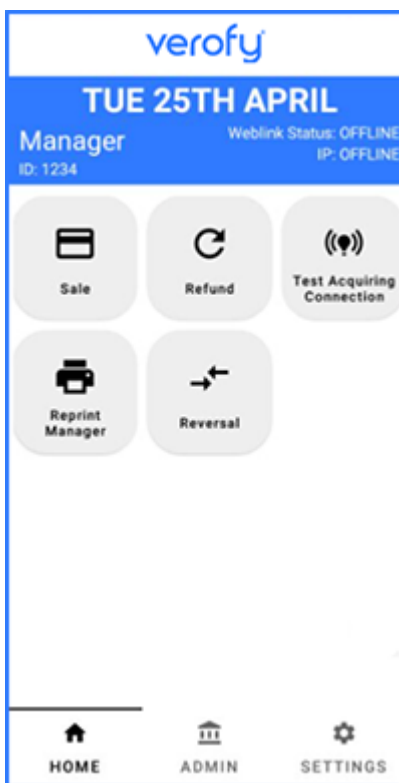


Taking a payment when the card is present

This page talks you through how to take a payment when a customer visits your business and wants to pay for goods or services using their physical card, via contactless, or through Apple or Android pay.

Chip and Pin and contactless transactions are regarded **Secure** payments as the customer and card/contactless chip are present during the transaction.

1. Once you've logged into your terminal, select 'Sale' from the **Home** screen.



2. Enter the amount of the sale using the keypad. When you've entered this, press the green tick.



The image shows a mobile app screen for a 'Sale' transaction. At the top is the 'verofy' logo. Below it, the word 'Sale' is centered, followed by the instruction 'Enter Amount'. A text input field contains '£0.00'. At the bottom is a numeric keypad with buttons for digits 1-9, 0, and 00, along with a red 'X' button, a yellow left arrow button, and a green checkmark button.

If gratuity is enabled on your Verofy® Move, you will then see the gratuity screen prompt. Here the customer can add gratuity if they wish.

If you don't have gratuity enabled, but would like to add this, you can request this via your app through the message centre.



The image shows a mobile app screen titled 'GRATUITY'. It displays a summary of the current transaction: 'Sale' for £1.00, 'Gratuity' for £0.00, and a 'Total' of £1.00. Below this summary are six circular buttons for selecting a gratuity percentage: 0%, 5%, 10%, 15%, 20%, and OTHER. At the bottom of the screen are two rectangular buttons: a grey 'BACK' button and a blue 'NEXT' button.

3. The Verofy® Move will then ask you to present the card. The customer can pay by inserting their card into the Verofy® Move and entering their pin, or tapping their card (or phone if using Apple/Android Pay).



Insert: The card reader is situated at the bottom of the Verofy® Move terminal. It is illuminated by a blue light.

If the card is inserted, the terminal will then prompt for the PIN to be entered.



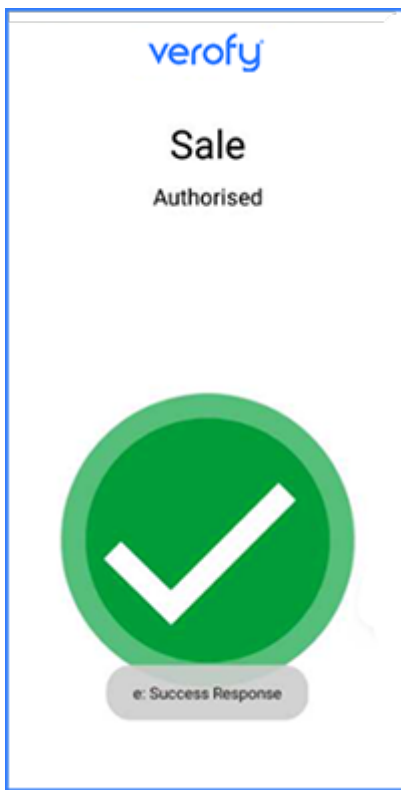
Tap: The contactless reader for contactless or Apple/Android Pay transactions is situated on the top of the Verofy® Move, where the contactless icon is visible.



Swipe: The magnetic swipe reader slot is situated at the top of the Verofy® Move, above the contactless reader. Swipe should only be used for Swipe Only cards or as a fallback.



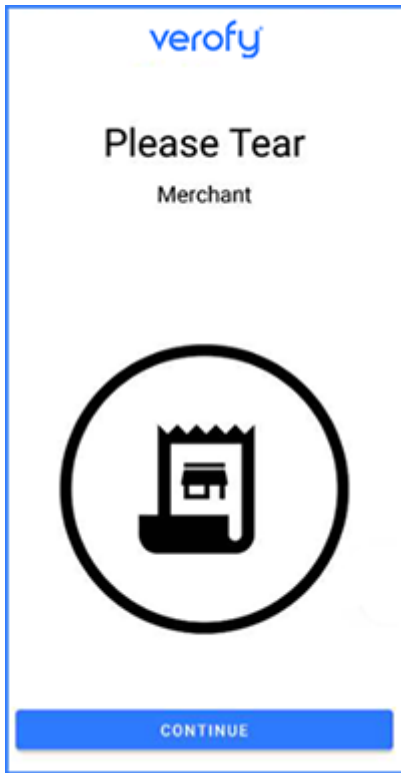
4. The transaction will then process, and the terminal will show the 'Success' screen if the transaction attempt is successful.



If the payment is unsuccessful, the terminal will show the 'Decline' screen - this means the transaction has not completed successfully.

5. The terminal will then print the Customer copy of the receipt, followed by the Merchant copy.





This completes the transaction.

Revision #23

Created 25 April 2023 12:41:08 by Verofy® Support

Updated 10 July 2024 09:39:27 by Verofy® Support