



### PAYMENT WITH CHIP CARD

#### Payment confirmation with PIN

1. When card reader displays message „**Present card. Sum XX EUR**“, ask customer to insert payment card.
2. After customer inserts the payment card, the message appears „**Authorization. Amount XX EUR sum. Enter PIN**“ on terminal's screen.
3. When customer enters PIN code and press **green** button, the card reader displays message „**Correct PIN code. Approved. Remove card**“.
4. If customer enters wrong PIN code it can be edited by using **yellow** button. The **red** button should be used if customer wants to cancel payment.

#### Payment confirmation with signature

1. When card reader displays message „**Present card. Sum XX EUR**“, ask customer to insert payment card.
2. After customer inserts the payment card, message „**Approved**“ appears on terminal's screen and cash register prints two receipts.
3. Ask customer to sign on receipt and check if the signature is the same as the one on the payment card.
4. If the signatures matches, cashier confirms it. If the signature is not confirmed, the payment is cancelled and reverse operation receipt is printed.

### PAYMENT WITH CONTACTLESS CARD

1. When card reader displays message „**Present card. Sum XX EUR**“, ask customer to tap the card to the marked place above the screen.
2. After a few seconds audible signal (beep) is heard and four green LED lights indicators switch on card reader.
3. The message „**Card accepted. Remove card**“ appears on the screen.

If the amount of purchase doesn't exceed the sum of contactless payment limit set by banks, confirmation with PIN code usually is not needed. In some cases, due to the implemented security requirements, additional payer authentication is required in one of the following ways:

- When the customer taps the card, the message „**Insert card**“ is displayed on the screen. Ask the customer to insert the card and enter the PIN code.
- When the customer taps the card, an audible signal is heard and the message „**Enter PIN code**“ is displayed on the screen. Ask the customer to enter a PIN.
- When the customer taps the card, an audible signal is heard and the message „**Remove the card. Repeat.**“ is displayed. Ask the customer to tap the card again.

### PAYMENT WITH MAGNETIC CARD

1. When card reader displays message „**Present card. Sum XX EUR**“, ask customer to swipe the card.
2. After customer swipes the payment card, message „**Authorization. Amount XX EUR sum. Enter PIN**“ appears on terminal's screen.
3. When customer confirms PIN code, on cash register screen might appear request to enter last four digits of customer's payment card number.
4. After cashier enters last four digits, message „**Approved**“ appears on terminal's screen.

In some cases payment with magnetic stripe card might be confirmed with signature (see instructions for payment confirmation with signature).

Our help desk service is available **24/7**

Please call us by phone **+370 5 207 1000** or address by e-mail **support@eps.lt**