

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	

Making a successful transaction.

How to begin a transaction	
Processing bill payments	
Processing a Quantum gas card	
Processing Talexus electricity key	
Processing a smart meter transaction	
Reversing a smart meter transaction	
Smart meter transaction error message	
logic example	
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	

Being a SuperAgent.

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

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:

Passcode		
1	2	3
4	5	6
7	8	9
Clear	0	Delete

Enter The admin pin

Admin screen dashboard.

			2.1
Device Information		Receipt Centre	Finance Centre
Seriel Number Merchant ID Rundte Version	A12002716007633 132592	Recent Transactions	> Direct Debit Information
APK Version APt Version	3-0.10.2-57 undefined-1/97316	Hardware Status	Show Statements 3
-		Magnetic Strip Reader (MSR)	Show Invoices
Cashler Management	1.1	Printer	Show X/Z Totals
Registered	Cashiers	Scener	•
Manage Cashiers		7107	•
Contrast Contractor		TaleXis Box	

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.

payrone	Daariboard	All gettinge C. Endont	
Device Information Seriel Number Marchant ID Bundle Version APK Version	A12003716007633 132592 1213-240x9918 30.10.2-57	Recent Centre	Finance Centre Direct Debit Information Show Statements
🕱 Back To Dashbaan		Direct Debits	C
Diesct Debit Number	.0	inet Dabit Ginverstion Date	Print Direct Debit

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**

-R bart in Ballours	Direct Debit: 103276	
OBMIN-DOUGH MAMMAN		and Conservation 4
	Next Transaction DD Thu 02/06/20 £144.00 Sat 28/05/20 £ 87.00 Sun 29/05/20 £ 10.00 Mon 30/05/20 £ 94.96 DD Total £ 335.96	
	CLOSE	

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.

132592 12.13-2 (fba9a) 8	Recent Transactions	> Direct Debit Information	>
30.16.2.57 indefined-1097316	Hardware Status	Show Statements	>
-	Megnetic Strip Reader (MSR)	Show Invoices	>
DWrs'	Printer	Show X/Z Totals	>
>	TION	•	
	132542 12.13.2 (Buskel 6 3.0.10.2.57 ndsr/mod-1.077316	12,532 Recent Transactions 12,532 Tespering a) (12,637 odefaud-107218 Fisedware Status Meynic: Diop Reside (MSR) Piece Economy T102	131550 12.157 Benefit Transactions > Direct Debit Information. Show Statements Show Statements Show X/Z Totals Show X/Z Totals

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

3	Back To Dashboy	ed .	Most	Recent Transactions		e .
+	Product	Amount	Result	Purchase Date	Cashier	ViewoPrint
236	MCard	E16.90	Success	04/08/2020 10:42:55	LUNCE (19)	VEW/PRINT >
233	Quality	E1 00	Success	19/07/2020 23:59:25	LOND (S)	VEW/PRINT >
234	Quantition	ET 100	Buttess	19/07/2020 23:56:50	LUKE (0)	VEW/PRINT 3
283	Duarthurp	E1.00	Bittess	15/07/2020 23:53.43	LUKE (N	VIEW/PRINT >
232	Quantum	10.00	Failed	19/07/2020 23:53:20	LUKE (8)	
281	Quarture	£0.00	Falled	19/07/2020 23:52:55	LUKE (H	
230	Quantum	10.03	Success	19/07/2020 23:51:52	LUNCE (E)	VEW/PRINT >
229	Queiner	£1.00	RACCEDE	10/07/2020 23:51:00	LOKEINI	VEW/PRINT 2
-set y	ICIAI PAGE			Depleting Transistions 1-15		NEKT PAGE

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

erchant Receipt		
	PAYZONE 12 HIGH STREET	
	Purch Ticket	
	MCard 19-25 Bus Only Weekly MCard	
Start Date: EXP Date:	622607015020000464	05/08/2020 11/08/2020
Amount MOP	633597015220000454	£16.00 CASH
	MERCHANT COPY	
	TRANSACTION CHOCECCEN	
01.00		DC DOWT

Step 3:

Click **Reprint** to print a duplicate receipt

Managing cashier pins.

Back To Dashboard	1	Manage Cashiers		+
Cashier Number	Cashler Nickname	Edit Cashier	Edit PIN	Delete
2	SANDRA		/	×
6	LUKE			×
7	SAN	1	1	×
16	DMAR	1	1	×
17	TEST1	×		×
18	TEST2	1	1	×
19	TEST3		1	×

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**

(R) Back To Combinate		Manage Cashiers		•
-Castler Humiter	Tashiye Nitkasana	Edit Continue	Eine Ites	Deloce
3	SANDRA	1	1	×
	LIME	Cashier Created	1	×
	SMAL	Vour unique PIN is:		×
10	-	2149		×
	nan	CLOSE		×
	IEST2	/		×
19	12575	1	1	×
		n gaaren († 1818 f		

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

34	cuit cashier i		
111	Please enter a Pit	X analog patrona ika ****	e '1111' and '1238'
-	1	2	3
121	4	5	6
185	7	8	9
12.0	Clear	0	Delete
-	CANCEL		

Step 4:

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

Deleting cashier pins.

(B) Back To Dashosard.	Manage Cashiers +
.7	swork.
	inte 🔨 🔨 🗙
	Delete Cashier
-18	Are you sure you want to delete this
- 02	12 X
- 16	TRE NO YES
10	raita 🖌 🖌 🗶
20	
	Romping program 1 11-9-0114 in in

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.



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

opayzone 📾	KEY ENTRY			Martine Coper-
SEP Payment To	These error a velo + +	****	**	
Transport 0	1	2	3	
	4	5	6	Fined interv
CashDash	7	8	9	and the second second
9	Clear	0	Deleta	
	CANCEL			

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)

Ell Payment Th	Enter amount bet	£ 5.00	a £1,000,00	
Transport 6	1	2	3	
	4	5	6	Head more
CashGash	7	8	9	
9	Clear	0	Delete	
			_	

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



 C Cannot Transaction
 Oase Card Topup
 Descent Transaction

 Primit selfin a second behavior
 E.0 + 0.00
 E.0 + 0.00

 1
 2
 3

 4
 5
 6

 7
 8
 9

 Clear
 0
 Delete

 EHEDROLY
 EHEDROLY

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





Step 5: Press Checkout



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

< Cancel Transaction	Gas Card Topup	10
	Prevente enter a young bottomes (3 00 and 040 00. £5 + 00	
	Have you received?	
	CHECKOUT £5.00	

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

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 3: Enter the required top-up amount



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



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

C Back	Add Credit Please enter a va	lue between E £5.00	5.00 and £209.00.	Q. Search
(BBAS RT)	1	2	3	
	4	5	6	
	7	8	9	
	Clear	0	Delete	
	CANCEL		CONTRM	

Step 4: Press Confirm

C Back @ F	Add Credit Please enter a value betwe £5.1	en E5.00 and E209.00.	Q. Search
BIASYT	Please Confirm Have you received £	i fram customer?	
	Clear 0	Delete	

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



* 5 8		
Passcode		_
1	2	3
4	5	6
7	8	9
Clear	0	Delet

Step 1: Enter the Cashier Passcode



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



Step 3: Enter Customer's PAN



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



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



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

< Back 💮 Huma		
Energy Supplier Smart Metering Top-Up (Reversal)	Have you received?	
-	£1.00	
	NO	

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

PAYZONI	E
TAKING CARE OF YOU	R PAYMENTS
FIREFLY SHIPYARD 12 HIGH STREET SERENITY VALLEY SHINEY PAYMENTS	
Smart Metering	Тор-Uр
SUCCESSFUL TRANSACT Amount	FION £45.32
UTRN 12345678912345678912	2136612
MOP	CASH
PAN	

M132592 C0008 T4863016 Txn0098 DATE: 25/06/19 11:26

Receipt example



	opayzo	ne
E 🔌	5 8 9 7	
Pasa	~~~	
1	2	3
4	5	6
7	8	9
Clea	0	Delete

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



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



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



Step 7: Transaction successful confirmation

PAYZONE	
TAKING CARE OF YOUR PAYMENTS	
12 HIGH STREET SERENITY VALLEY SHINEY PAYMENTS	
Smart Metering Reve	rsal
SUCCESSFUL REVERSAL Amount	£1.00
MOP	CASH
PAN 6332269160261807100	
CUSTOMER COPY	
N122E02	C000C

Receipt example

T4863016

DATE: 25/06/19

Smart meter transaction error message logic example.



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

(Please note, prices are examples only)

PAYZONE

TAKING CARE OF YOUR PAYMENTS

12 HIGH STREET SERENITY VALLEY SHINEY PAYMENTS

Smart Metering Reversal

FAILED SEE BELOW	
Amount	

MOP

£1.00 CASH

Txn0098

08:44

PAN 63322616026115226

CUSTOMER COPY

C0006
Txn0100
09:35

NOMAT-Unable to identify account. If further assistance is required contact us on 9810203040.

Receipt example



* = 1		
Passcode		
1	2	3
4	5	6
7	8	9
Clear	0	Delate

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



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

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

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 2: Select Smart Ticketing

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

No balance available				
Tickets on Card				
	Valid until 11 Jul 2017	Info	Buy	Reverse
	Other Products			

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

÷ 1	IACK				Card (033997 (11.07 9		Exp: 05/205	1 2
Oper	ator	nbus	obus and Ma	etro National Ex	press NatEX and Me	tro Met	10	
Dura	tion	t day	T week	1 month	t year			
Кеуи	vord	Beentife		Roset				
	Avail	able ticke	ts					
					120.00	info	itay	
					£71.60	info	Buy	
					2795.00	info	Bity	
4					£15.50	info	Buy	١.
					£25.60	info	Buy	1

Step 7: Locate the required product

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

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

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

Step 1: Select Transport

Step 2: Select Smart Ticketing

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

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

Step 4: T103 will display this screen throughout the transaction

÷ mox	David LESSONT DUDT TO HEST FIFTB EAD- (15/2027
No balarice availa	
Tickets on Cord	
Mills Grintin we	Are you sure you want to reverse this purchase?
	Other Products

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

Step 7: Reversal processed select OK

← eace.	Card (000507.0107.0102.7978) East (0502.077			
No balance available				
Tickets on Card				
NIDE COVERNA WE	Weidmenton Aut 2017	Into	Bay	Reverse
	Please refund £16.30	•		
	Other Products			

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

Step 1: Select Transport

Step 2: Select Smart Ticketing

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

Step 5: Choose the required top-up amount

Step 4: T103 will display this screen throughout the transaction

← must					
Balance					
£10.00	210	216	120	- i25.	
Our constants (by (i)	. 60	628	E40.	Other	
Tickets on Card					
	Have you received £10.00?				
	Other Products				

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

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

Step 2: Select Enter Barcode

Step 3:

Enter Cashier

Type the number from the barcode and select Enter

Step 4: Enter the requested value and select Buy

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 folowing 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 4: Card reader Initialising

Step 3: Press Quantum

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:	0199999
npower:	0299999
E.On:	0399999
EDF:	0699999

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 4: Enter RTI Number provided by the customer

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

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

Peaks order is volume	lattoren ES.03 a	AR 641.01	
	£0.00		
1	2	3	
4	5	6	
7	8	9	
Clear	0	Delete	
-		100	

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

Step 7: Press Yes to confirm cancellation

Ster	o 6:	Press	Cancel	Trans	action

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

NORTH STET GARAGE	
MANOR ROAD	
JO ACCOUNT	
1 OF 2 TILL ON SITE****	
QUANTUM	
Customer ID	
BI1005535996059	
Region Code	R14
5	
CUSTOMER COPY	
TRANSACTION CANCELLED	
M132815	
T04963011	P0313
DATE 20/11/10	17.00
DATE: 28/11/19	11:08

MPORTANT:

Please do not enter a value when following intructions, 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.

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