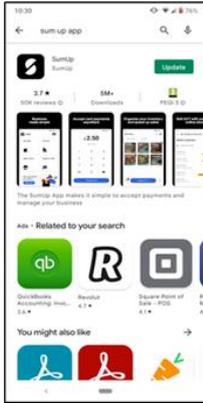




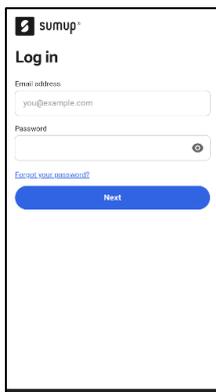
# Sum Up Step-by-Step Guide



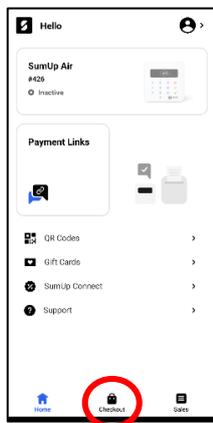
1. First, charge up the card reader. Please use the charging lead supplied in the box, in the same way as you would a mobile phone.

Download the free 'SumUp' app (from your usual App store) to the mobile phone you are going to use with the card reader.

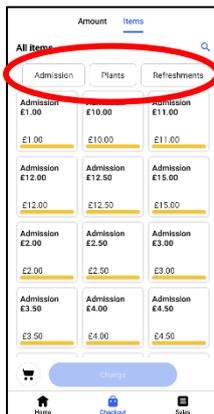
We recommend that you turn on and connect to the device before your opening as the devices have occasional updates. Please ensure that when you are using the app on your smart phone, your contactless payments (Apple Pay, Google Pay etc) are turned off. Our 'Frequently Asked Questions' document will guide you on how to do this.



2. Log in using your email address and password, which you should have received by email. If you have not received the email, please contact [hello@ngs.org.uk](mailto:hello@ngs.org.uk) or [georgina@ngs.org.uk](mailto:georgina@ngs.org.uk)



3. A home screen showing payment links will appear. Choose the checkout icon at the bottom of the screen and all the preloaded products will appear.



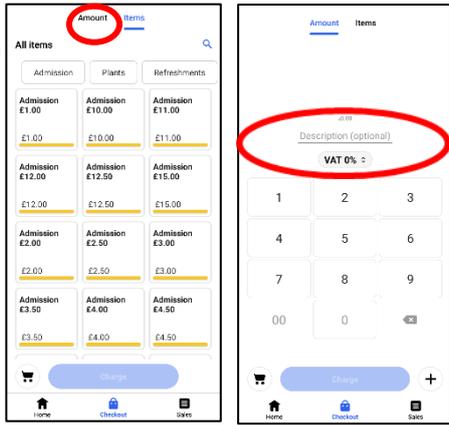
4. At the top of your screen, select a category as appropriate. The categories are Admission, Plants, Refreshments, Sundry Sales and Visits By Arrangement. Once you have selected a category tap on the item(s) you wish to charge for. The total will be shown in the 'Charge' button.

Clicking the cart icon will list the items and give an option to clear if the transaction if it needs to be voided.

If two of the same items are needed, click the relevant price

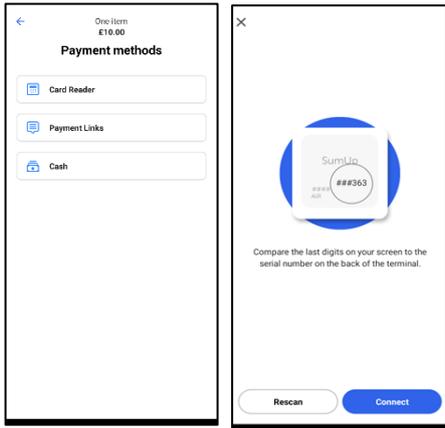


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5. If the item or amount are not shown in the preloaded items then select the 'Amount' tab at the top of the screen. It will bring up another screen showing a keypad for manual entry and add to cart.

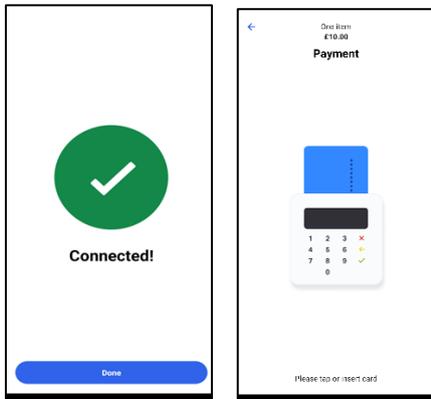
In the 'Description' line, you must state: A (Admission), P (Plants), R (Refreshments) or BA (By Arrangement) so that the payment can be correctly allocated.



6. Once the 'Charge' button has been pressed the payment methods screen will appear. Choose the card reader option.

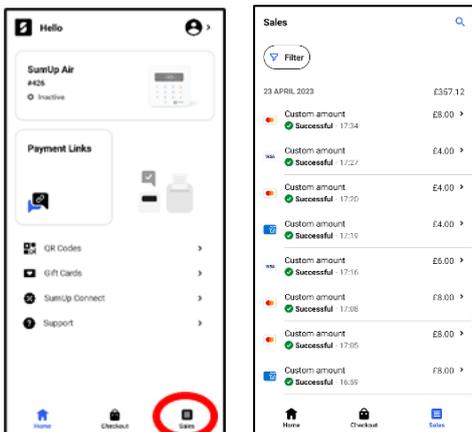
Check that the 3 digits displayed on the screen correspond to the last three digits of the serial number on the back of the reader. Press connect when confirmed. You will get a confirmation that the app and the reader are successfully paired.

After the first transaction the above actions will not be repeated.



7. On your phone you will see confirmation of the amount to be charged. The reader will then show the same amount awaiting a card to be tapped.

You will then be prompted about whether a receipt is required. If the customer requires a receipt enter the email address or phone number of the recipient and press 'send receipt'.



If a refund needs to be made then press the 'Sales' button at the bottom of the screen. Browse your sales history and locate the transaction you would like to refund. Tap on the transaction, and then click on the 3 dots in the right corner of the transaction field and choose the 'Refund' option.

From the same screen it is possible to send a receipt if one was required after the original transaction was completed. Choose 'Send receipt'. You will then need to enter the email address of the recipient to complete the action.

Refunds must be done on the day of purchase.