



## SumUp - Frequently Asked Questions

### **How does it work?**

The National Garden Scheme will supply a SumUp card reader. These may be sent direct or come via your County Team. Each user will be registered with SumUp and a username and password will be emailed to you 10 days before your opening. If you have not received one, then please contact [hello@ngs.org.uk](mailto:hello@ngs.org.uk).

You will then need to activate the account by downloading the SumUp app to your smartphone and pairing the phone and card reader to each other. Once done you are ready to go and we provide full instructions on how to do this (see the SumUp step by step guide). We recommend that you pair the device with your phone, prior to the date of opening. The devices do have occasional updates.

### **How do I charge the card reader?**

There is a charging lead, that requires a USB plug, in the blue box that the card reader arrives in.

### **Which account will the card reader will be linked to?**

All card readers will be linked to the central National Garden Scheme Barclays account.

### **In the App it says I can set up a QR code to take payments. Should I do this?**

No, SumUp use a different coding system for these payments and our system does not recognise them. Any money taken through a QR code will not be attributed to your Garden.

### **Can we use it for the refreshments/plant sales for another charity?**

No, the card readers can only be used for transactions where **100% of the money** is coming to the National Garden Scheme.

### **Can I record the cash taken at my opening on the card reader?**

Please do not record cash taken on the day through the card reader, there is no mechanism for this to be attributed to your garden. Please enter cash details through Online Garden Administration (OLGA).

### **The reception in our garden is quite poor and our gates are quite far away from the house. Will we be able to use the card readers?**

For the app and card readers to work you need to have a good 3G signal, preferably 4G. If you can access the internet on your phone in the garden, then they should work.

### **Can I use a tablet or an iPad instead of a phone?**

Yes, if you have a good 3G signal, preferably 4G. If you can access the internet on your tablet/iPad in the garden, then they should work.



**Does the phone being used & the card reader have to be at the same location.**

Yes, the phone must be close enough to the card reader to pair via Bluetooth with it and to enact any sale. However, it can be any phone that has the SumUp app downloaded and where the user has logged into the appropriate SumUp account. It does not have to be the Garden Owner's phone that is paired, it can be any smartphone.

**What is the cost involved for using the card readers?**

SumUp will take 0.99% of each transaction as a processing fee.

**Do the Garden Owners keep the card reader or send it back after the open day / at the end of the season?**

It makes good financial sense to minimise the number of readers that we need to purchase. The card reader may be needed at another garden and you will be advised if that is the case. If you are not so advised, and you are expecting to open your garden in future years, then please retain and look after the device for future use.

**Does the card reader give a receipt or send one by email?**

It will not give a printed receipt. It can give a receipt by email or to a phone, but this will not be something we recommend as a norm as it adds an extra level of complication which we do not foresee will be needed in most cases.

**I already have a card reader**

If it is a SumUp card reader then you can use that, but you will need to login to the National Garden Scheme account on the phone app. You will need your login details and you should contact [hello@ngs.org.uk](mailto:hello@ngs.org.uk) if you need these to be sent to you.

**How do I add these proceeds to my garden?**

You do not need to add them. They will come centrally to Head Office and then credited to your garden. This will be visible by looking at the Financial dashboard of your garden in Online Garden Administration (OLGA).

**How do I turn off contactless payments on my phone?**

Apple Pay

You can go to your Apple ID account page to remove the ability to make payments with the credit, debit and prepaid cards that you were using with Apple Pay on the device.

Google Pay

Go to the Google Pay App on your device, select the card you want to suspend, tap on the three dots in the top right-hand corner of the screen and select 'Disable Contactless'. A confirmation message is displayed. Tap 'Yes, disable'.

We recommend that you keep the phone at a slight distance from the card reader to ensure the payment taken will be with the visitor and not your device. E.G. leave the device on the table and ensure your phone at a slight distance away. Your phone should still be able to pair with the device. Please always check your screen to ensure payment is not taken from you.