Spire Payments Limited
Units 3 & 6 Milford Trading Estate • Blakey Road
Salisbury • Wiltshire SP1 2UD
United Kingdom

Accepting TopUp/Vouchers on your electronic payments terminal

1. Ensure the customer pays for the TopUp before processing it on your payment terminal.

2. To switch your payment terminal to the TopUp application, select the square 'Menu' button on your terminal keypad, the right hand 'Arrow' button and 'Prepay'. The terminal will display a screen with the available 'TopUp' and 'Voucher' options.

3. Selecting 'TopUp' or 'Voucher' will prompt for a PIN to be entered. Using the terminal keypad input the default PIN of **1234** followed by 'Enter'.

TopUp	Voucher
• You will be asked to swipe the customers TopUp card. Once it has been swiped, you will be prompted to select a TopUp amount. • Select 'YES' to confirm that the total is correct. • It will then ask you if the payment has been received, you will be prompted with two options; 'YES' OR 'NO'. • Select 'YES' to confirm that the payment has been received. If the Sale transaction did not complete successfully, select 'NO' at this stage to void the TopUp/Voucher transaction.	• Select 'Mob.TopUp,' the appropriate network provider, followed by the amount required. • Select 'YES' to confirm that the total is correct.
• The terminal will attempt to connect to the host to authorise the TopUp transaction. • When complete, the terminal will print out two receipts. The first receipt will be the merchant copy and the second will be the customer copy.	• The terminal will attempt to connect to the host to authorise the Voucher transaction. • When complete, the terminal will print out two receipts. The first receipt will be the merchant copy and the second will be the customer copy. This will contain the Voucher number required for the customer to claim the call time purchased.

4. Refunds can be completed via the 'TopUp' menu. Select 'TopUp', you will be prompted to enter your PIN. Select 'refund'. Selecting 'Refund' will prompt for a Supervisor password to be entered.
   Voucher transactions cannot be voided or refunded.

5. To switch back to the Payment Application, select the 'Cancel' button twice on your terminal keypad.

End of Day/Settlement
At the end of each business day, the End of Day procedure must be performed on the terminal from within the main Payment Application. This process will confirm that all transactions taken for the business day were successfully received by the host.

1. Select the square Menu button on your terminal keypad followed by 'Batch' and the 'Settle' option.

2. Enter your Supervisor password.

3. Select 'All Hosts'.

4. The terminal will connect to the host(s) and report 'Totals Agree' if successful.

To contact your TopUp provider for help with transaction and account queries
please call EPay on 0871 4340111

For online support please visit http://www.spirepayments.com/support/