payzone**plus**®

Frequently asked card payments questions.

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Q **What are the benefits of having a Payzone Plus card payment terminal with Payzone?**

A There are several benefits to having a card payment terminal with Payzone. First, Payzone offers an all-in-one device, which means you can accept all types of card payments in one place. Second, Payzone provides remote technical help to ensure that your payment terminal is always working properly. Third, Payzone offers a 12-month term for their payment terminals, so you can avoid long-term contracts. Finally, Payzone provides next day settlement, which means you can get your money quickly and easily.

Q **What types of payment cards can be used with the Payzone Plus card payment terminal?**

A The Payzone Plus card payment terminal is a versatile device that accepts a variety of payment cards, including Visa, Mastercard, American Express, and even mobile payment devices like Apple Pay and Google Pay.

Q **How secure is the Payzone Plus card payment terminal?**

A Security is a top priority for Payzone, and the Payzone Plus card payment terminal is designed to meet industry security standards such as the Payment Card Industry Data Security Standard (PCI DSS). This means that the device is equipped with security features that help protect your customers' payment information from fraud and theft.

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Getting started with card payments.

Q How does the Payzone Plus card payment terminal work?

A The Payzone Plus card payment terminal is a modern and efficient device that reads payment cards using various methods such as swiping, inserting, or tapping. Once the terminal reads the card, it connects to a payment network to process the transaction. The payment network then authorises or declines the transaction, and the terminal prints a receipt.

Q How do I set up the Payzone Plus card payment terminal?

A Setting up the Payzone Plus card payment terminal is easy and involves connecting it to a power source and a network such as Wi-Fi or Ethernet. For additional support, download the **Installation Guide**.

Q How do I maintain the Payzone Plus card payment terminal?

A To keep the Payzone Plus card payment terminal functioning optimally, you should keep it clean and secure, and follow best practices for handling payment card information. This includes regular cleaning, not leaving the device unattended, and following security guidelines when processing payments.

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Taking card payments.

Q **How do I take card payments for bill payment transactions?**

A The process for taking card payments for bill payment transactions may vary depending on the product you are processing. You can download the **Card Payment Transaction Guide** from Payzone for more information about processing different bill payment products.

Q **Can I provide a cash back service to my customers?**

A Currently, Payzone does not offer cash back services using the Payzone Plus terminal. However, our services are constantly developing, and if this changes, we will notify you.

Q **How do I complete my end of day reconciling totals (X & Z reads)?**

A To complete end-of-day reconciling totals for your Payzone Plus terminal, you can refer to the **Card Payment Transaction Guide**.

Q **How do I process a card payment refund?**

A If the card payment in question is the most recent transaction, Payzone recommends processing a reversal instead of a refund.

Q **When should I take payment from the customer when processing a transaction?**

A Not all transaction types can be reversed, so you should always take payment from the customer first.

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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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