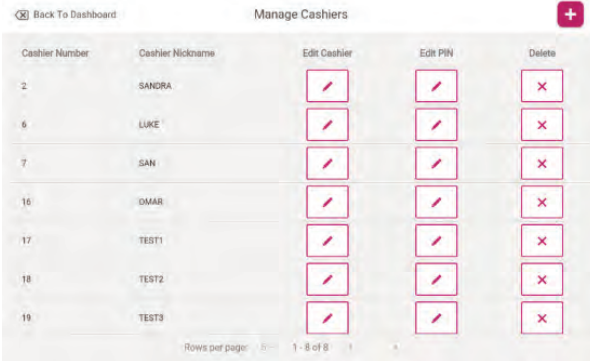
MERCHANT COPY

TRANSACTION SUCCESSFUL

Step 3:

Click **Reprint** to print a duplicate receipt

Managing cashier pins.



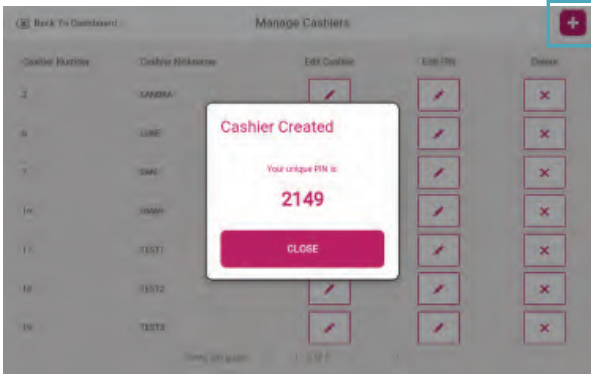
Back To Dashboard Manage Cashiers +

Cashier Number	Cashier Nickname	Edit Cashier	Edit PIN	Delete
2	SANDRA			
6	LUKE			
7	SAH			
16	DMAR			
17	TEST1			
18	TEST2			
19	TEST3			

Rows per page: 5 1 - 8 of 8

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**



Back To Dashboard Manage Cashiers +

Cashier Number	Cashier Nickname	Edit Cashier	Edit PIN	Delete
2	SANDRA			
6	LUKE			
7	SAH			
16	DMAR			
17	TEST1			
18	TEST2			
19	TEST3			

Rows per page: 5 1 - 8 of 8

Cashier Created

Your unique PIN is:

2149

CLOSE

Step 2:

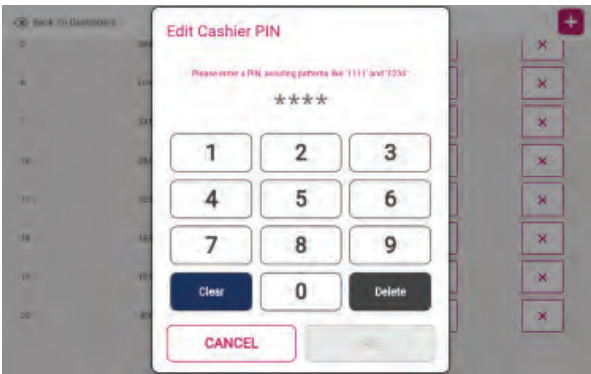
To create a new cashier, click the plus (+) icon located at the top right-hand side of the screen. The terminal will then generate a cashier pin as shown above, you can edit the cashier name by clicking on **Edit Cashier**

(Cont.)



Step 3:

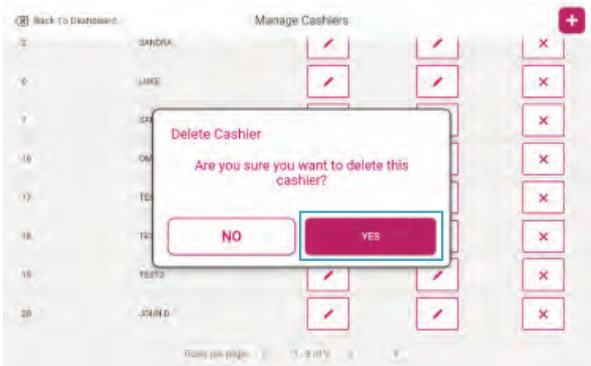
Type the cashiers name in and click **Save**. The cashier can amend the pin number by clicking edit pin, and the below screen will appear



Step 4:

The cashier can now enter their unique 4 digit pin number and press **Save**

Deleting cashier pins.



Step 1:

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



It's so simple to process bills payments, mobile phone top-ups, gas cards, electricity keys, smart tickets and gift cards through your Payzone terminal.

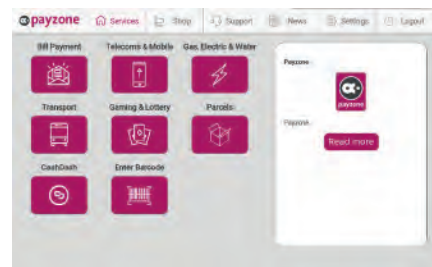
Over the following pages we'll show you exactly what to do, so you'll be making transactions with ease...

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**



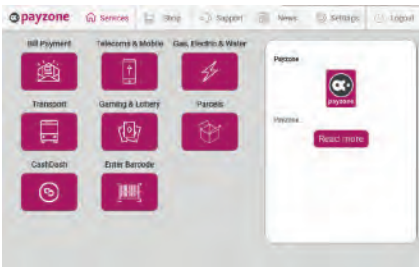
Step 2: the home screen will then load

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.

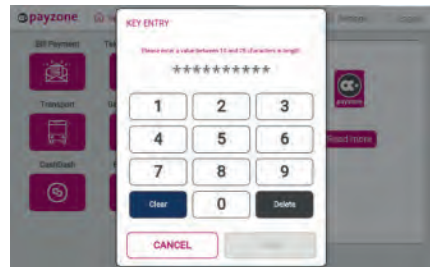


Processing bill payments.

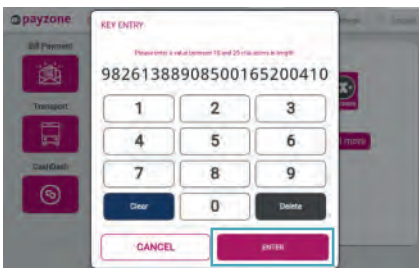
There are a large number of bills that can be accepted through the Payzone terminal, you can check the accepted products list on the Payzone website. It will advise on the accepted locations for payment.



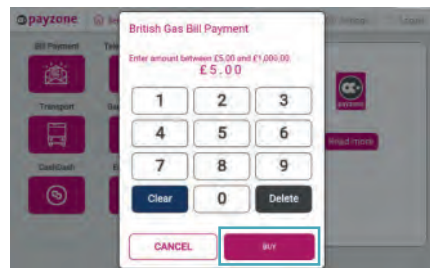
Step 1: To process a bill payment transaction, you can either **swipe** the magnetic card, **scan** the bill or press **Enter Barcode**



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

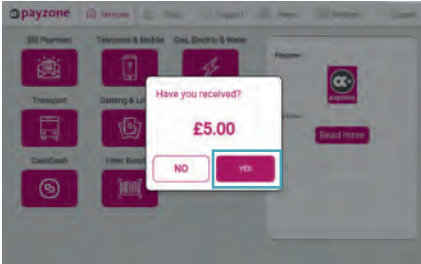


Step 3: Press **Enter** (if scanned or swiped, the terminal will automatically go to the next step)

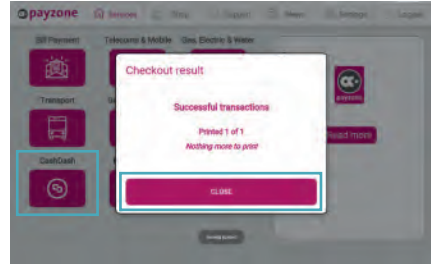


Step 4: Enter the amount to pay and press **Buy**

(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



Processing a Quantum gas card.

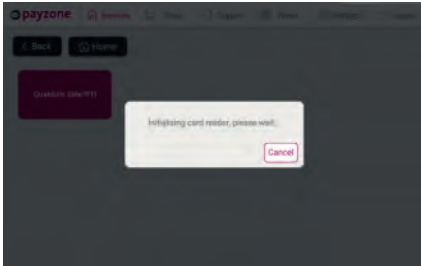


Step 1: Log in with your **Cashier Passcode** and select the **Gas, Electric and Water** option



Step 2: Select **Quantum**

(Cont.)



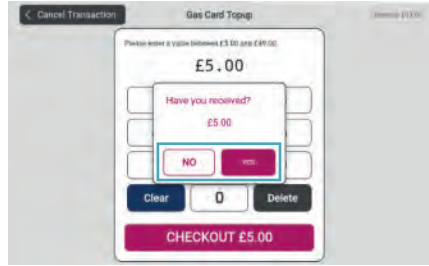
Step 3: Now insert the Quantum Gas card into the T103 card reader



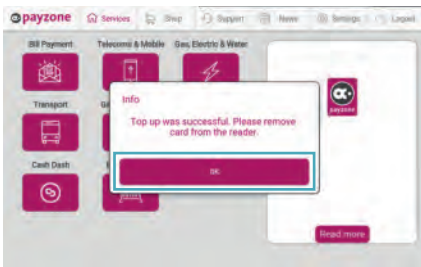
Step 4: Enter the required top-up amount



Step 5: Press **Checkout**



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



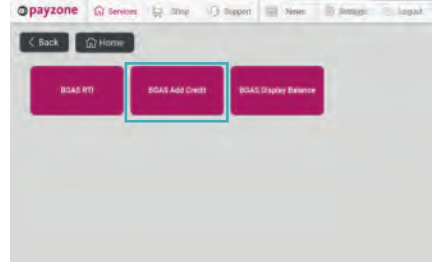
Step 7: The above will show if the top-up was successful. Press **OK** to complete the transaction



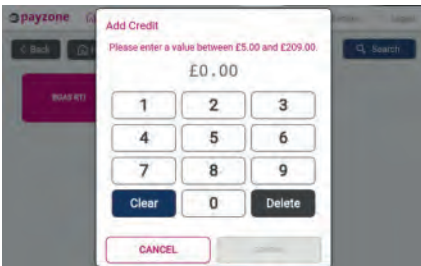
Processing a Talexus electricity key.



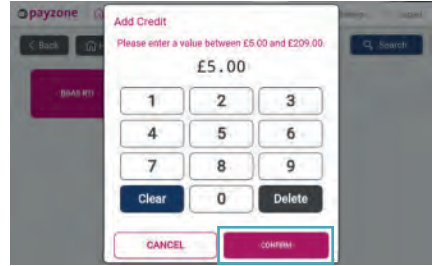
Step 1: Enter the **Cashier Passcode** so the transaction home screen is shown. Now enter the Talexus key into the key box



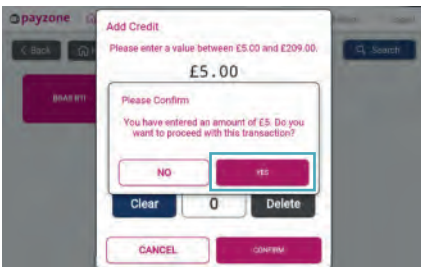
Step 2: Once the key is read the supplier of the key and transaction options will be shown. To top up, select **Add Credit**



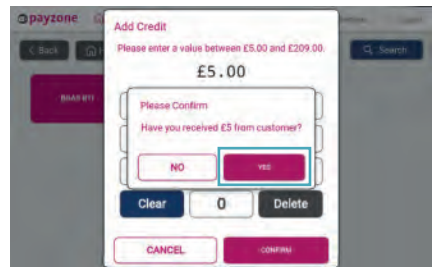
Step 3: Enter the required top-up amount



Step 4: Press **Confirm**

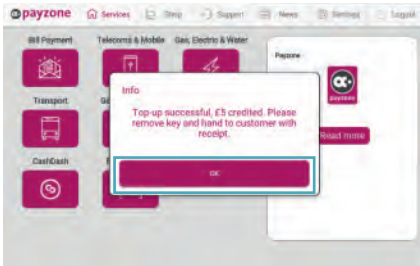


Step 5: A second confirmation screen will show. Press **Yes** if correct



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

(Cont.)



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: Enter the **Cashier Passcode**

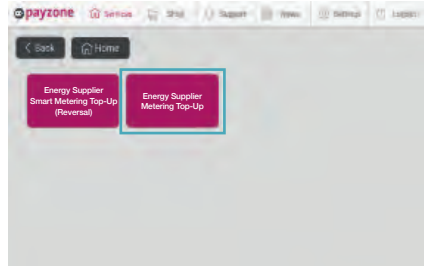


Step 2: Scan the barcode or choose **Enter barcode**

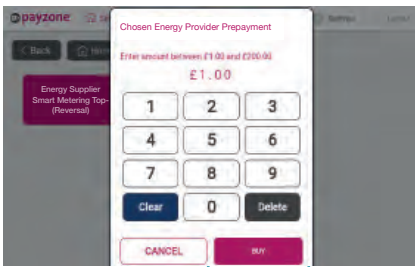
(Cont.)



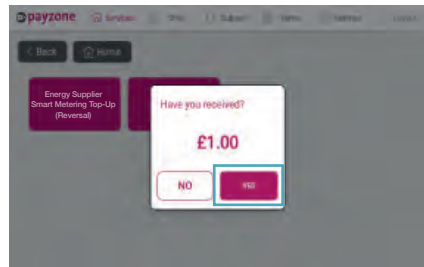
Step 3: Enter Customer's PAN



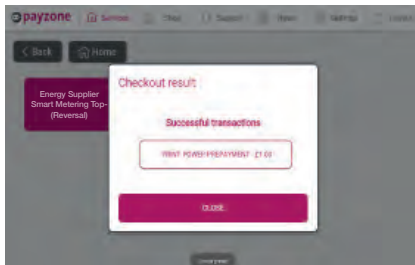
Step 4: Select Chosen Energy Supplier Smart Metering Top-Up



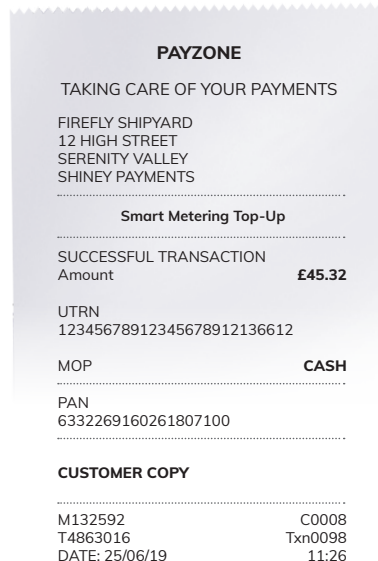
Step 5: Enter amount to top up account by, then press **Buy**. (Please note, prices are examples only)



Step 6: Confirm amount received. (Please note, prices are examples only)



Step 7: Transaction successful confirmation. (Please note, prices are examples only)



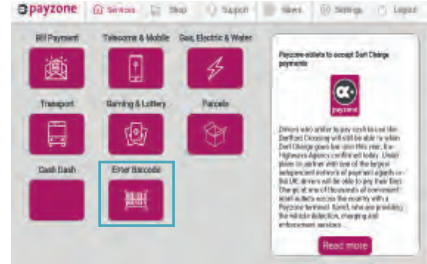
Receipt example



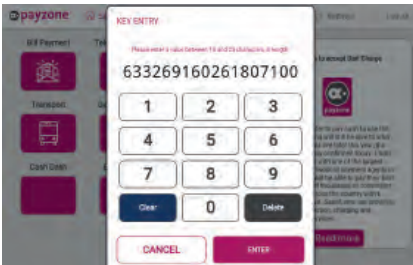
Reversing a smart meter transaction.



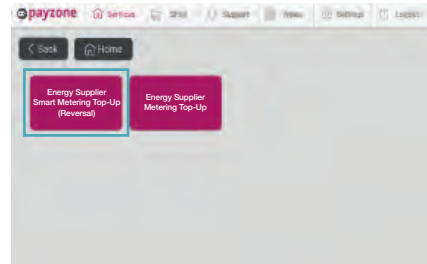
Step 1: Enter the **Cashier Passcode**



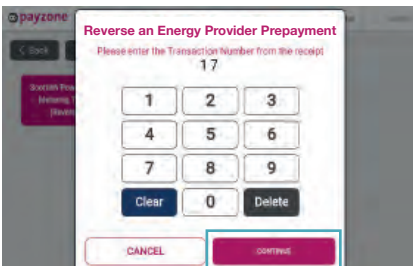
Step 2: Scan the barcode or choose **Enter barcode**



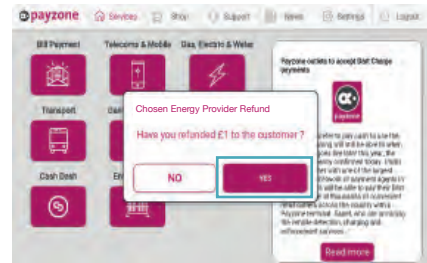
Step 3: Enter Customer's PAN that you want to reverse



Step 4: Select Chosen Energy Supplier Smart Metering Top-Up (Reversal)

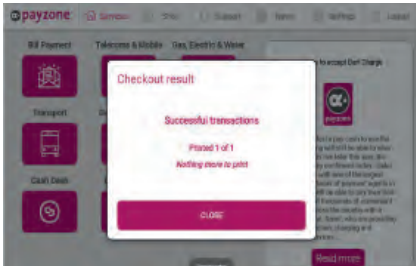


Step 5: Enter the transaction number for successful receipt then press **Continue**

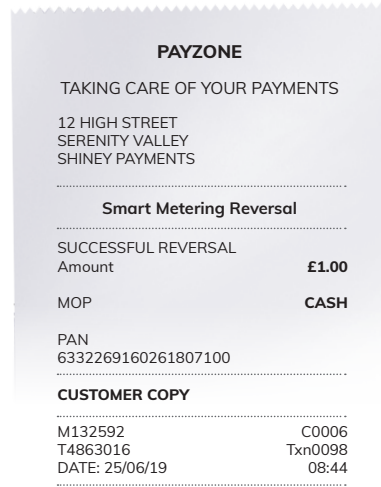


Step 6: Prompt to refund the amount of transaction back to customer.
(Please note, prices are examples only)

(Cont.)

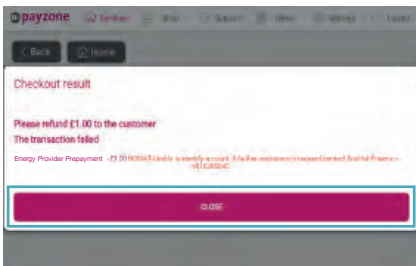


Step 7: Transaction successful confirmation



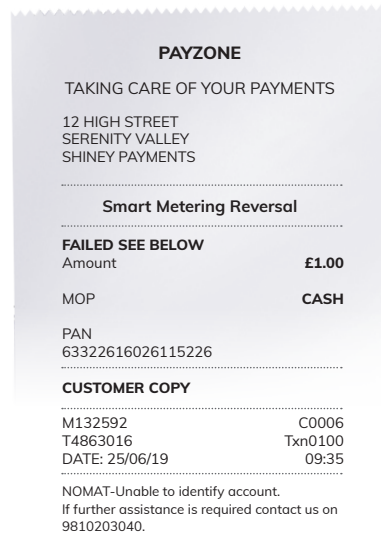
Receipt example

Smart meter transaction error message logic example.



Step 7: Make refund to the customer and press **Close**

(Please note, prices are examples only)



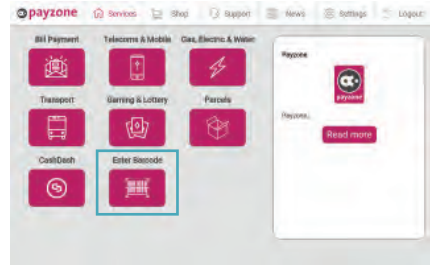
Receipt example



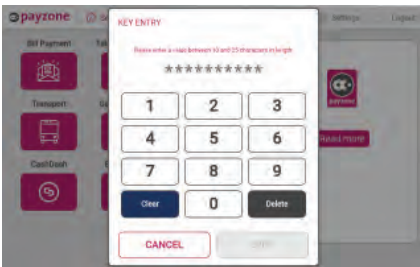
Processing a water payment.



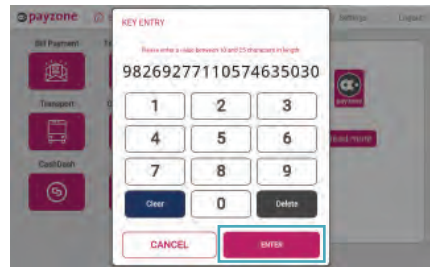
Step 1: Enter **Cashier Passcode**



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

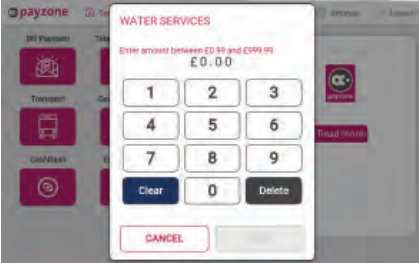


Step 3: Enter **Barcode number** from paper bill or **long number** from magnetic swipe card

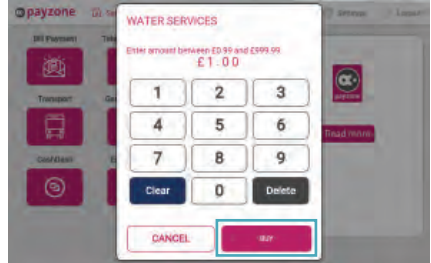


Step 4: Press **Enter**

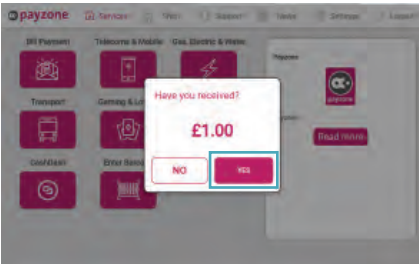
(Cont.)



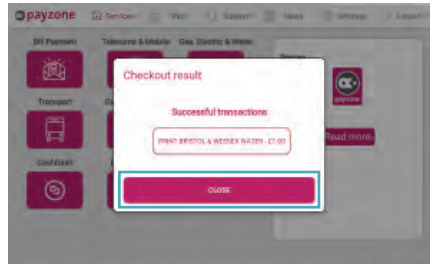
Step 5: Enter **amount** requested by customer



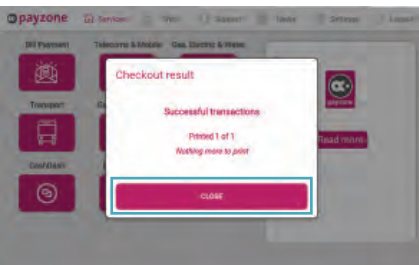
Step 6: Press **Buy**



Step 7: Press **Yes** to continue transaction



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

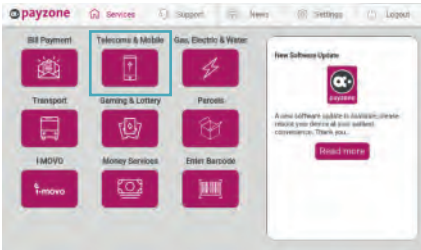


Step 9: Tear off receipt and give to customer

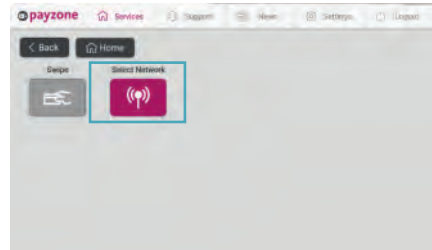


Processing telecoms and mobile.

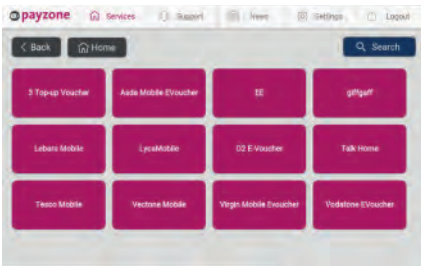
Telecoms and mobile transactions can be completed via two methods: E-voucher or ETU swipe card.



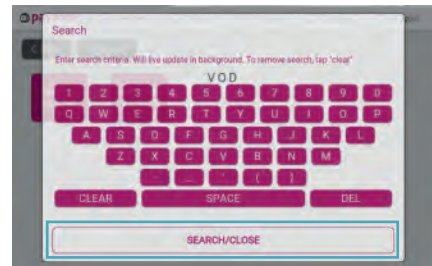
Step 1: Click on the **Telecoms and Mobile** option



Step 2: The two top-up options will then be displayed. If the customer has a swipe card, the card can be swiped at this point to initiate the transaction. If an e-voucher top-up is required, then press the **Select Network** option



Step 3: When **Select network** option is chosen, the above options will show

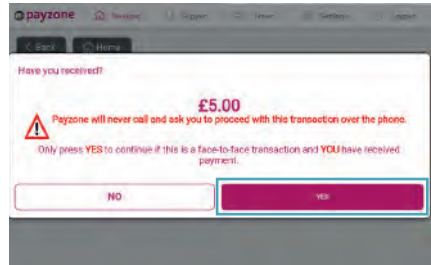


Step 4: If the product requested is not shown on the home screen, then select the **Search** button in the top right hand corner of the screen. Type in the first few characters of the product name and press **Search/Close**. The option will now appear

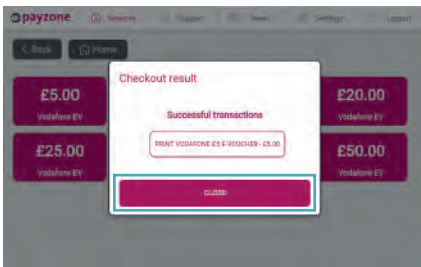
(Cont.)



Step 5: Once the product has been selected the denominations will be displayed that are available for purchase



Step 6: The confirmation screen will now show. Only press **Yes** once the cash has been received, as the transaction cannot be cancelled after this point



Step 7: The dialogue box will confirm the transaction has been completed successfully. Press **Close** to complete the transaction



Processing smart ticketing.



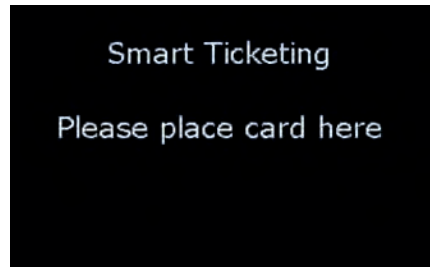
Step 1: Enter the **Cashier Passcode** and then select **Transport**



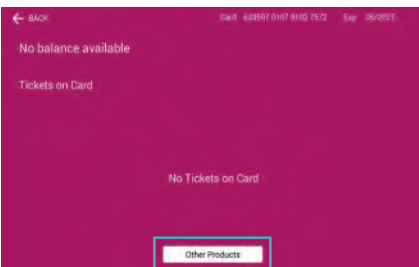
Step 2: Select **Smart Ticketing**



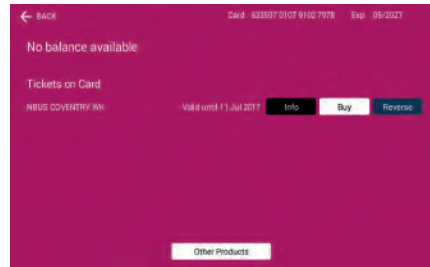
Step 3: Place the customer's smart card onto the T103 screen where shown



Step 4: T103 will display this screen (the card must be left here until the transaction is complete)

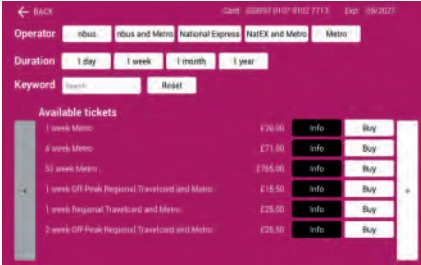


Step 5: Options are shown for a blank smart card. Choose **Other Products** at the bottom of the screen to see available purchase options

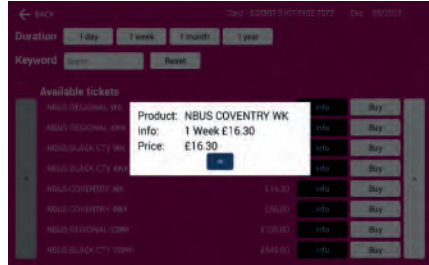


Step 6: If a card has been used previously, above screen will show giving an option to rapidly repurchase the previous product

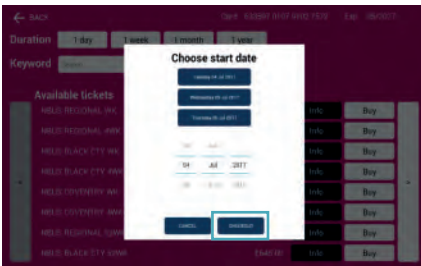
(Cont.)



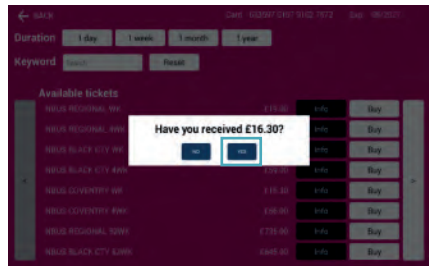
Step 7: Locate the required product



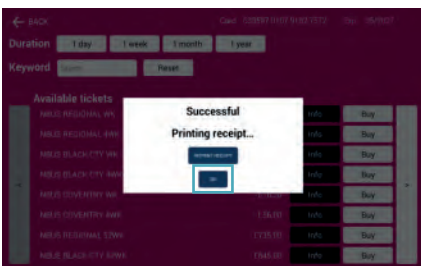
Step 8: The **Info** button can be pressed to give further information about the ticket option



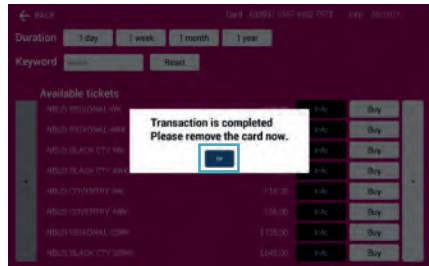
Step 9: Once **Buy** is selected choose the required start date for the ticket and then press **Checkout**



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



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



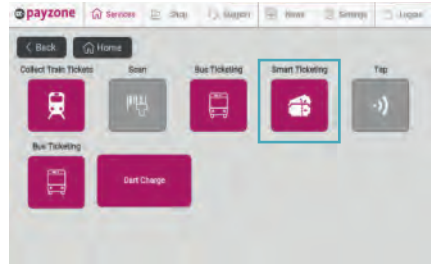
Step 12: The transaction is now complete, the smart card can be removed. Press **OK** to return to the **Transport** home screen



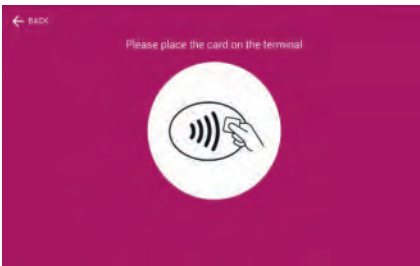
Processing a smart ticketing reversal.



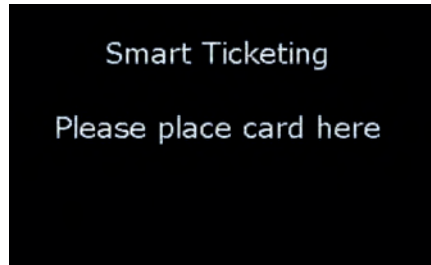
Step 1: Select **Transport**



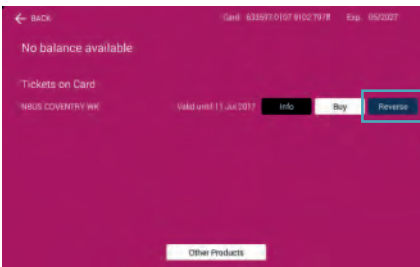
Step 2: Select **Smart Ticketing**



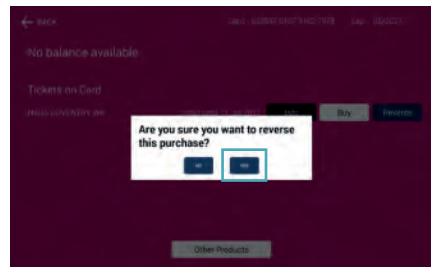
Step 3: Place smart ticketing card onto the T103 card reader



Step 4: T103 will display this screen throughout the transaction

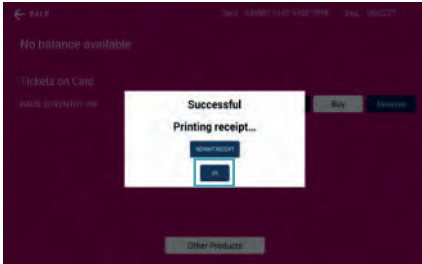


Step 5: Select **Reverse** as highlighted above (reversal must be completed within 30 minutes of the original transaction)

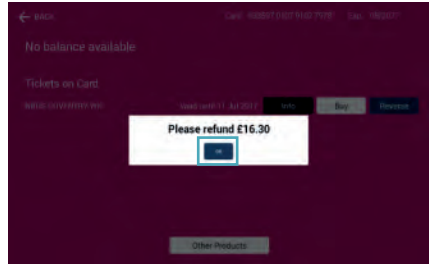


Step 6: Select **Yes** to confirm you wish to reverse the ticket

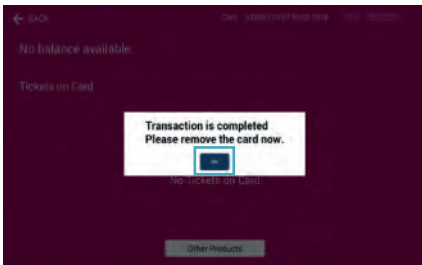
(Cont.)



Step 7: Reversal processed select **OK**



Step 8: Refund confirmation prompt, press **OK**



Step 9: The reversal is now complete and the smart card can be removed. Press **OK** to return to the **Transport** home screen



Processing a smart ticketing 'pay as you go'.



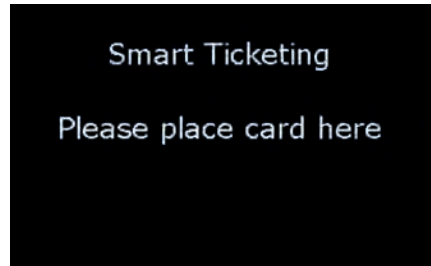
Step 1: Select Transport



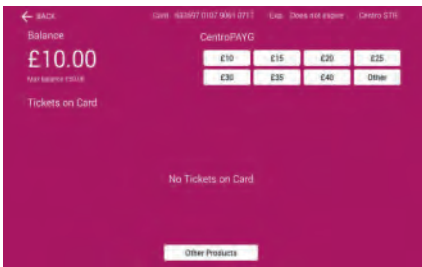
Step 2: Select Smart Ticketing



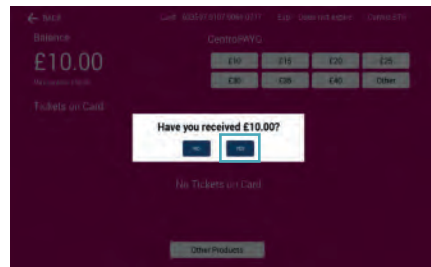
Step 3: Place smart ticketing card onto the T103 card reader



Step 4: T103 will display this screen throughout the transaction

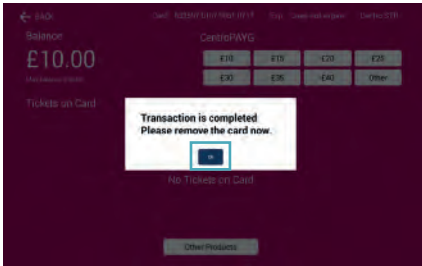


Step 5: Choose the required top-up amount



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

(Cont.)



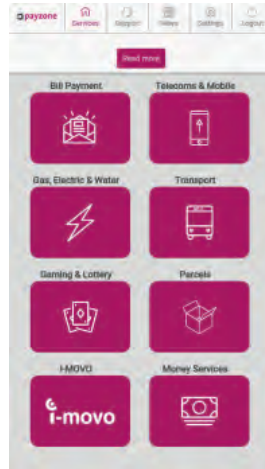
Step 7: The transaction is now complete, the card can be removed. Press **OK** to return to the **Transport** home screen



Processing a One4all sale.



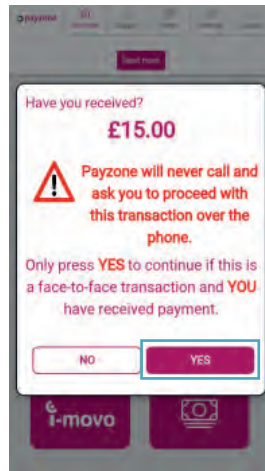
Step 1:
Enter **Cashier**
Passcode



Step 2:
Scan the barcode
from the gift card

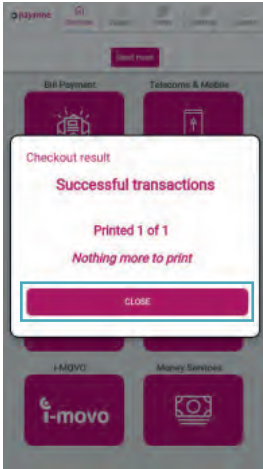


Step 3:
Enter the
requested value
and select **buy**



Step 4:
Confirm payment
has been taken

(Cont.)



Step 5:

Transaction will be processed and a receipt printed. Select **Close**.

Transactions cannot be refunded. Please contact One4all on **0370 085 4141** for customer enquiries and refund requests



Processing a One4all manual sale.



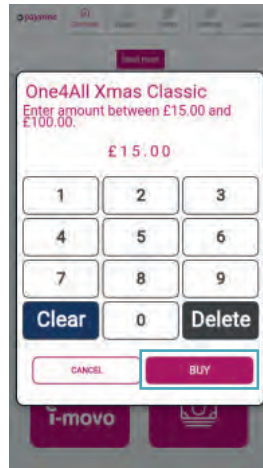
Step 1:
Enter **Cashier**
Passcode



Step 2:
Select **Enter**
Barcode

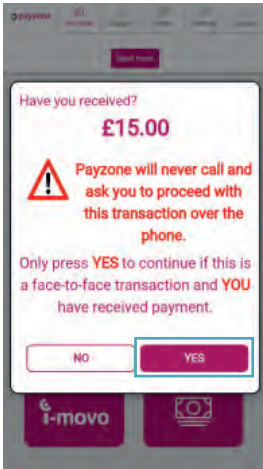


Step 3:
Type the number
from the barcode
and select **Enter**

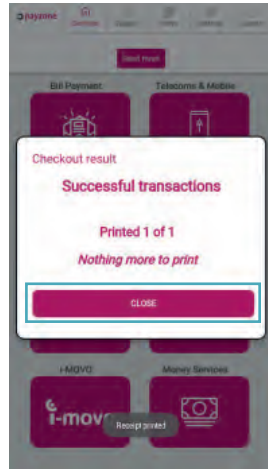


Step 4:
Enter the
requested value
and select **Buy**

(Cont.)



Step 5:
Confirm payment has been taken



Step 6:
Transaction will be processed and a receipt printed. Select **Close**.
Transactions cannot be refunded. Please contact One4all on **0370 085 4141** for customer enquiries and refund requests



Being a SuperAgent.

Being a SuperAgent is an important role and means you have been specially selected to provide replacement gas cards and/or electricity keys on behalf of our energy partners.

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

Remember, you earn commission each time you issue a card or key through the Payzone terminal.

To maximise your commission as a Payzone SuperAgent, please follow the transaction processing instructions overleaf. Also, please ensure that all your staff are fully trained.

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 6566 566**



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 customers 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.



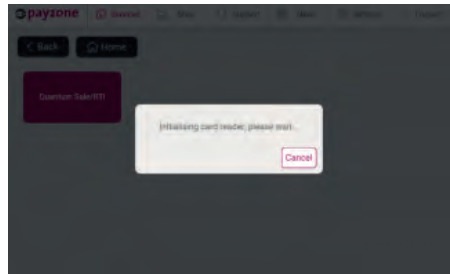
Step 1: Enter Cashier Passcode



Step 2: Press Gas, Electric & Water

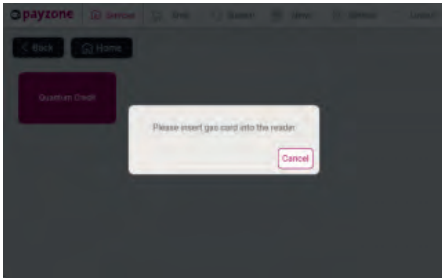


Step 3: Press Quantum



Step 4: Card reader Initialising

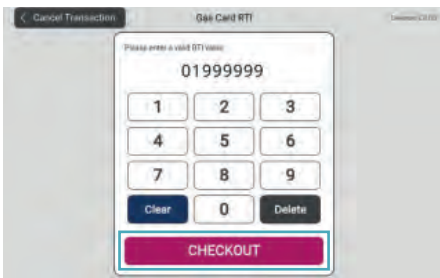
(Cont.)



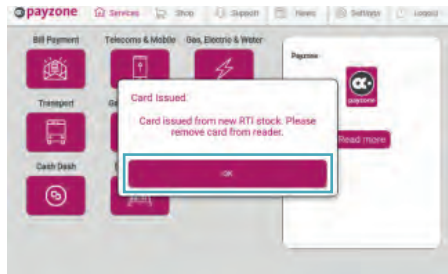
Step 5: Insert gas card into the T103's card reader



Step 6: Enter the **RTI Number** provided by the customer. If there is no RTI number please use generic RTI number shown below in the note box



Step 7: Press **Checkout**



Step 8: Press **OK** and remove card



Please note for Step 6:

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

Generic RTI Numbers:

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

- British Gas:** 01999999
- npower:** 02999999
- E.On:** 03999999
- EDF:** 06999999

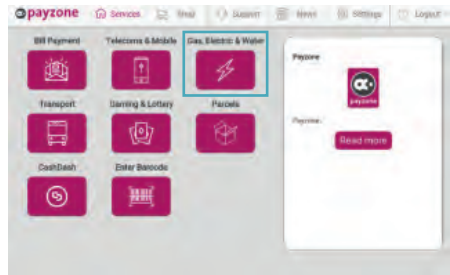
Only issue cards and keys to the utility providers customers.

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

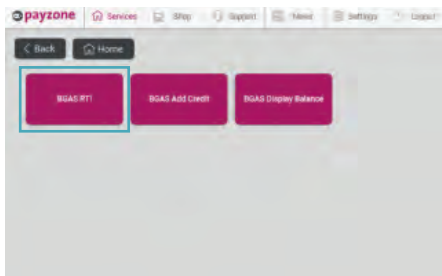
This request could be as a result of a change to the customers utility supplier or tariff in which they will provide an RTI number which will be used either on the customers own key or a blank one from your stock.



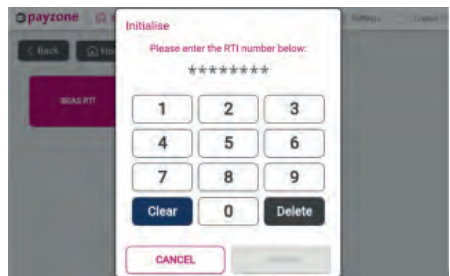
Step 1: Enter Cashier Passcode



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

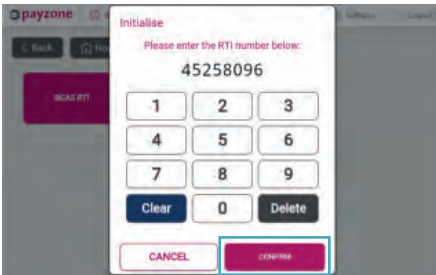


Step 3: Press RTI

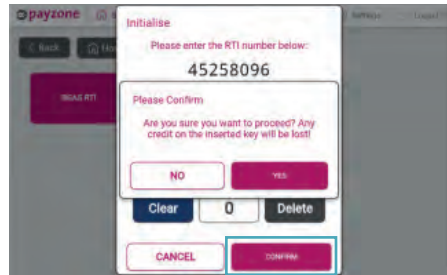


Step 4: Enter RTI Number provided by the customer

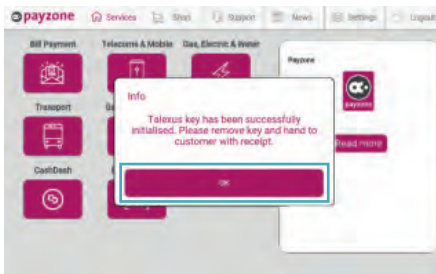
(Cont.)



Step 5: Press **Confirm**



Step 6: Press **Yes** to confirm again



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

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.



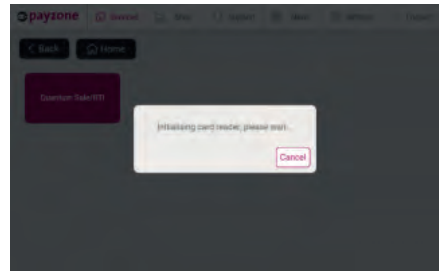
Step 1: Enter Cashier Passcode



Step 2: Press Gas, Electric & Water

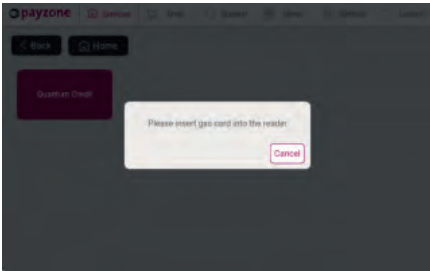


Step 3: Press Quantum



Step 4: Card reader initialising

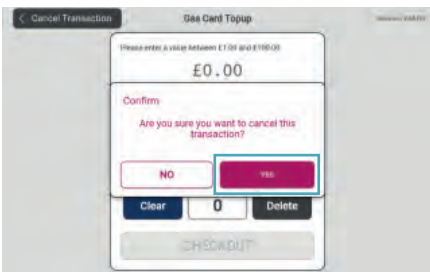
(Cont.)



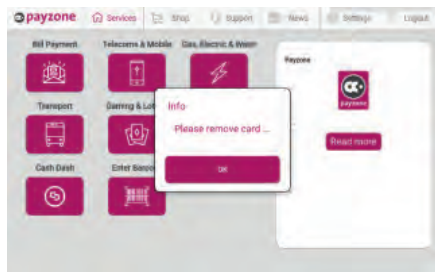
Step 5: Insert gas card into the T103's card reader



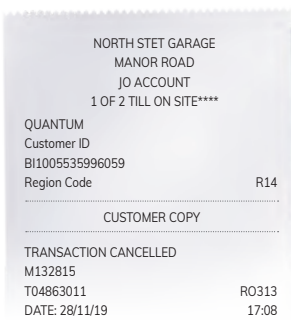
Step 6: Press **Cancel Transaction**



Step 7: Press **Yes** to confirm cancellation



Step 8: Remove card and hand back to the customer. The emergency command will have been applied



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.



We're here to help.

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

 **Call: 01606 566 566**

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



Get in touch.

 **Call: 01606 566 566**

 **web: payzone.co.uk**

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

Post Office Limited T/A Payzone. Post Office Limited is registered in England and Wales. Registered Number 2154540. Registered Office: 100 Wood Street, London, EC2V 7ER. VAT registration number: GB172670502.

