

SumUp Guide

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1. Overview

Your SumUp Air card reader works in connection with the SumUp App, which you can use on your Android or iOS tablet or smartphone.

The card reader will accept card payments and mobile payments – including Apple and Google Pay, so that your customers have even more choice when it comes to paying.

⦿ **Overall Costs**

The Air Card Reader is sold at a one-time purchase price of *£25.00. *There are no fixed monthly fees, you just pay per transaction (0.95% / transaction)*

*0.95% for both debit and credit cards. American Express cards 1.69%, as well as any transactions requiring the cardholder's signature.

0.95% for overseas cards using Visa or Mastercard, although users should be aware that a conversion fee will likely be applied by their 'home' bank.

**Prices vary occasionally so please check with finance@yorksu.org*

⦿ **Accepted Cards**

The SumUp Air can process the following credit or debit cards: Visa, VPay, Mastercard, Maestro, American Express, Diners Club, Discover, Union Pay.

⦿ **Payment Methods**

With a registered SumUp account and this card reader, you can provide the payment options of chip & PIN, and contactless (NFC), including Apple Pay and Google Pay.

You can now use the function “Tap to Pay” through the App itself, with no need for a card reader

⦿ **Receipts**

Provide customers with their receipts via email or SMS.

⦿ **Refunds**

Refunds can be done via the SumUp App.

2. Quick Start Guide

- ⦿ Download the **SumUp app** from the App Store or Google Play and log-in using the log-in details* provided separately. Please ensure you **change your password** by logging in to <https://me.sumup.com/en-gb/login> -> select 'account' and follow the on screen prompts.

**Log-in details have been provided for each group - please be aware that you can only log in to your account on one device at any one time.*

- ⦿ **Getting started**

1. Open up the SumUp App and log-in.
2. Enter £1.00 into the keypad and tap "Charge". The card reader should now switch on.
3. Confirm the detection of your card reader in the SumUp App by clicking "Connect" once the 3 digit number shown within the app matches the 3-digit serial number on the back of your reader.
4. Your card reader will now sync your account information. This will take about 2 minutes.

- ⦿ **Accept payments quickly and easily**

You can accept payments using either the SumUp payment card reader, or you can set your mobile phone/tablet up to accept payments on the device (called '[Tap to Pay](#)')

1. Open up the SumUp App and log-in.
2. Select 'checkout' at the bottom of the screen.
3. To accept payment, enter an amount and tap 'charge' (min value £1)
4. Tap either 'card reader' or 'tap to pay' depending on the device you're using to accept payment.
 - a. For 'card reader' - Insert or tap the **accepted card** and have the customer confirm the payment.
 - b. For 'Tap to Pay'
 - i. Android: Prompt customers to hold their card or device to the back of your phone. Your contactless chip may be at the top, middle or bottom, depending on your phone.
 - ii. iOS: Prompt customers to hold their card or device horizontal to and flat against the contactless symbol on the iPhone screen. PIN verification may be needed.

5. After a successful transaction, you'll have the option to provide a [receipt](#) to your customer via email or text message. The screen to do this will pop up automatically. Just add the email address or mobile phone number of your customer and hit the "Send Receipt" button.
6. To cancel a transaction press the 'power' button on the card reader and follow the instructions on screen (the transaction will show as a failed transaction on your sales reconciliation).

⦿ **Activating Tap to Pay**

To use the "Tap to Pay" option (*using your mobile phone as a payment device*)

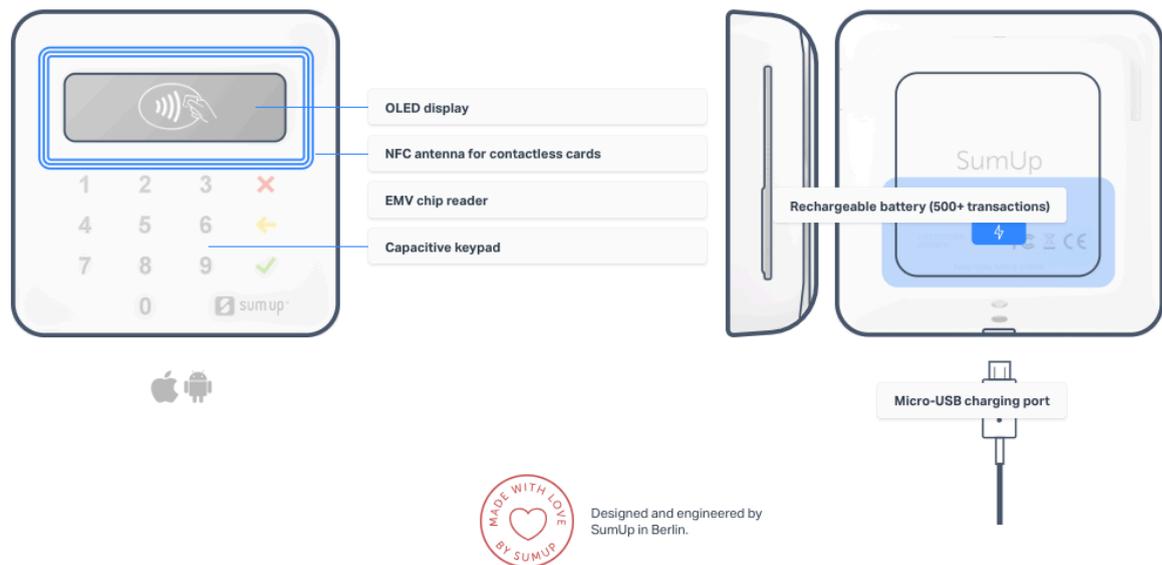
1. Select your profile symbol in the right corner
2. Select tap to pay on the phone and select set up.

Visit [Tap to Pay Set up](#) for more information or view the [frequently asked questions](#).

⦿ **Receive your payout within a few days**

Your transaction will be processed within 1-3 business days with funds transferred to the Union's main bank account after removing the [SumUp fee](#). Our finance team will transfer the funds to your group's account within 1-3 working days. and then transfer the amount directly to your bank account.

3. Air Card Reader - Guide



⦿ Payment methods

- Insert the card into the slot at the top of the SumUp Air with the chip facing you.
- Tap the card on the display of the card reader for 1-2 seconds for contactless (NFC) payments.
- Pay using Google Pay and Apple Pay by holding your smartphone/watch over your card reader.

For more information on accepting card payments, click [here](#).

⦿ LED signals

Your device has 4 blue lights at the bottom of your card reader, here's their function:

- As soon as you switch on the SumUp Air, one LED will blink to indicate 'power on'. It will continue to blink every 4 seconds to signal that the device is still on.
- The LEDs also flash when a connection between the card reader and a smartphone/tablet is established.
- If you're processing an NFC transaction, a single LED will blink. Once the card is tapped on the reader, all 4 LED's will blink.
- The LEDs also signal the battery level of your reader. 4 LEDs indicate 100%, 3 indicate 75%, etc. If only one LED is blinking, it's time to charge your card reader.

Charging

To ensure optimal processing speed, make sure your card reader is always at a charge of 25% and higher. We recommend charging it on a monthly basis, even if you don't use your SumUp Air regularly.

You can view your battery level on the screen of your reader and via the LED on the card reader (see 'LED signals' section for more information).

Charge your card reader with the Micro USB cable included in the package by connecting it to a computer or power supply. Don't worry, you can still use your Air Card Reader while it is charging, and once it is at 100%, you can process up to 500 transactions before charging it again.

Connection

Your card reader requires a Bluetooth connection of 4.0 or higher. The SumUp App uses the internet connection from your smartphone or tablet, however, the file size of the data transferred between your device and card reader is very small and should not greatly affect your data plan.

Standby mode VS Power off

Your SumUp Air will go into standby mode after some time without use. But don't worry, it will stay connected to your device. You can also power off your card reader by holding down the power button for around 3 seconds.

Some advice on handling your card reader

We recommend only using your device at temperatures ranging between -10°C and +45°C. Your card reader can be affected outside of this range, so we suggest not leaving it in exposed places for long periods of time e.g. your car during summer or winter.

To protect your SumUp Air from manipulation or tampering, we have designed it with security sensors in place. Make sure you always handle it with care and avoid force or impact to prevent the automatic security lock being enabled. Once triggered, the device will be permanently locked.

4. Receipts

⦿ Send a receipt directly after processing a transaction

1. Process the cash or card transaction in the SumUp App.
2. On the transaction success screen, choose between sending the receipt as an email or via SMS.
3. Enter the customer's contact details and confirm you want to send the receipt.
4. The recipient will receive a PDF file with all relevant payment information such as product/service details, payment type and your business' name and address.

⦿ Send an additional receipt

You will always be able to resend a receipt to your customer in the event that they request a copy. Please follow these steps to resend a receipt:

1. Open the SumUp App.
2. Tap on the "Sales"  symbol.
3. Choose the transaction for which you wish to send another receipt.
4. Click on the 3 dots and select "Send receipt".
5. Tap on the share icon at the top of the screen.
6. Select an option:
 - a. Print receipt via a connected printer
 - b. share receipt via email, Bluetooth or other apps
 - c. save the receipt to your iCloud or Google drive
7. Confirm the option by selecting print or share.

5. Refunds

⦿ Refunds in the SumUp App

Here's a quick guide to refund any transaction on the day of purchase in your SumUp App:

1. Tap on the sales history symbol  in the bottom menu bar of your SumUp App.
2. Browse your sales history and locate the transaction you would like to refund.
3. Click on the three dots in the right corner of the transaction field and choose "Refund transaction".

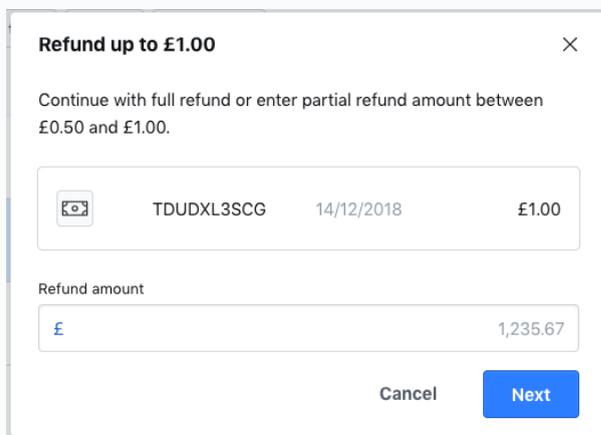
4. To confirm the refund process, you need to enter the password of your SumUp account. Click the “Refund transaction” button.
5. All done. The money is now on its way back to your customer.

🕒 Refunds online via sumup.me

You can refund any transaction on the day of purchase via sumup.me.

Here's a quick guide:

1. Click on “Sales” in the menu on the left side.
2. You can now choose a transaction that should be refunded.
3. A window on the right-hand side of your sales history will open with all information concerning the transaction. Please click “Refund”.



Refund up to £1.00 ×

Continue with full refund or enter partial refund amount between £0.50 and £1.00.

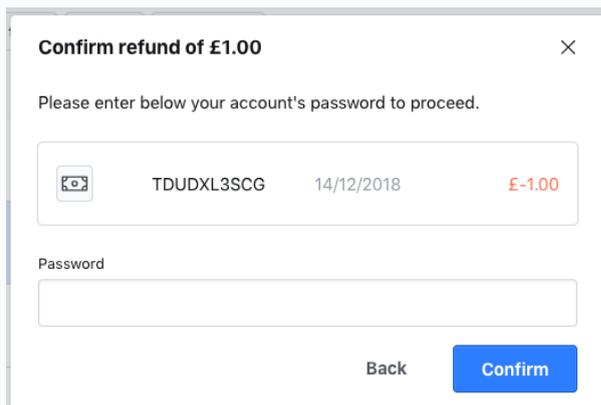
	TDUDXL3SCG	14/12/2018	£1.00
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Refund amount

£ 1,235.67

Cancel Next

4. To confirm the refund process, you need to enter the password of your SumUp Account. Click the “Refund” button.



Confirm refund of £1.00 ×

Please enter below your account's password to proceed.

	TDUDXL3SCG	14/12/2018	£-1.00
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Password

Back Confirm

5. The money is now on its way to your customer.

🕒 Refunds after the day of purchase

Transactions can only be refunded via the app **on the day of purchase**.

Where refund requests are made after the day of purchase, please

contact finance@yorksu.org and they will advise on how to process a refund application.

6. Sales Reports

In the "Sales" tab on the app, you can find a list of all the transactions that you have processed through SumUp. [Here's](#) an in-depth guide to your sales history.

Additionally, you can [refund transactions](#) in the "Sales" tab.

A detailed report of all transactions can be downloaded by logging in to your account at <https://me.sumup.com/en-gb/login>. Select 'Sales' from the menu and then click 'reports' (top right of your screen). Select and apply the relevant parameters and export the file to a format of your choice.

YUSU will use the central administration log-in to pull transaction reports for each account and transfer funds into the appropriate College / Society account.

7. Troubleshooting

Can't connect to your phone or tablet? We'll guide you through troubleshooting your Air Card Reader so you can return to your sales as quickly as possible.

⦿ **Is my device compatible?**

Check [this article](#) for a list of compatible smartphones or tablets.

⦿ **Is my card reader charged?**

A low battery level can cause connectivity issues which is why we recommend charging your reader. For more details, check out [SumUp Air: Manual](#).

⦿ **How do I troubleshoot my card reader?**

Step 1: Reset the card reader

Follow these steps to reset the Bluetooth chip in your reader:

1. Turn off Bluetooth on your phone or tablet.

2. Close the SumUp App on your device.
3. Make sure your card reader is not charging.
4. Turn off your reader.
5. Now press and hold down the power button of your card reader until you see "Release for BT" on the display.
6. Release the power button once you hear a beep.
7. Now the Bluetooth chip in your card reader is reset. Please wait for a second beep before reconnecting the reader to your phone.

Step 2: Reconnect the card reader

Reconnect the SumUp Air to accept card payments again:

1. Enable the Bluetooth on your phone or tablet.
2. In the SumUp App, tap on "More" at the bottom right-hand corner of the screen, go to "Payment Methods" and tap on "SumUp Air".
3. Make sure that the last 3 digits that are shown on your screen match the last 3 digits of your card reader's serial number.
4. Confirm the pairing request on your smartphone or tablet by tapping "Connect". You might need to confirm the connection by tapping the green tick on your card reader.

If you're still experiencing connectivity issues, please restart your smartphone or tablet. Once you log in to the SumUp App again, try to take a card payment to see if your card reader connects to your device.

If you continue to have issues, please contact our [Support Team](#).