Built to work as hard as you do

Your quick-start guide to Smartpay Touch

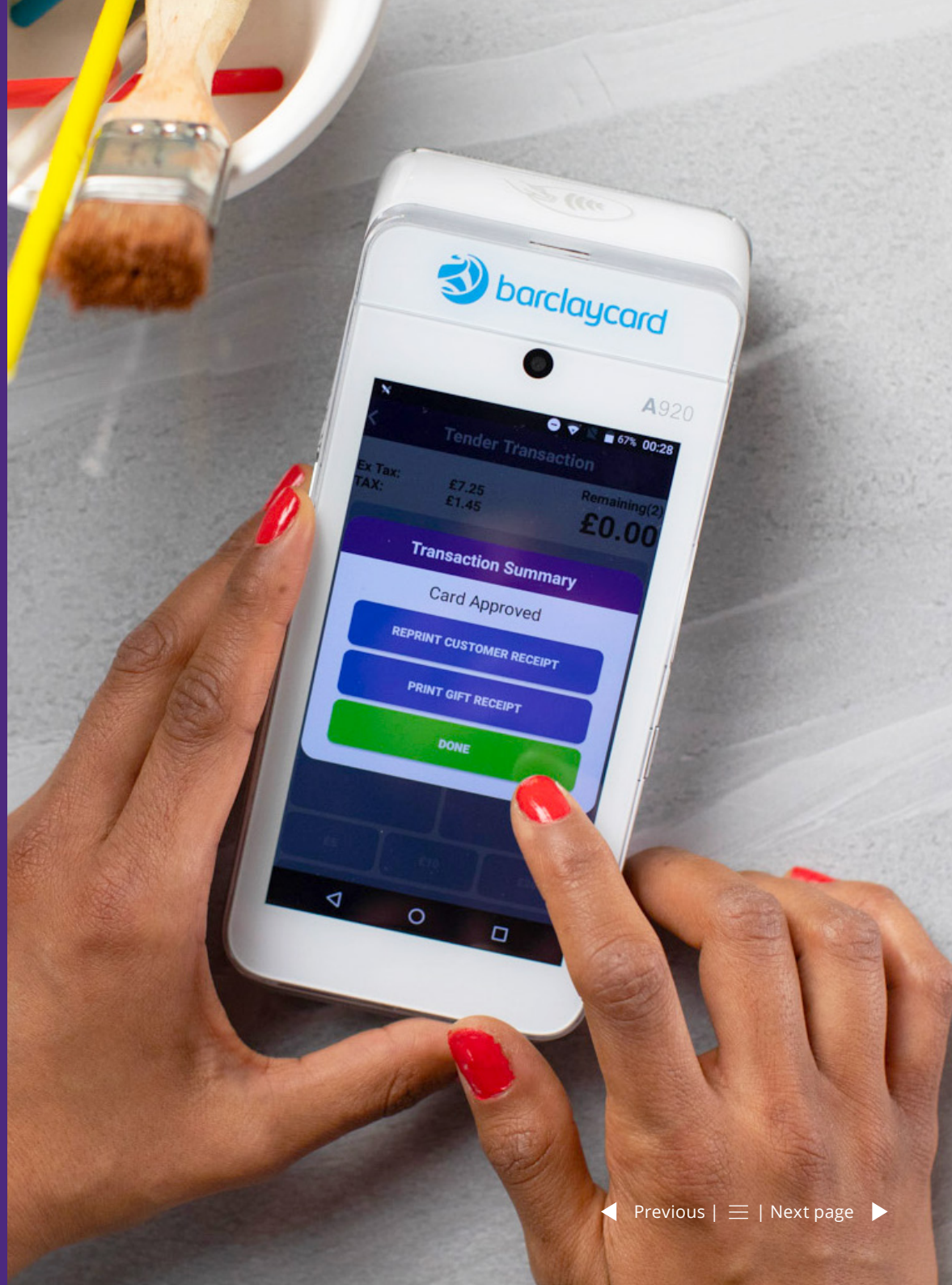
barclaycard | payments

Welcome to Smartpay Touch

Take control with the innovative and intuitive Smartpay Touch: a simple yet smart, all-in-one point-of-sale solution that helps you to manage your business as well as your payments.

This quick-start guide includes everything you need to get going with Smartpay Touch. If you have any problems, our dedicated technical support team are here to help make sure you can make the most of Smartpay Touch's features and benefits.

Once you're up and running, we can also help you find out how to tailor your Smartpay Touch solution to fit the needs of your business.



Contents

Before you begin

What's in the box?

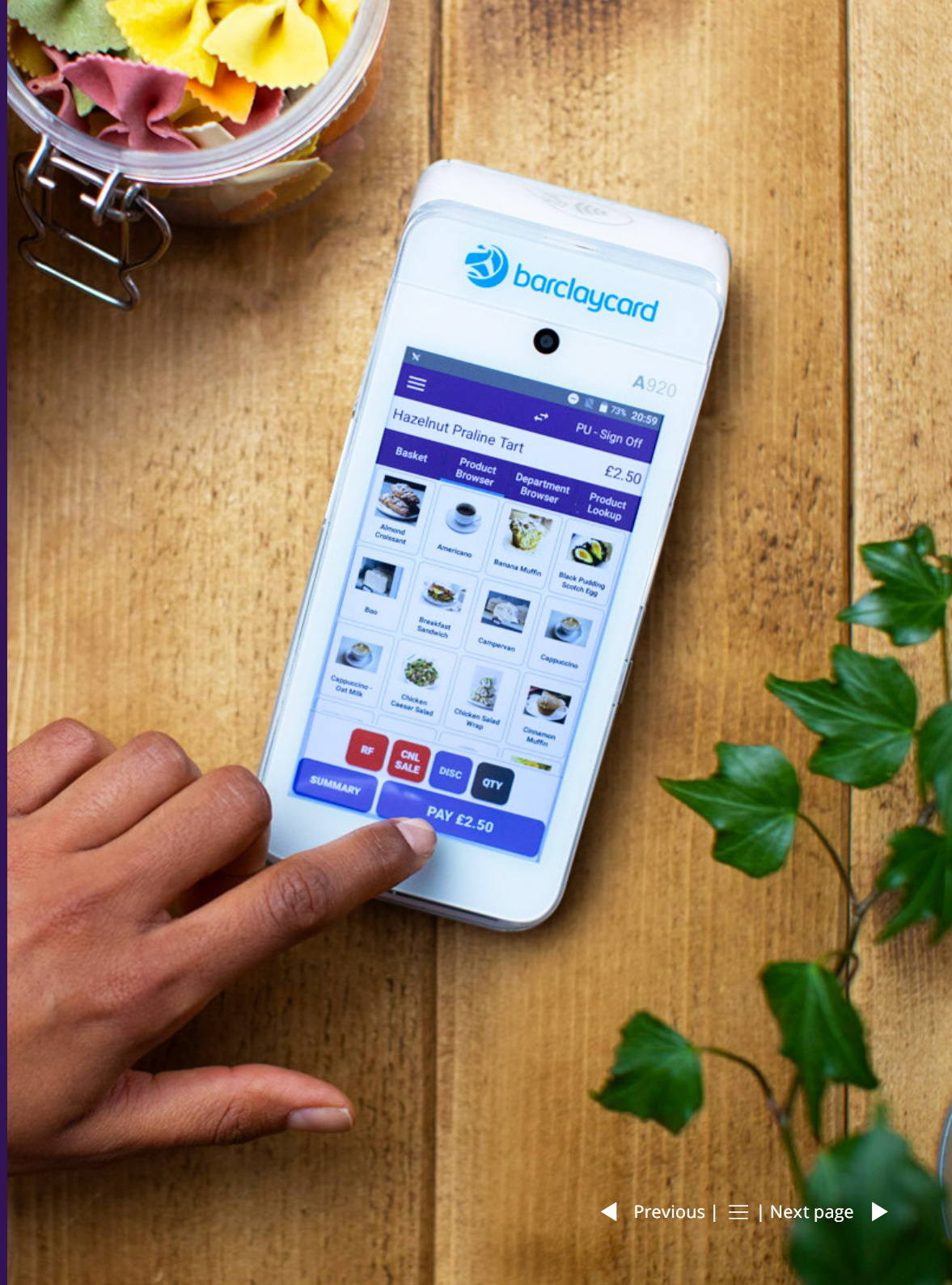
Your Smartpay Touch package should contain:

- 1 x Smartpay Touch card reader
- 1 x Charging station*
- 2 x Thermal paper roll
- 1 x AC power adapter with USB cable
- 1 x Battery (pre-installed)
- 1 x SIM card (pre-installed)
- 1 x RNIB tactile sticker

If any of these items are missing, please call the support team straight away on **0800 151 0399.****

*Charging station is for charging the device when not in use. The device can also be connected directly to WiFi (see Turning it on for the first time). It can also be used as a WiFi hot spot for your device, if required.

**Calls to 0800 numbers are free from UK landlines and personal mobiles, otherwise call charges may apply. Calls may be monitored or recorded in order to maintain high levels of security and quality of service.

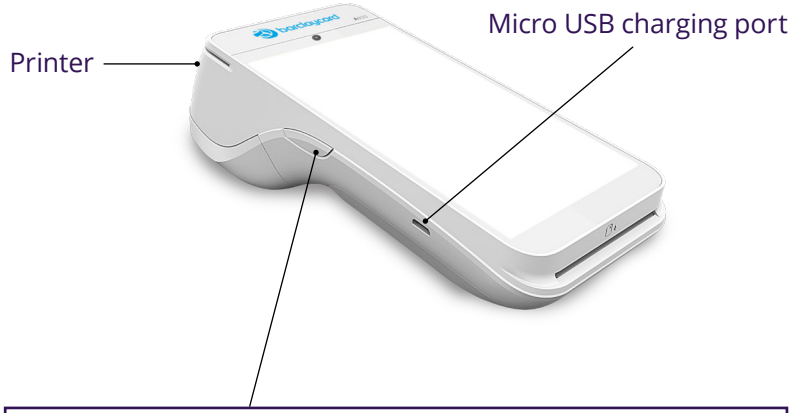


Get to know your Smartpay Touch card reader

With a long battery life, your Smartpay Touch comes with WiFi and 4G as standard – so you can trade and take card payments wherever your business takes you, in-store or on the move.

Front view

Side view



Camera on rear

Side buttons (right and left)

Adjusting volume

Make sure the SmartPay Touch app is closed when you adjust the sound volume. The right-side button makes it louder, the left-side button makes it quieter.

Barcode scanning

When the Smartpay Touch app is in use, the side buttons will open the camera underneath for barcode scanning. You just need to switch on Barcode scanning in the configuration section of the online portal.

Preparing your card reader

1. Charging it up

Before you attempt to charge the card reader, open the battery cover and remove the plastic strip (if there is one) covering the battery terminals.

Plug the charging station into a power outlet using the AC adapter and USB cable provided. Charge the device for 2-4 hours.

Alternatively, charge the card reader by plugging the USB cable directly into the side charging port. Battery status can be checked while the device is off and charging on the station with a brief press of the power button.

2. Apply RNIB tactile sticker

This will help your blind and partially sighted customers.

3. Insert till roll

Instructions on the inside of the till roll compartment will help you make sure it's inserted correctly.

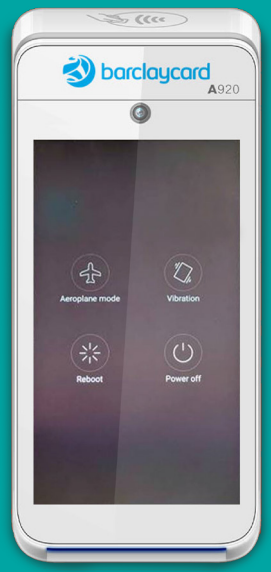
Smart tip

If you need to power off for any reason, press and hold the power button for three seconds until the shutdown menu appears on the screen. Next tap 'Power off', followed by 'Power off' again.

A 'shutting down' message should then appear and the device should turn off.

RNIB tactile sticker

This transparent sticker has a pattern of raised bumps that enable uses to use the keypad by touch.



Turning it on for the first time

As soon as the card reader is turned on for the first time, it will kickstart the download and update process. To get started, press and hold the power button for five seconds until the card slot illuminates. The card reader will then launch an installation app. This start-up app provides two options for connecting the card reader to your network:

Set up WiFi (Recommended)

Connect the card reader directly to your WiFi.

We recommend this option as it gives you a more stable connection for daily use.

or

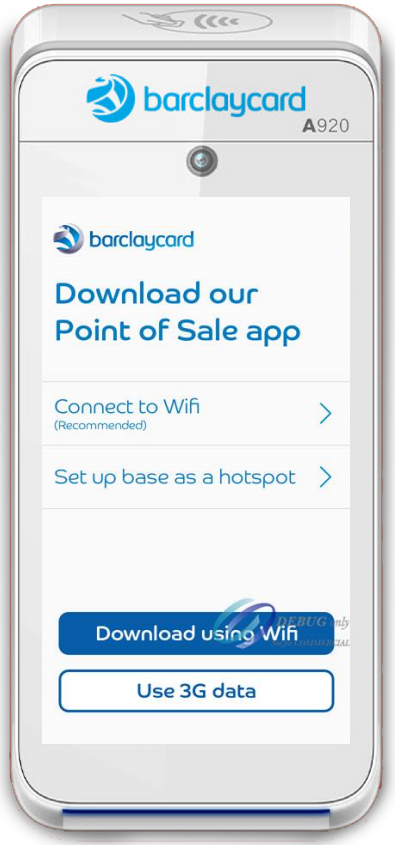
Using 4G (Alternative)

The card reader can also connect to the internet using 4G.

In some circumstances, the card reader automatically uses 4G to kickstart the download.

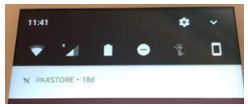
Software installation

Because of the file size, we recommend using WiFi to download the software. Downloading the software using the built-in SIM over a 3G or 4G connection is possible, but it may take longer.

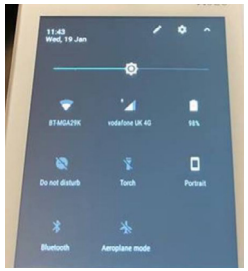


Smart tip

You can change your WiFi network connection at any time by accessing the Android settings:



Step 1
Swipe down from the top of the card reader screen.



Step 2
Expand the settings further by swiping down.

Step 3
Click on the WiFi network connection and select the connection you need.

Installing your point of sale software

Once your card reader is connected to the internet and you have initiated the download, the point of sale software should automatically install on to the card reader. It may take a little while depending on the speed of your connection, which is why we recommend using WiFi for this step. Please allow enough time to download and install the app.

During the installation process you may be prompted by a 'warning' notification for a firmware update. This is a routine update – just let the card reader carry on with the install.

If the software doesn't auto-install, please contact:

Smartpay Touch Technical Support
0800 151 0399

Monday–Friday: 9-5pm
UK bank holidays: Closed
Email: supportsmartpaytouch@barclays.com

Smart tip

Worried that the installation process has stalled or not worked? You can check the status of the download by opening the PAXSTORE app on the device and going to the section called 'My Apps'.

Here you'll be able to see the status of any download and installation process. Any paused downloads can be restarted from here.

Launching your software for the first time

Before taking this step, make sure you have a WiFi or mobile data signal (see Turning it on for the first time). To launch your point of sale software, click on the Smartpay Touch app. Please do not use any of the other apps unless
you're asked to do so by our support team.

The first time you launch the software, it will need to complete an auto-enrolment process – once it's finished, you'll see the login screen.

Supervisor user (recommended)

We recommended this profile for business owners and/or store managers. You have access to all settings and software features on the device.

The default access PIN is **9876**. When you first create your user you'll be asked to change this.

POS user (optional)

This is the profile that your employees should be using.

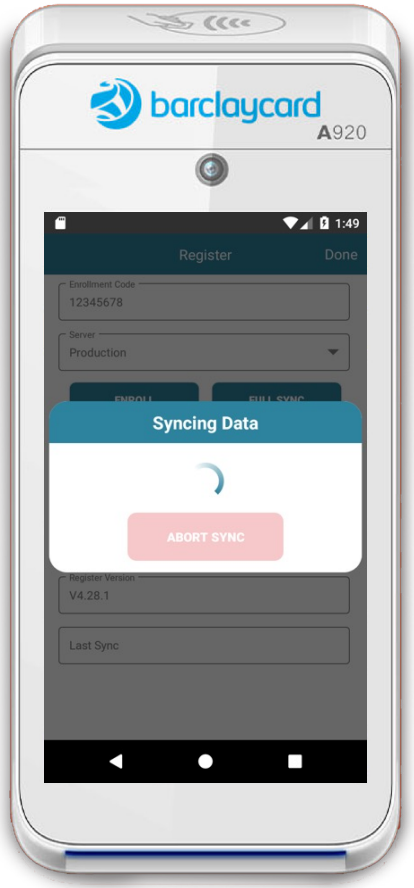
By default some features are restricted, such as performing refunds. These settings can be changed later in the portal if needed.

The default access PIN is **1234**. When the POS user first logs in they will be prompted to change the PIN.

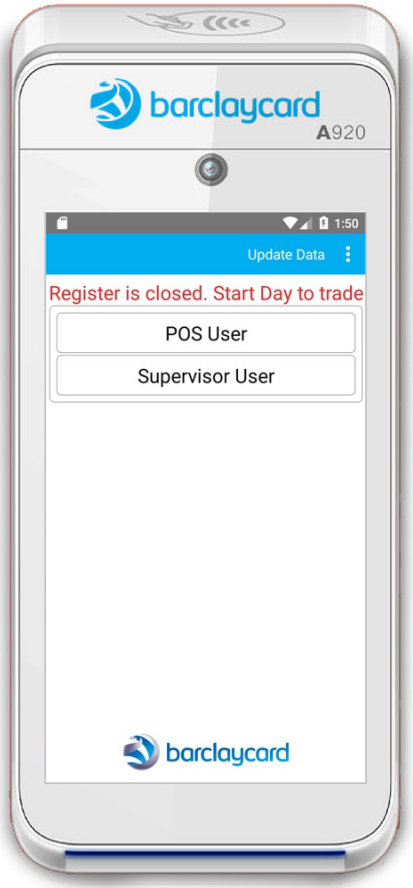
Smart tip

- Add staff members later via the menu on the card reader or by visiting the online portal and selecting Config > Staff > New Staff Member. You can also change the names of the default profiles to your own if preferred.
- Change access privileges for all roles via the online portal by simply going to Config > Profile > User Permissions.

Settings screen completes auto-enrolment



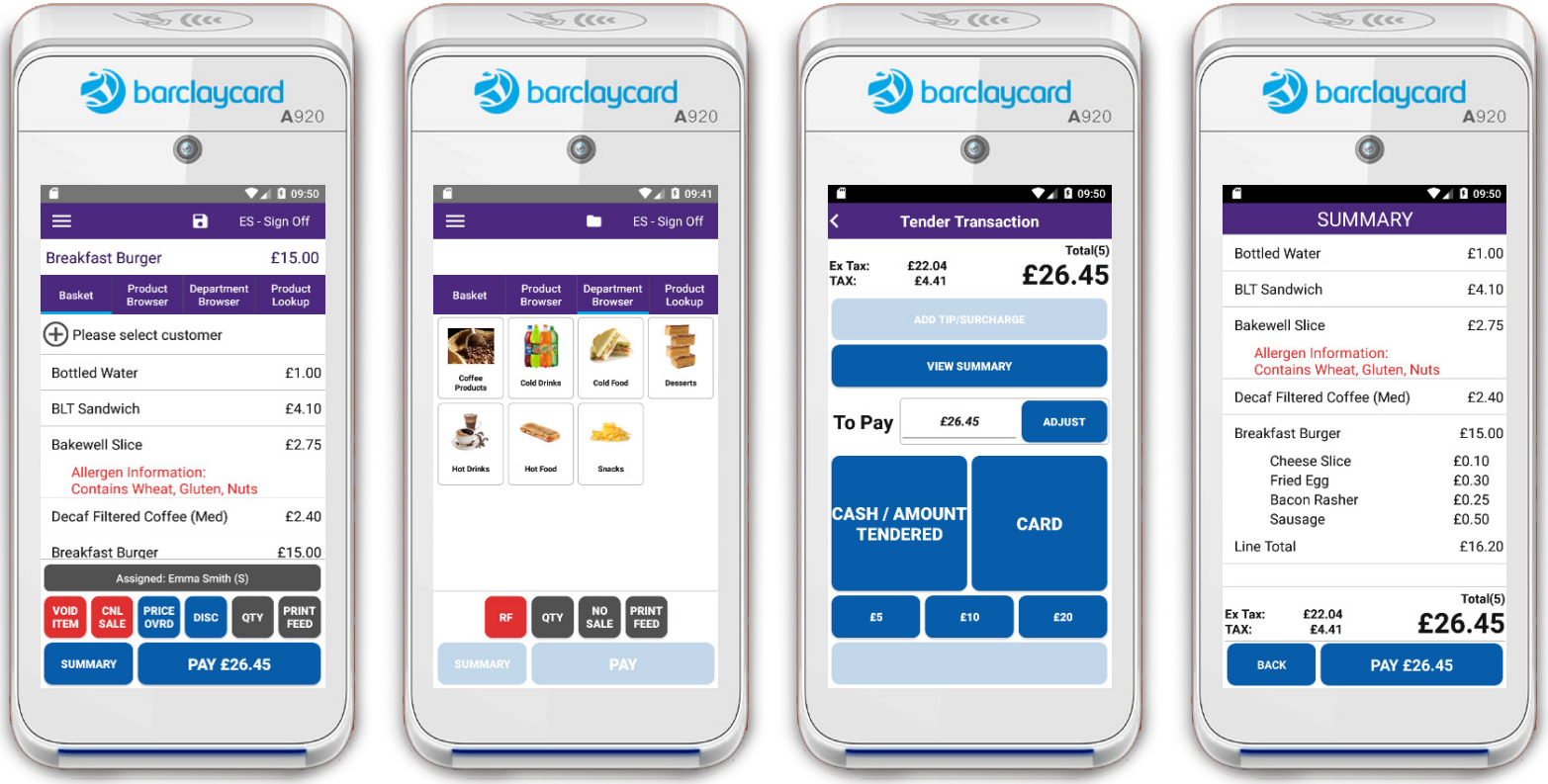
Login screen



Getting to know your point of sale display

Click on the options below to explore how to navigate the key buttons and features within your Smartpay Touch device.

1. Side menu button
2. Top bar
3. Display window
4. Tabs
5. Journal (basket)
6. Function keys
7. Summary dialogue
8. Tender functions
9. Back button
10. Tender value adjustment (split tender) button
11. Product/department browser



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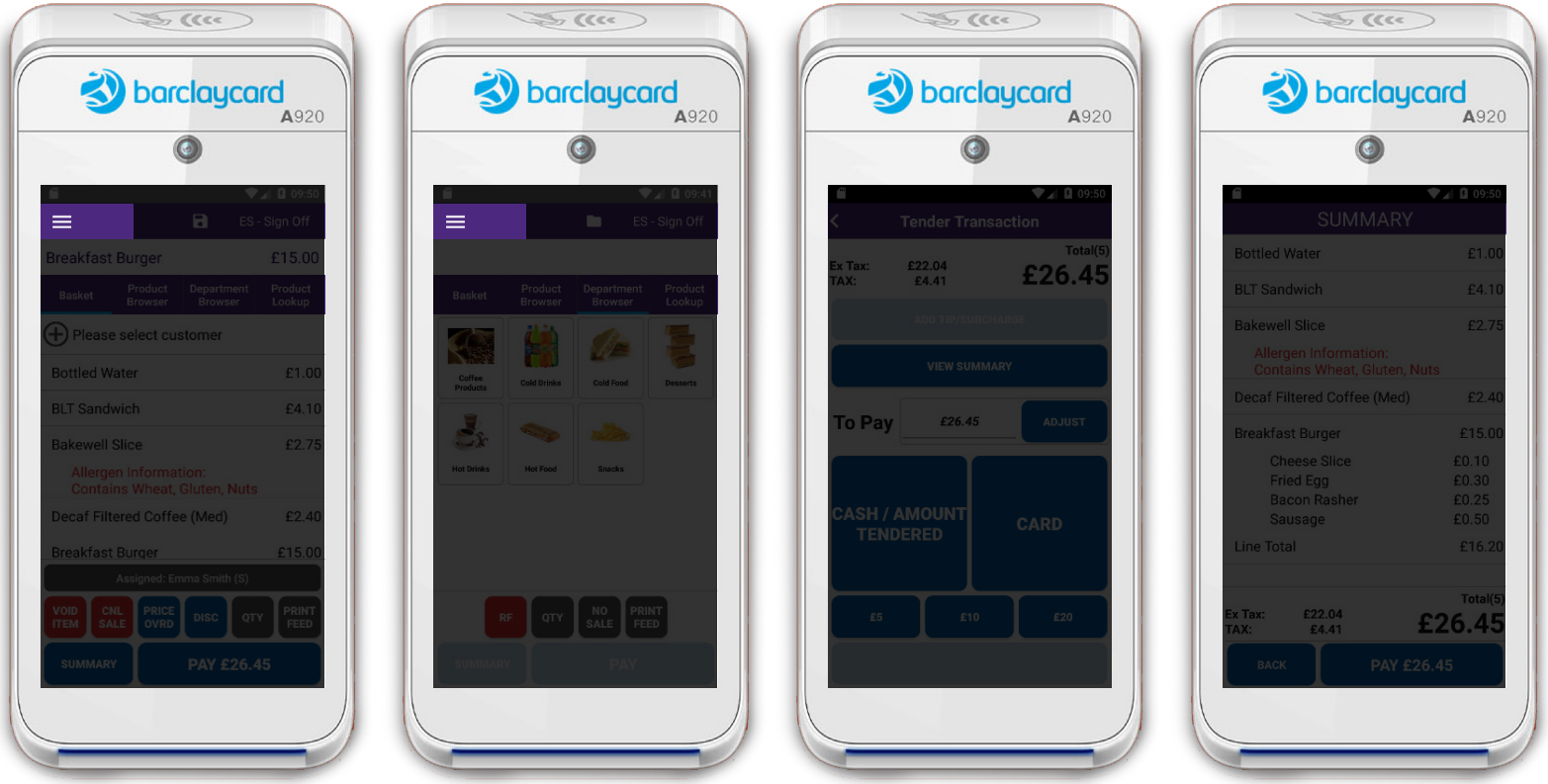

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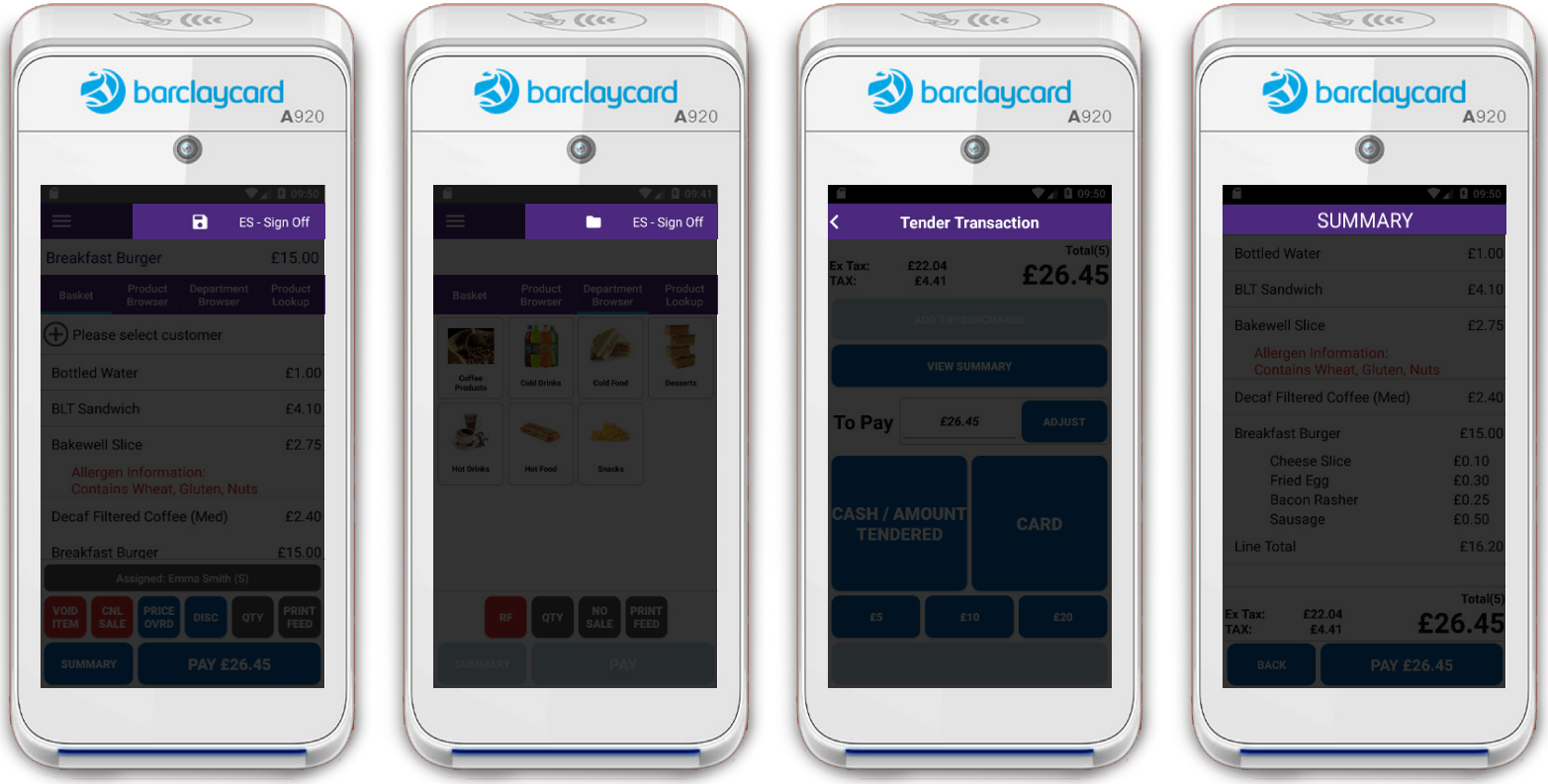

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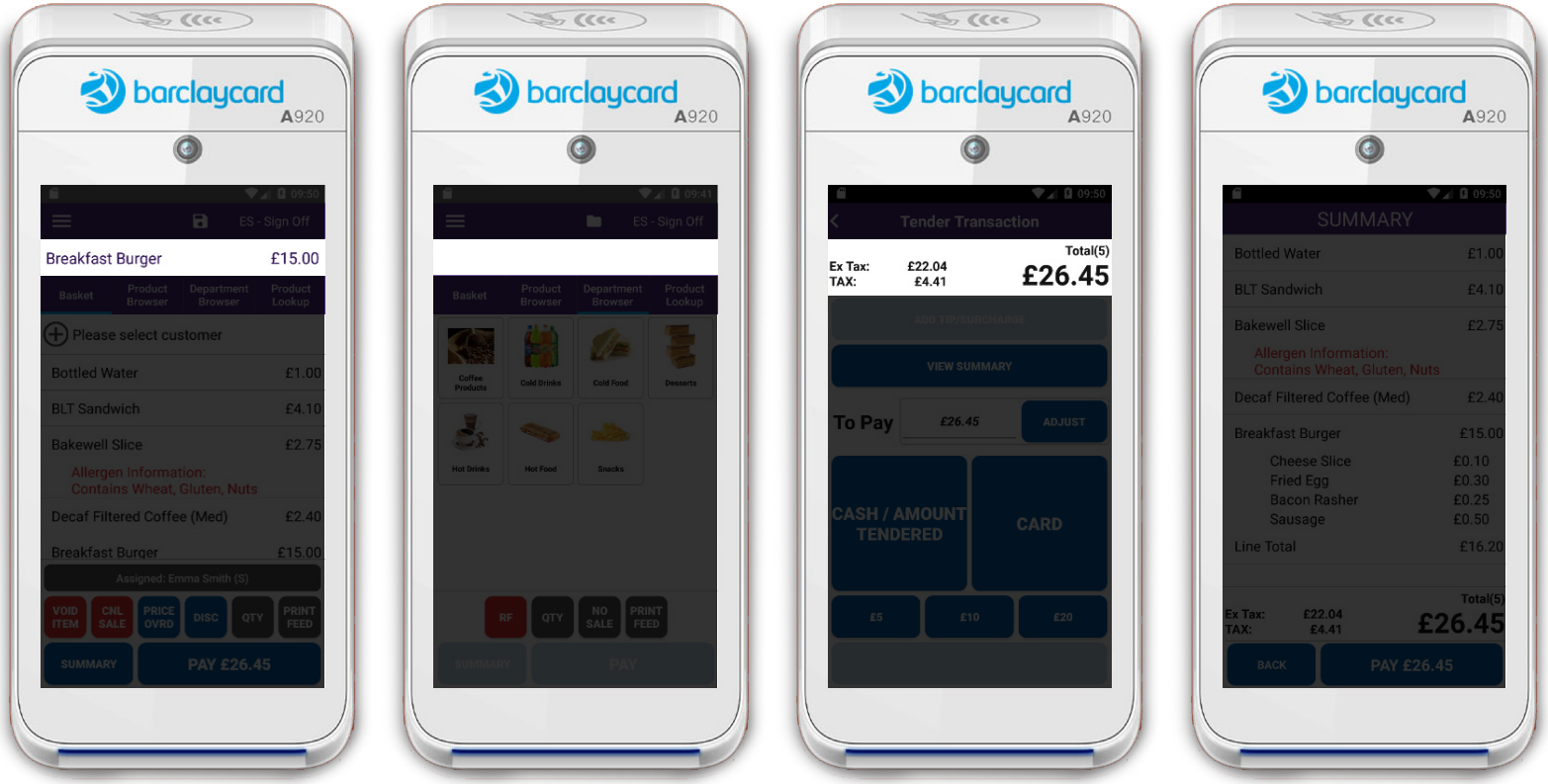

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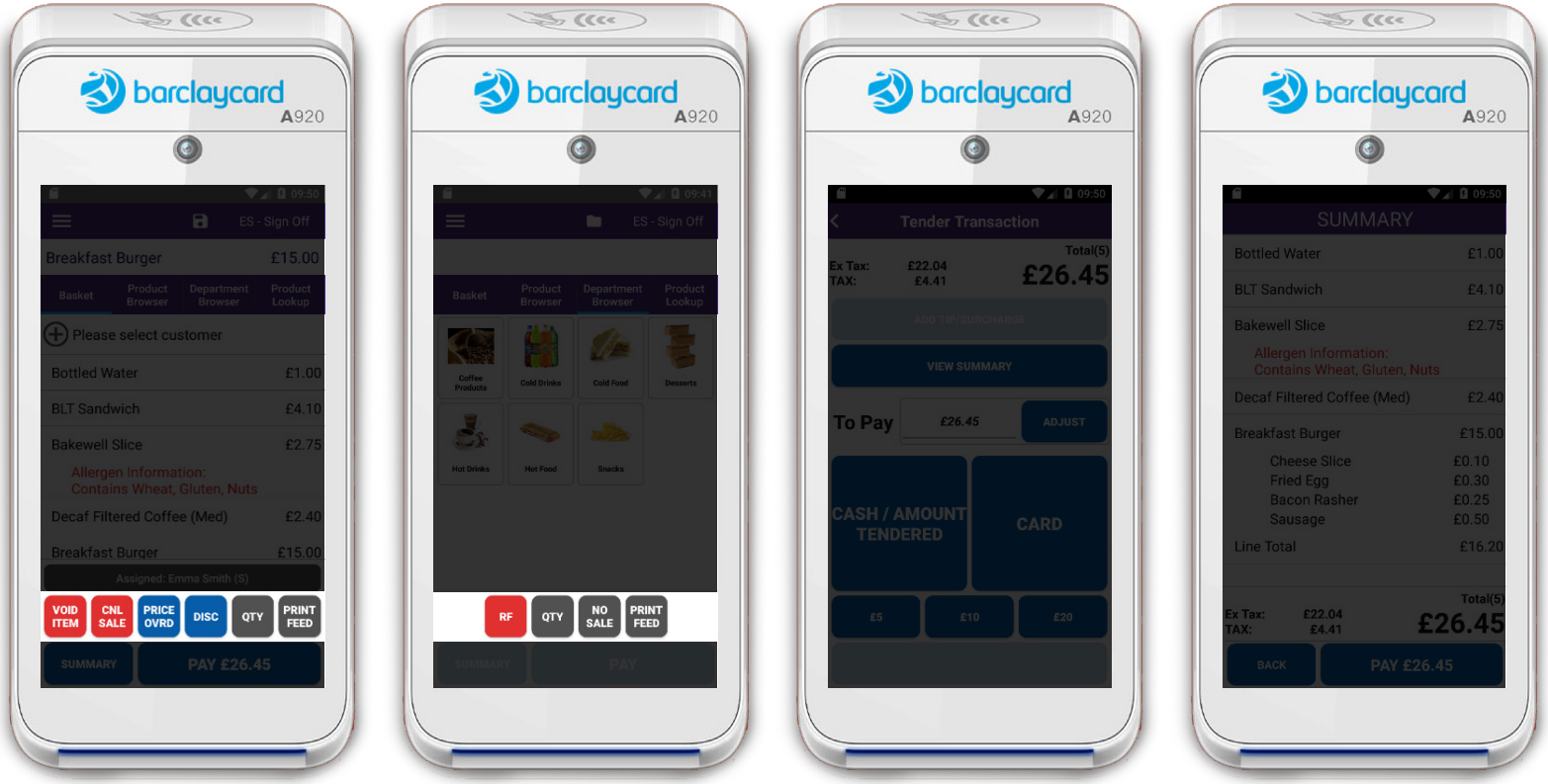

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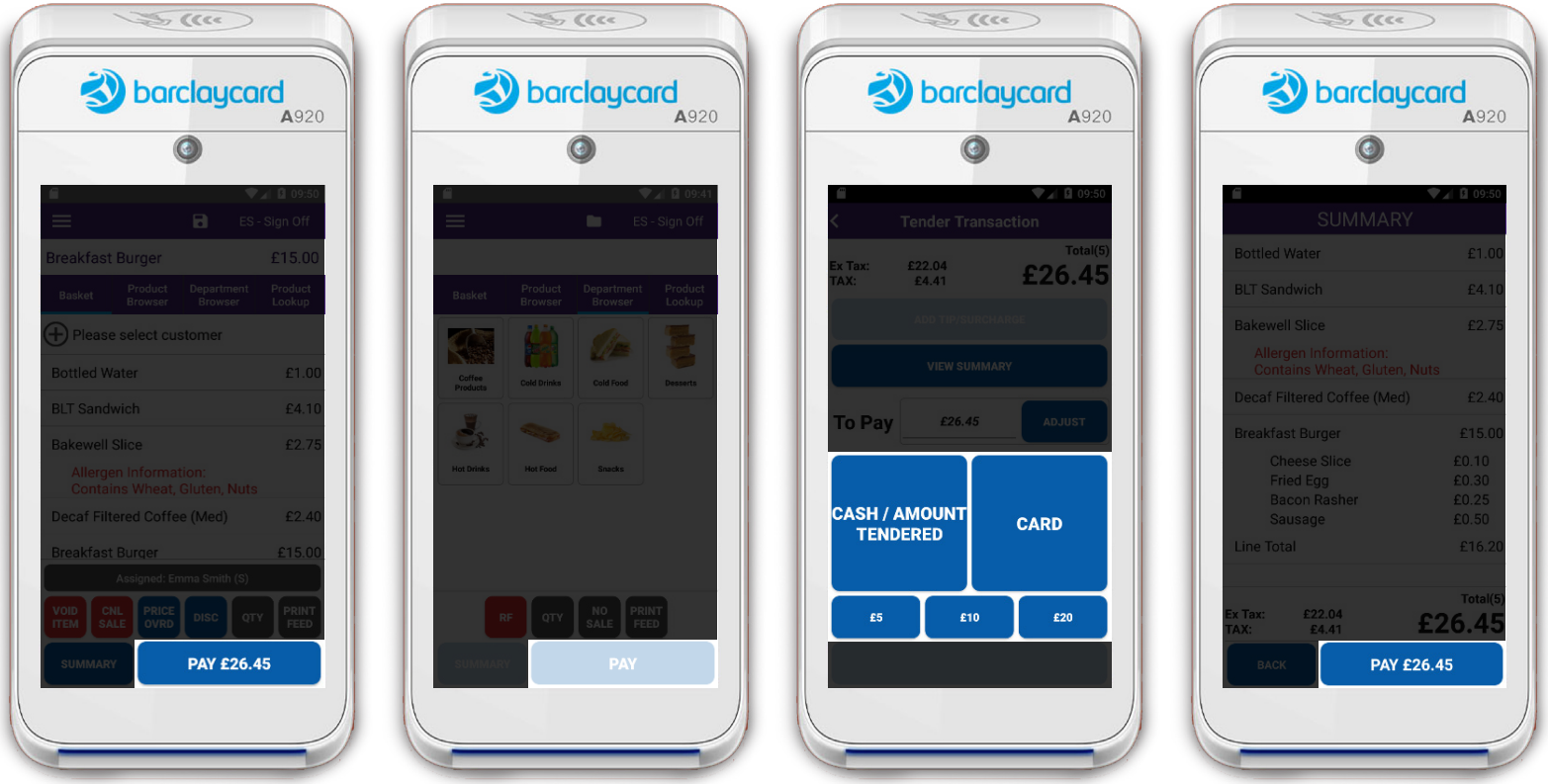

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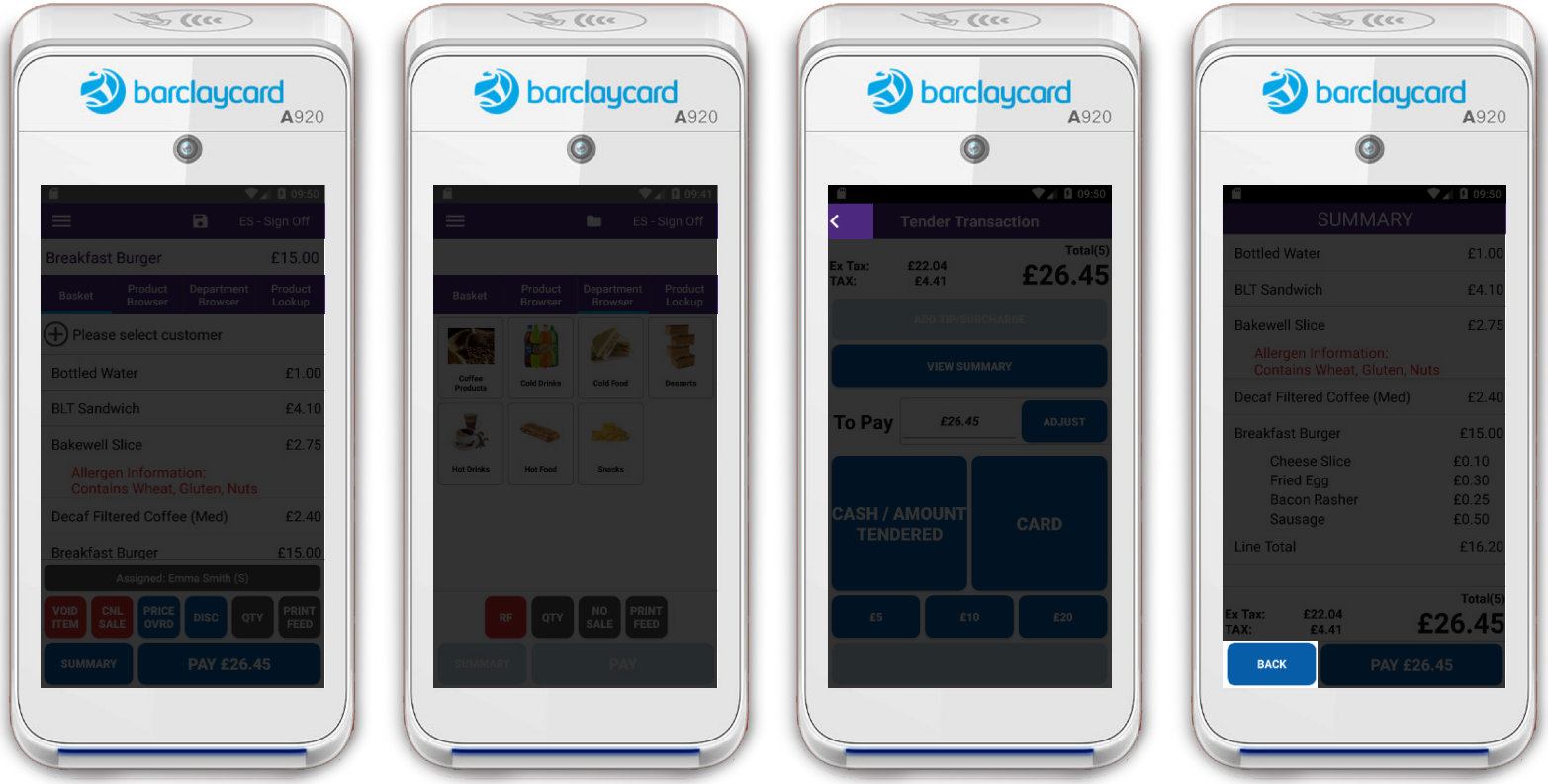

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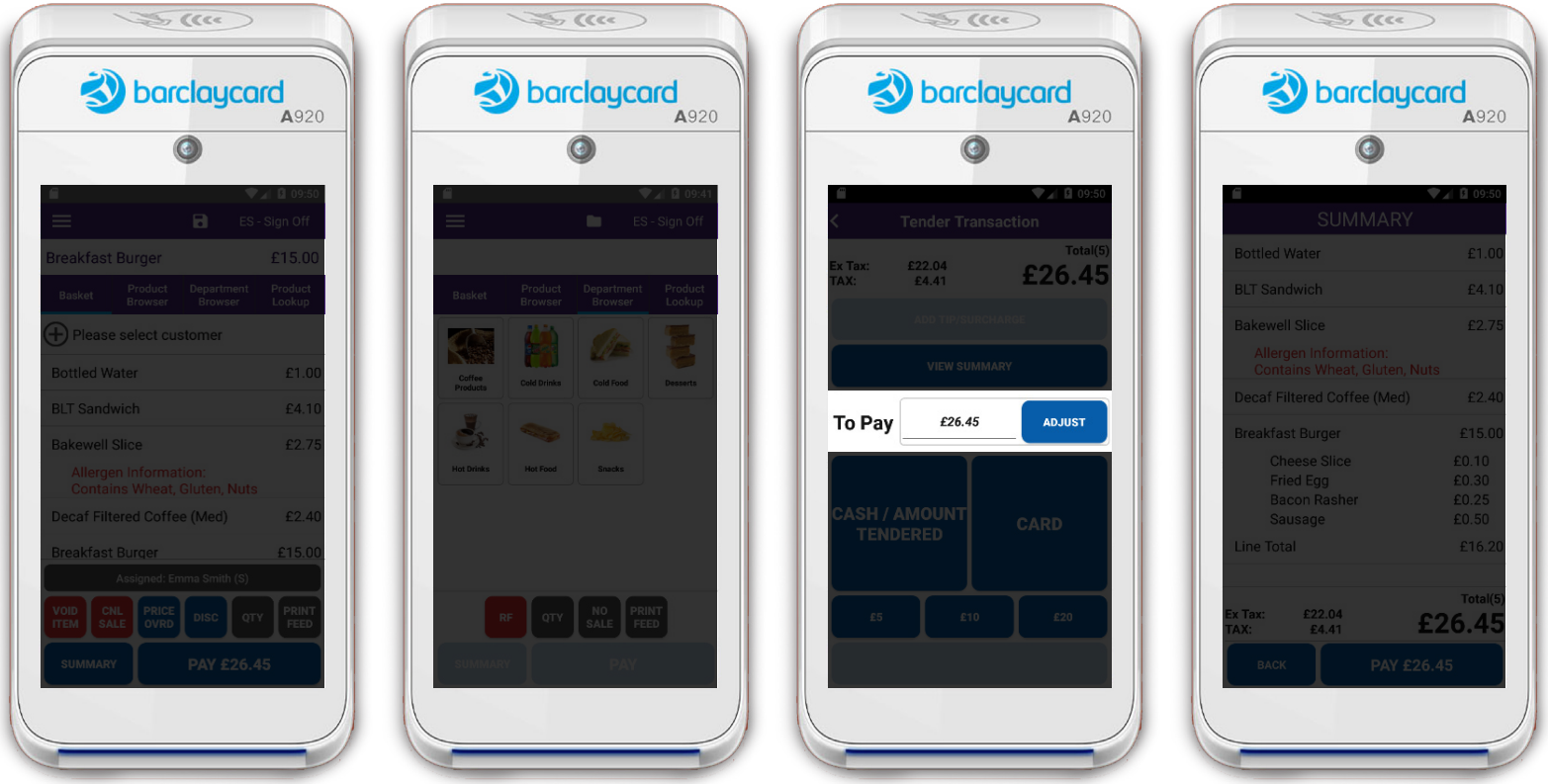

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Accessing the online portal for the first time

In this section, we'll show you how to access the online portal where you can configure elements of the solution and carry out admin-related and operational tasks, such as viewing reports. You can find the portal here: **https://smartpaytouch.uk.barclaycard**

The portal is best viewed from a Chrome browser and we recommend saving this location as a 'favourite' in your browser bar.

First-time login details

You'll need the following information to log in to the online portal for the first time:

Username: The email address you provided at the time of application

Password: Your one-time password is a combination of the following:

- the word 'mid'
- your 7-digit Barclaycard Merchant ID
- your business postcode (using uppercase)

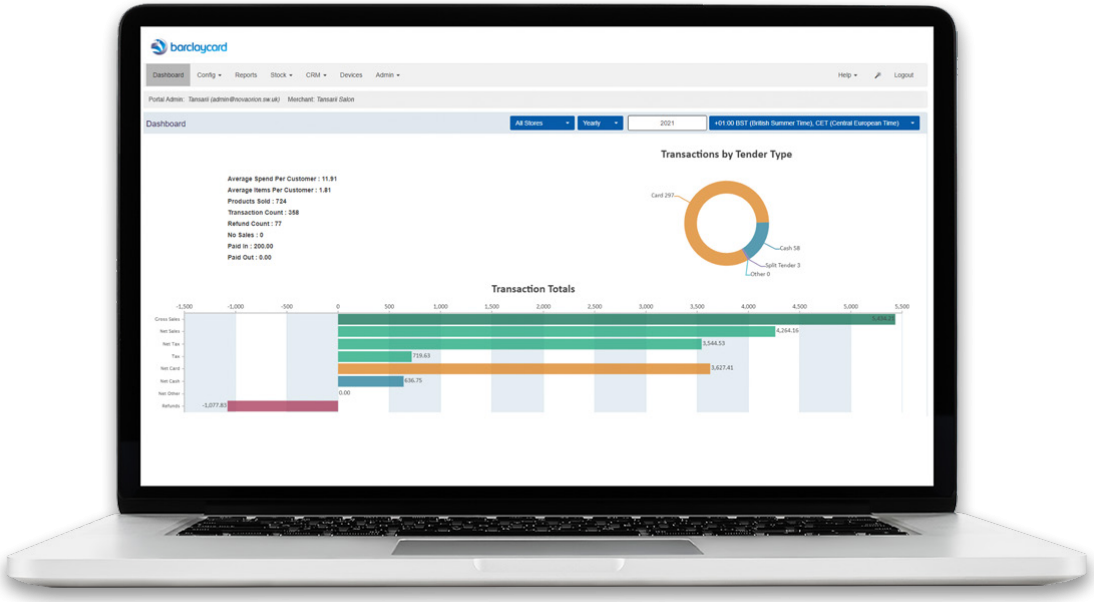
An example password would be:
mid1234567NN47SG

Once you've logged in for the first time you'll be prompted to change your password.

You can find your Merchant ID (MID) on the welcome letter you received.

Navigating the portal

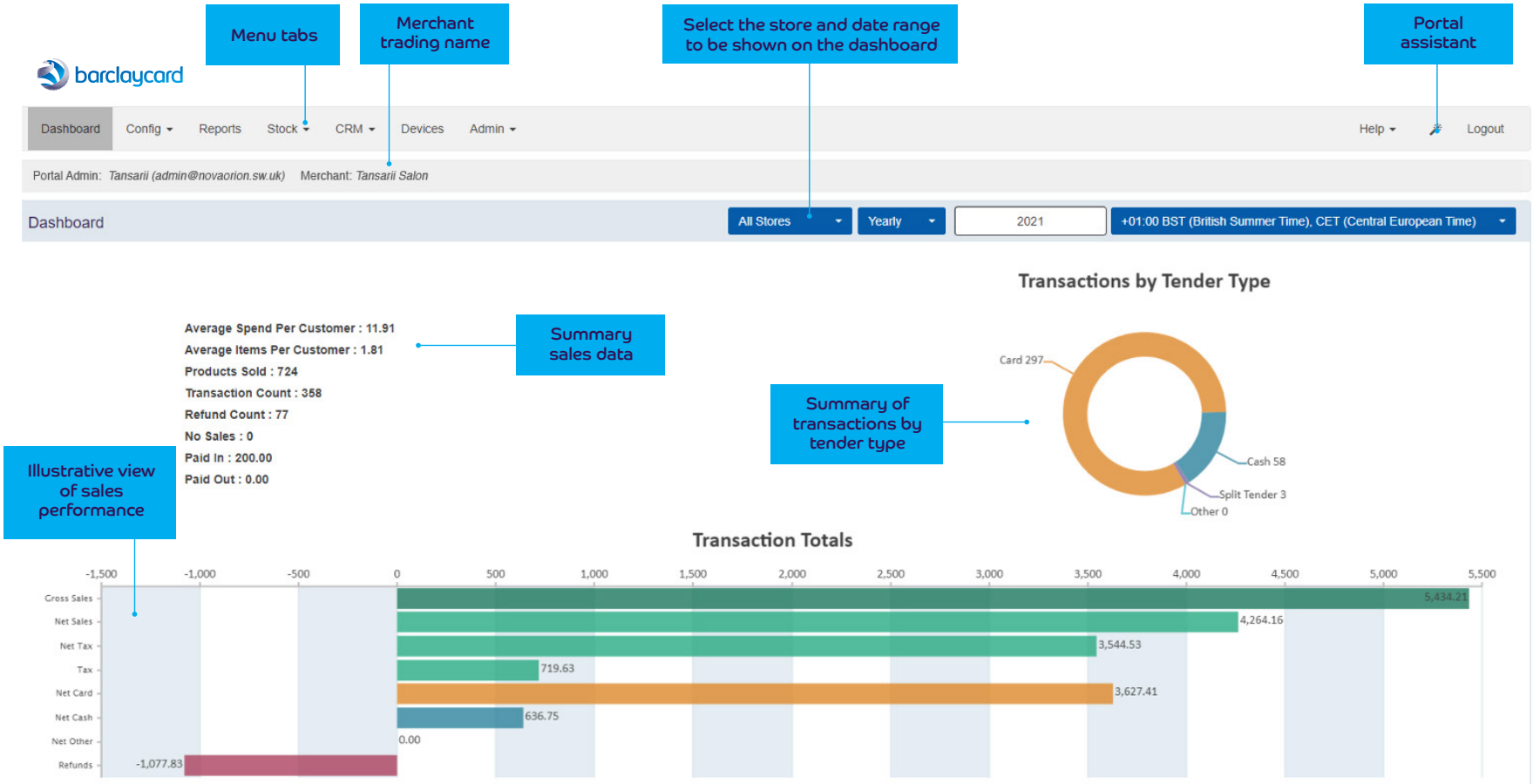
Once you've logged in you'll be able to see your dashboard summary page. You'll notice a selection of tabs in the top left-hand corner under the Barclaycard logo to help you find your way around the portal.



How to find your way around the portal

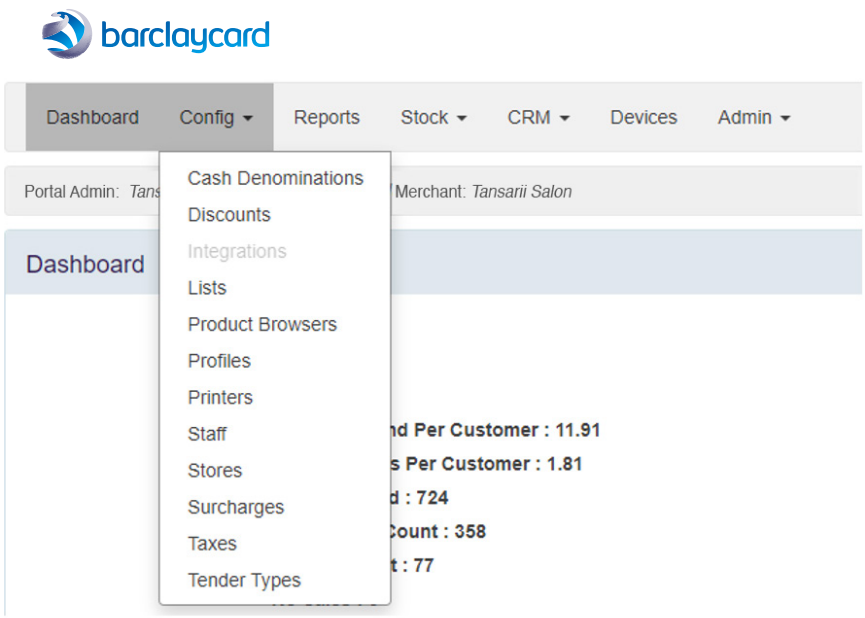
Dashboard – landing page

The portal landing page shows your latest sales data. Use the top tabs to navigate to other pages.



Configuration Menu

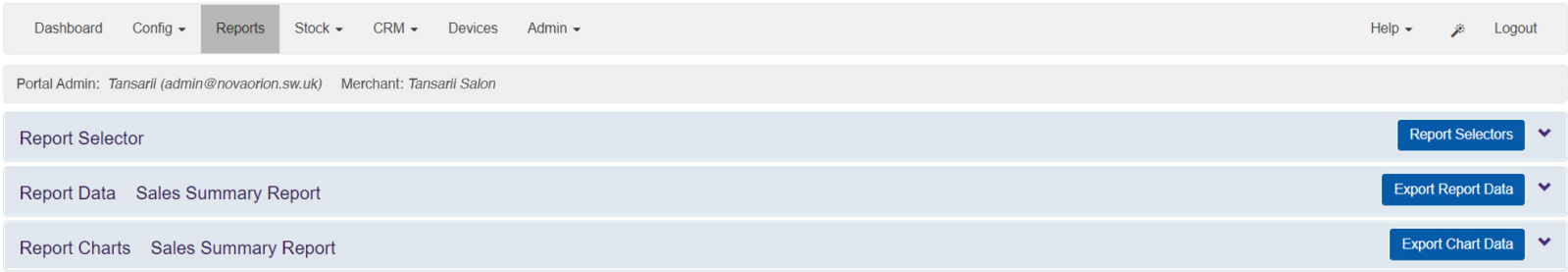
Under the Config tab, you can manage a range of key settings for your business, including the management of staff, tax rates and other profile settings.



Cash Denominations	Edit the cash tender values you want to support
Discounts	Manage discounts such as 'staff' or 'happy hour'
Lists	Set up lists, such as reasons for cancelling a sale or doing a refund
Product Browsers	Create more than one Product Browser if required
Profiles	Manage your existing or create a new profile
Printers	Configure secondary printers if required e.g. kitchen
Staff	Manage all users and assign permissions
Stores	Manage multiple outlets/stores
Surcharges	Configure surcharges such as service fees or cancellation charges
Taxes	Configure VAT rates for products based on their VAT status
Tender Types	Add / manage additional tender types e.g. cheque

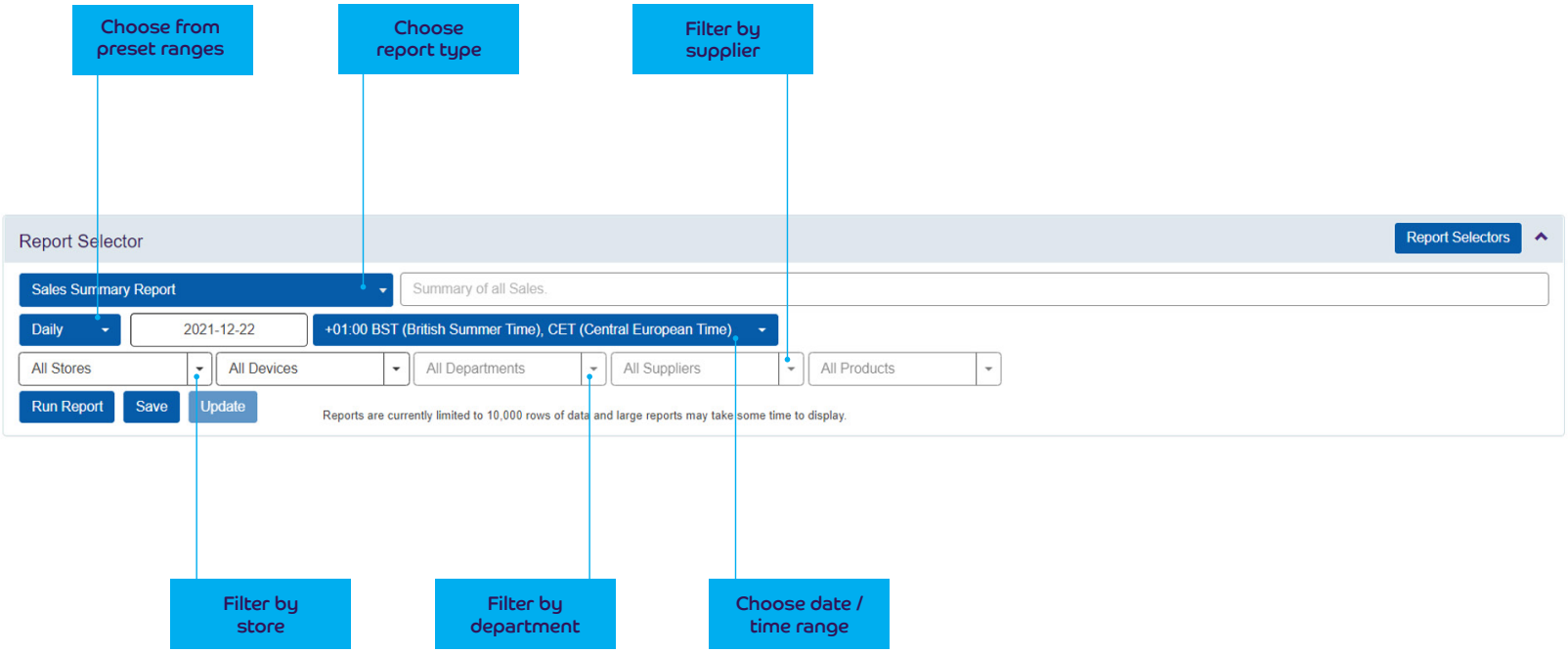
Reports

Under the Reports tab, you're able to access a range of reports and charts on your business performance.



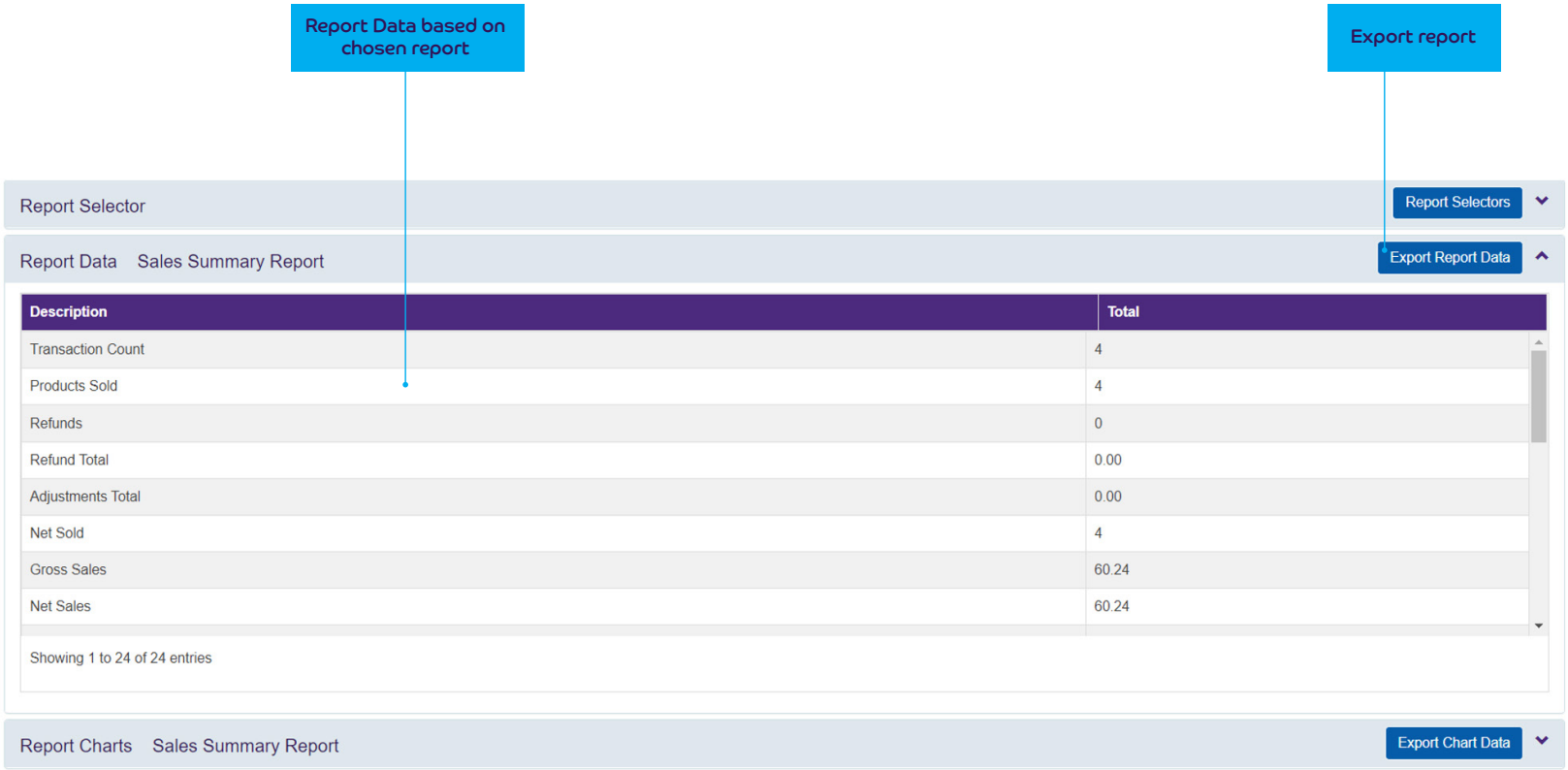
Report Selector

You can find the Report Selector under the Reports tab. Here you can choose the report type you need and pick the data sets you need.



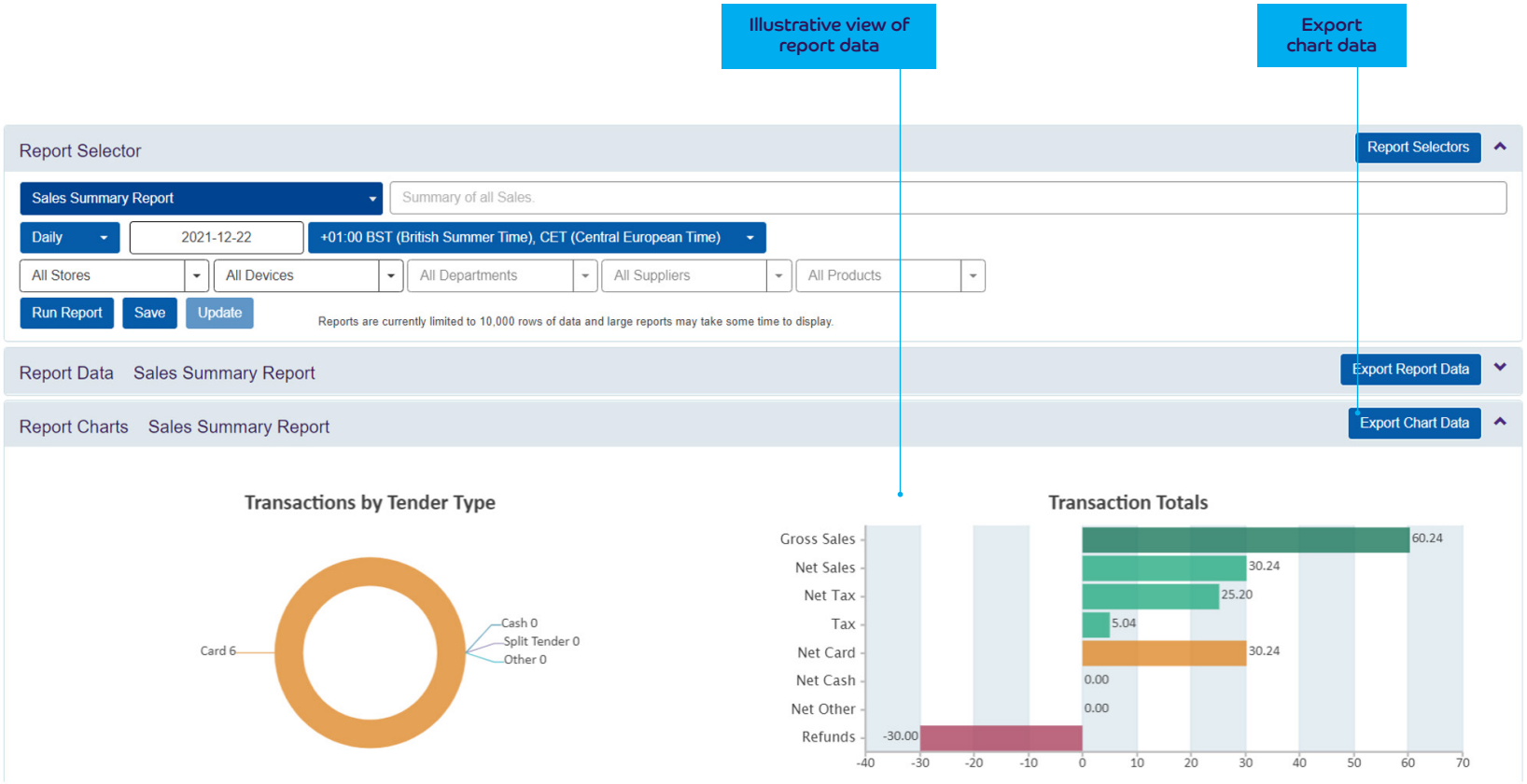
Report Data

Report Data can be found under the Reports tab. Here you'll find the results based on what was selected under Report.



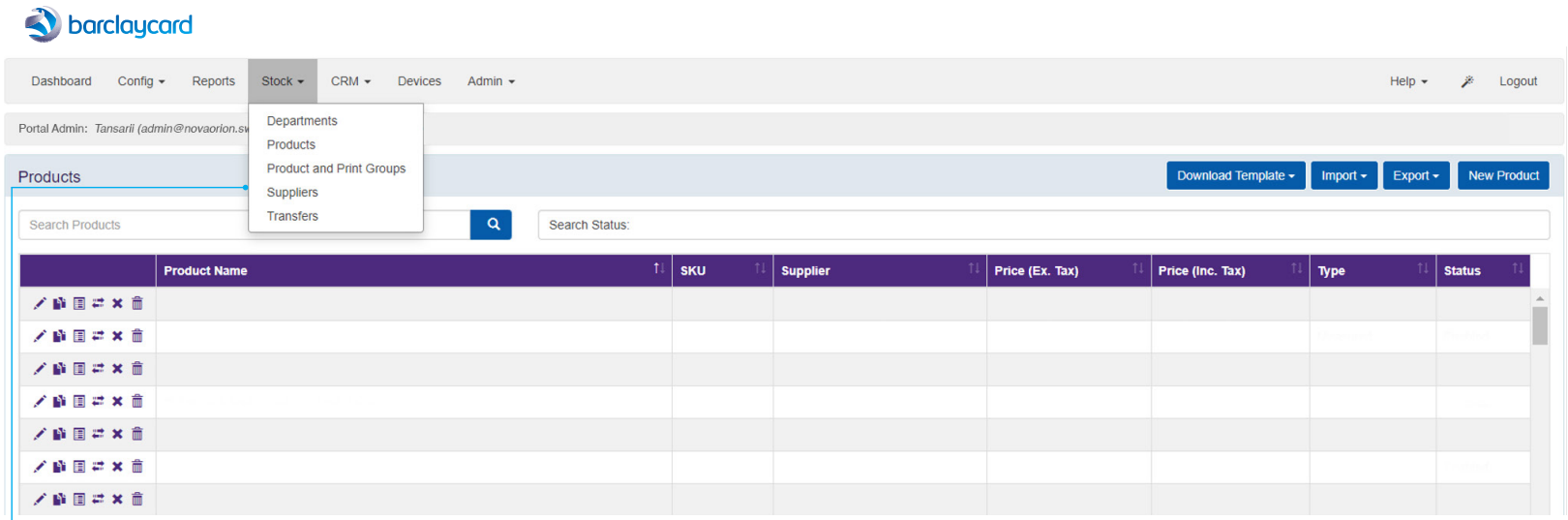
Report Charts

Underneath Report Selector and Report Data, you'll find graphs and charts based on your data report.



Stock

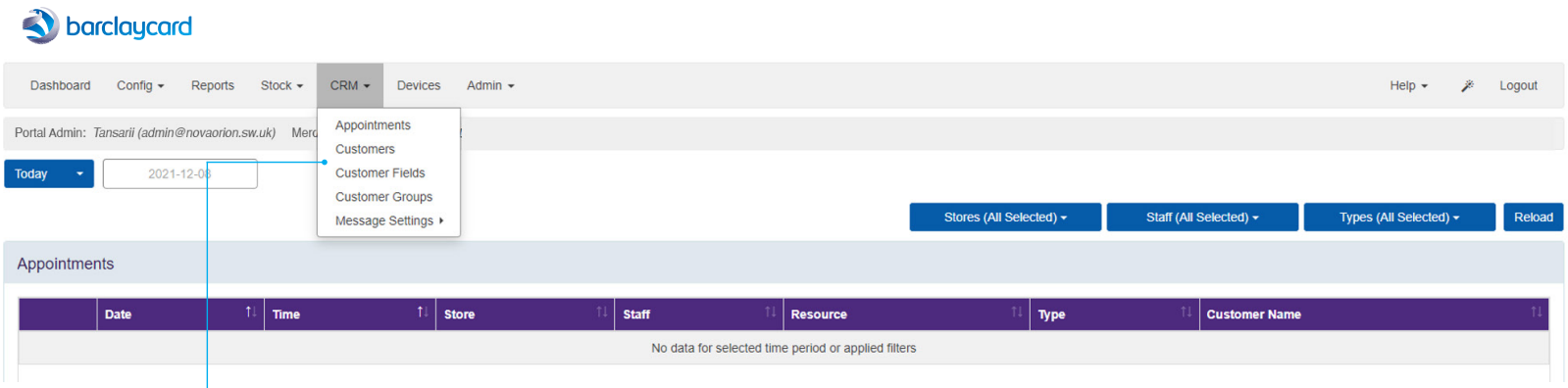
You can manage all your stock under the Stock tab, both at an individual product level and in groups.



Departments	Create and manage departments to put your products in
Products	Add and amend individual products at SKU level
Product and Print Groups	Group multiple products under one group for use in setting up your secondary printers
Suppliers	Add suppliers and link them to products that you sell
Transfers	Transfer stock between stores / locations

CRM

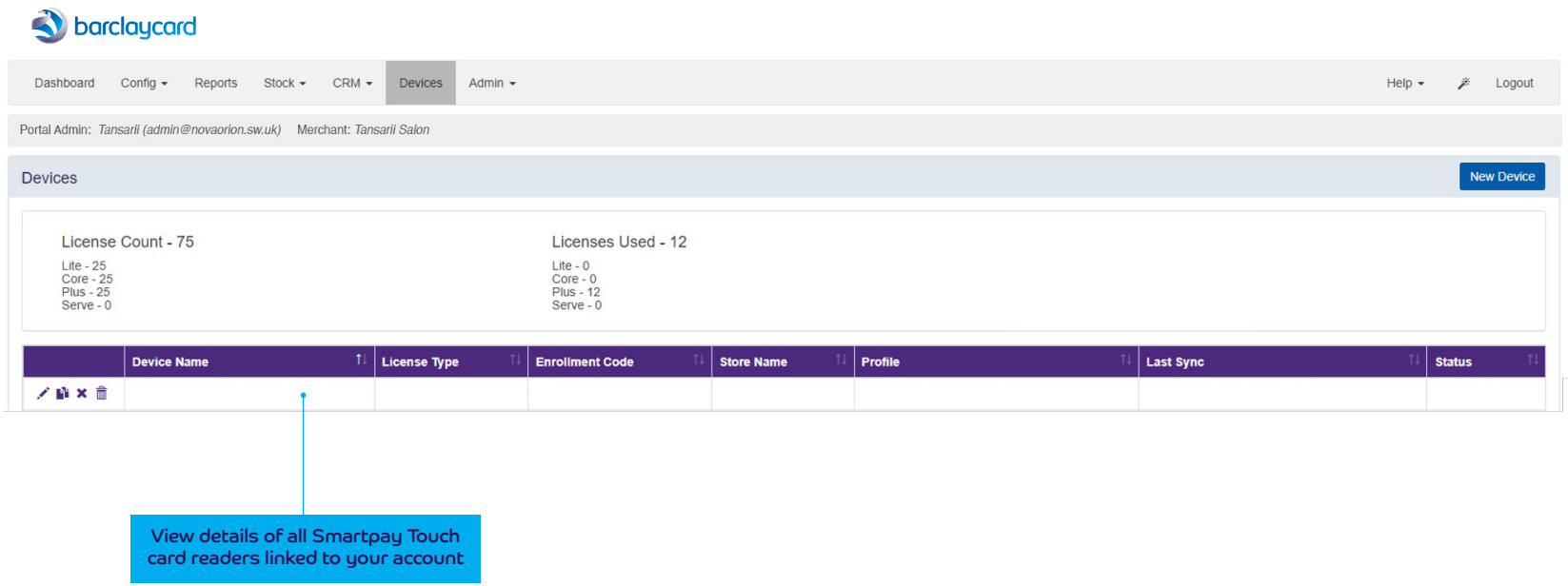
Under the CRM tab, you'll find options to manage your customers' details, appointment and message settings.



Appointments	View appointments in your stores and sort by store / staff / type
Customers	Add/amend customer records and set up appointments
Customer Fields	Customise which data fields you collect for customer information
Customer Groups	Put customers into groups if required
Message Settings	Configure notification settings for appointments or action related messages

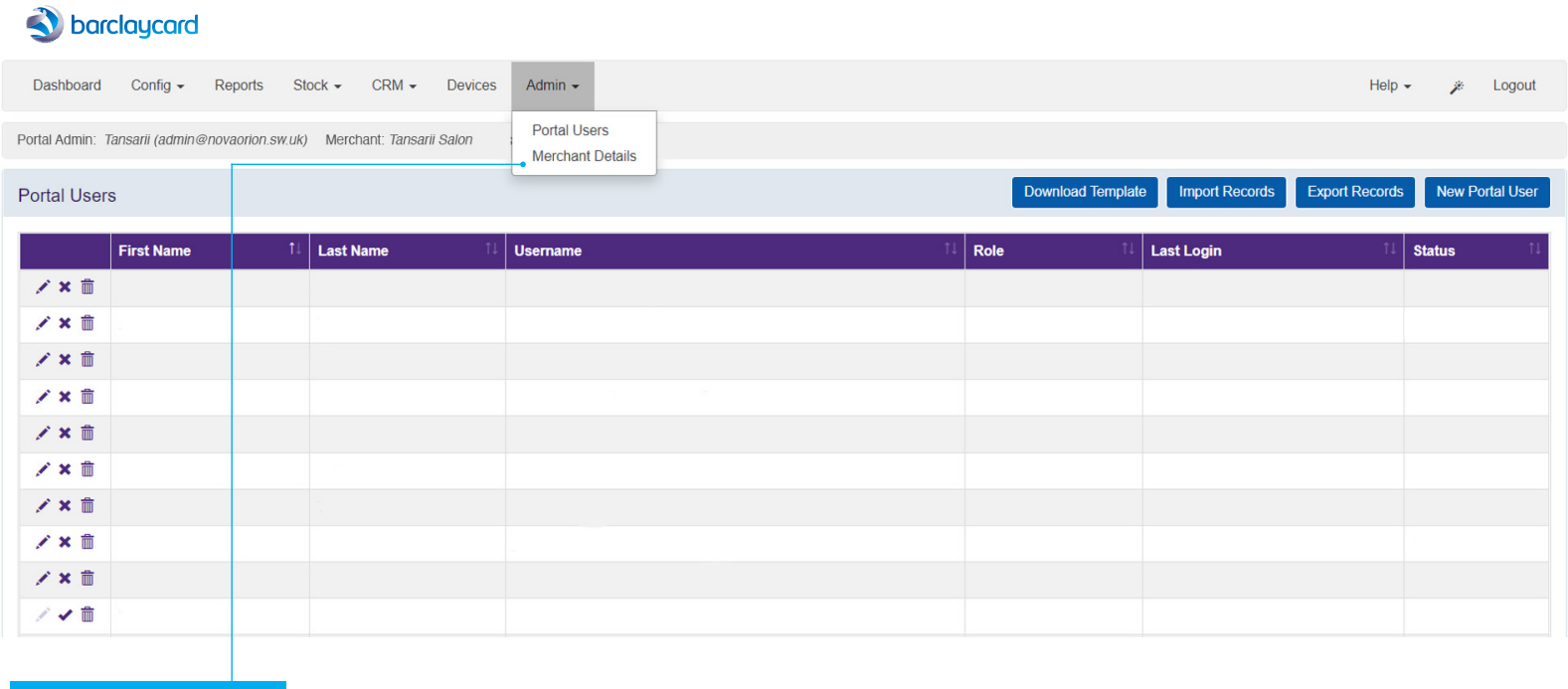
Devices

Under the Devices tab, you can see all your assigned devices and their status.



Admin

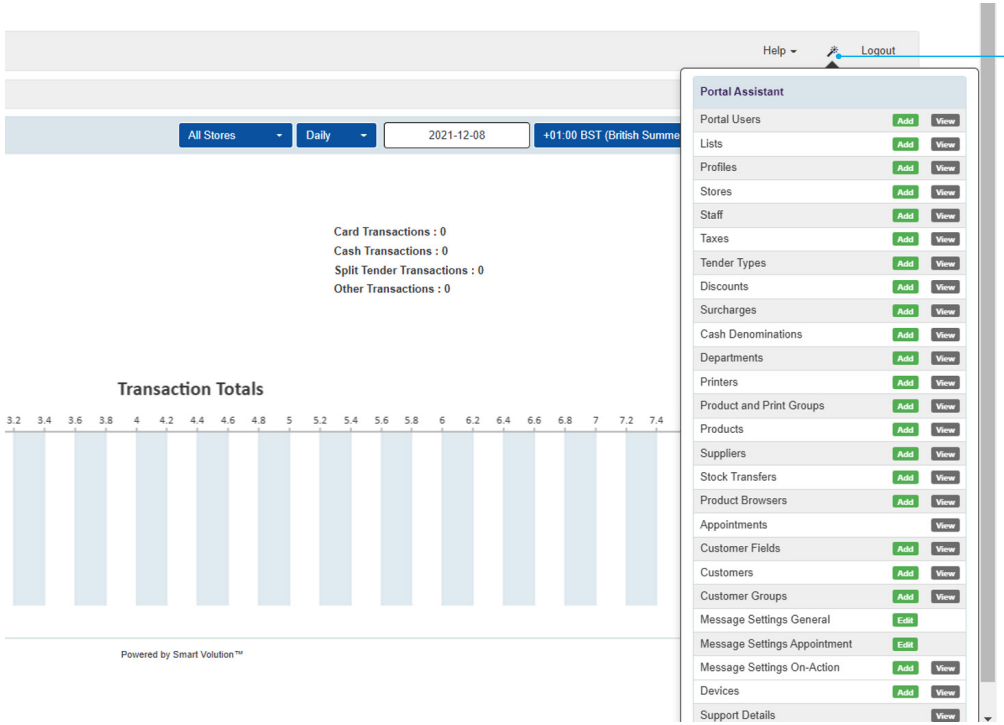
Under the Admin tab, you can manage who has access to the portal and assign roles to manage what they can do, e.g. Administrator or User.



Portal Users	Add and manage users with access to the online portal
Merchant Details	View details of the Merchant Account for Smartpay Touch

Portal Assistant

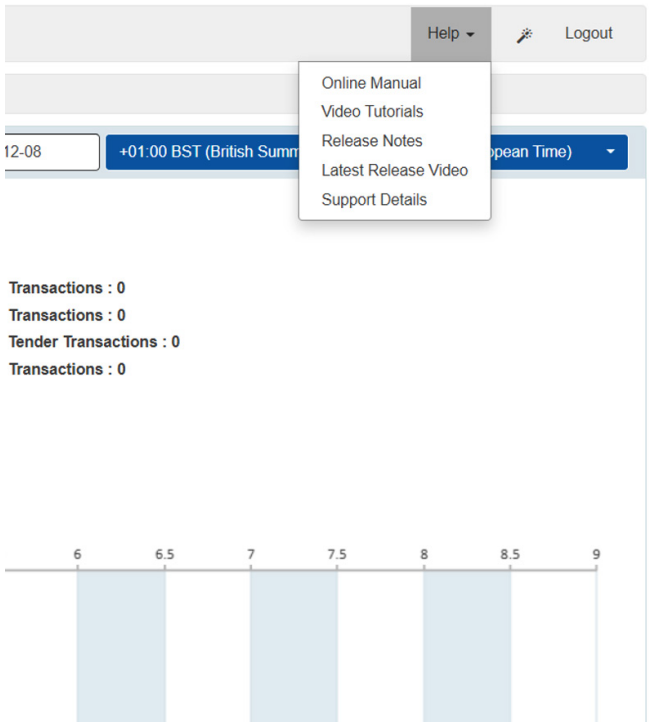
On the far right of the navigation you can find the Portal Assistant symbol. Here you can find short cuts to key features you might need.



Portal Assistant provides a quick way to access key topics for managing your solution, such as adding new products or managing staff / taxes

Help

The Help tab on the far right of the navigation contains useful links to help you get the most from your Smartpay Touch.



Online Manual*	Online version of the Register software user manual. Alternatively you can visit Barclaycard support pages for information on managing your solution
Video Tutorials*	External link to Smart Volution YouTube channel which contains video tutorials on key topics
Release Notes*	Technical release notes for software updates
Latest Release Video*	External link to Smart Volution YouTube channel which contains a video on the latest release
Support Details	Information to contact Barclaycard for technical help and support

*Smart Volution works with us to provide point of sale software for Smartpay Touch. Our support team will be happy to answer any questions you have about viewing these support materials.

Getting ready to start trading

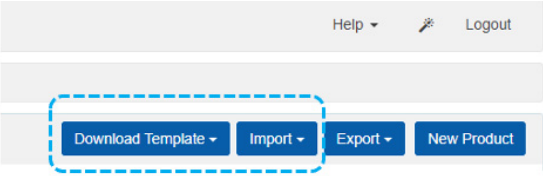
To help you get up and running, the software has two staff members already set up (1x Supervisor User and 1x POS User), plus one 'Manual Product' and a single tax rate of £0. We recommend changing these to your requirements as soon as possible.

The most essential things you'll need to do are:

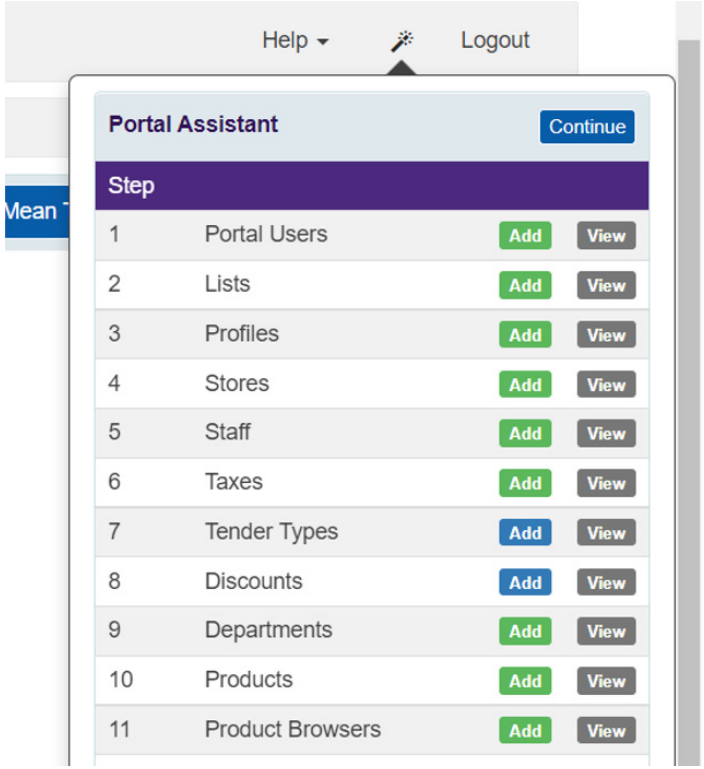
- **Create an inventory** of products or create product departments
- **Configure tax (VAT)** rates for the products / services
- **Create staff members** and allocate them a role profile

Smart tip

For large inventories, go to the Stock tab in the online portal to find the bulk import tools. If you're starting from scratch, download a template as your guide.



In the top right-hand corner of the portal, you'll find your portal assistant between the Help option and the Logout option. Click on the icon to get started.



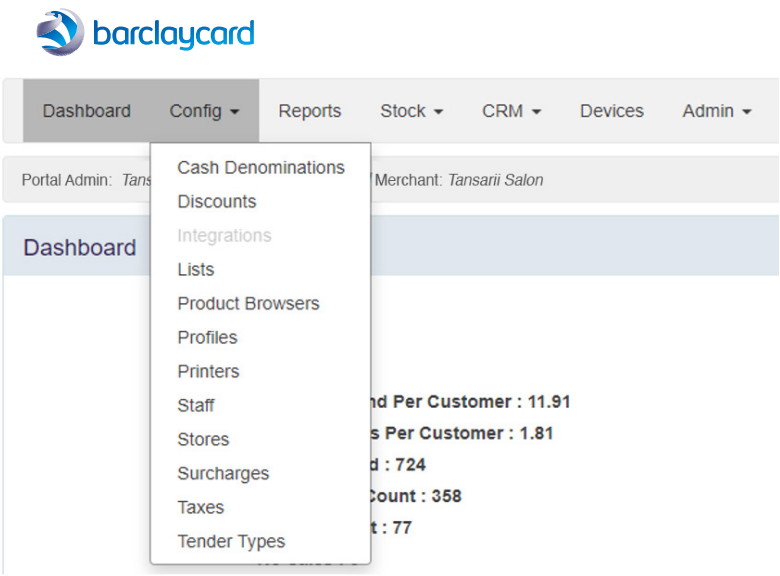
For more configuration and setup information, visit:

- Smartpay Touch Online Portal
- Smartpay Touch Help and Support

Tailoring key settings to your business

Your business profile options within the portal will be set to the default options – please take time to review these and make sure you have the right ones selected for your business.

Go to the Config tab and select Profiles. There you can edit the existing profile.



Call us on **0800 151 0399*** to enable your SMS facility or to change your allowance

As a minimum we recommend reviewing all the settings in this table.

Section	Action required
General > End of Day > Automatically end day General > End of Day > Auto end day time	Currently set to 'Yes'. Set to 'No' if not required. Time is 23:59:59. Change time as appropriate.
General > Register Settings Access > Enable Settings Password	Set to 'No'. Employees will be able to access settings. If you wish to control access to the software settings please change this to 'Yes' and set a password.
Functions > Product and Department Browser > Browser view layout	Currently set to 'Grid (with images)'. If you don't want the grid layout or don't have images for the products consider changing this to 'List' view.
User Permissions > Function Access	Check all functions to set privileges for user access i.e. Supervisor vs. All POS Users. Change as appropriate. Refunds are restricted by default to 'Supervisor only' but you can change this to 'All POS Users' if preferred.
User Permissions > Module Access	Check all functions to set privileges for user access i.e. Supervisor vs. All POS Users. Change as appropriate. Most functions are set to 'Supervisor only' by default.
Tax & Commissions > Tax Settings	Check all tax (VAT) settings as appropriate for your business. Tax rates are configured by visiting Config > Taxes.

*Calls to 0800 numbers are free from UK landlines and personal mobiles, otherwise call charges may apply. International calls will be charged at a higher rate. Please check with your service provider.

Starting the trading day

At the start of your day's trading, a staff member will need to run the Start Day process on the Smartpay Touch software.

Set up with a cash float

Step 1
Staff member signs on as normal (see staff member sign-on) and selects Start Day.

START DAY

Step 2
They enter the float into the Smartpay Touch (in this example, £50).

5 0 00

Step 3
They tap Start Day to confirm.

START DAY

Set up without a cash float

Step 1
Staff member signs on as normal (see staff member sign-on) and selects Start Day.

START DAY

Step 2
They tap Start Day (without entering a float). Smartpay Touch will then display a No Float Entered message.

START DAY

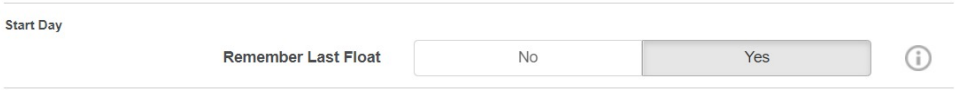
Step 3
They tap Yes to confirm.

YES

Remembering the last float settings

You can, if you want or need to, set the software to remember the last float entered and automatically populate the Float Value on the Start Day process. To do this, go to the online portal:

- visit the Config tag
- select the Profiles section
- look under General Settings, then change Start Day from 'No' to 'Yes'.



Adding products using the device

Any staff member with product management permission on their profile can create new products, edit the details of existing products and disable (suspend) products. To start go to the menu button, select Stock and follow the instructions below.

Please note: all changes are automatically sent to the portal, but they won't appear on your other devices until they have run Update Data. If your internet connection isn't working, Smartpay Touch will store the newly created or edited product, but you won't see the new or modified product until the device reconnects and sends changes to the portal. This is to prevent data corruption.

Creating a New Product

Step 1
Look in the Menu list.

Step 2
Tap Products.

PRODUCTS

Step 3
Tap New.

NEW

Step 4
Fill in all required fields (marked with an *)

Step 5
Tap Save.

SAVE

Editing an Existing Product

Step 1
Search or use the barcode scanner to find the product.

Step 2
Tap Edit Details.

EDIT DETAILS

Step 3
Make the changes you want.

Step 4
Tap Save.

SAVE

Searching Stock Across Stores

Step 1
Search or use the barcode scanner to find the product.

Step 2
Tap Stock Check.

STOCK CHECK

Adding products via the portal

You can also add and amend products using the online portal. Most businesses will use regular, or fixed, pricing for their products. However, depending on your business, there may be products where you need to manually enter the price of the product for each sale. You can do this using the manual product option.

Creating a regular (fixed-price) product

Step 1

Go to the online portal, then navigate to Stock > Products.
Choose to add a product.

Step 2

Select 'Regular' under the Product Type.

Once you've saved the product, you can create or amend a product in the online portal by going to Stock > Products.

Creating a manual (variable-price) product

Step 1

Go to the online portal, then navigate to Stock > Products. By default, you'll already have one manual product, labelled 'General Product'.
Choose to add a product.

Step 2

Select 'Manual' under the Product Type.

Once you've saved the product, you can create or amend a product in the online portal by going to Stock > Products.

Selling a regular (fixed-price) product

Once your products have been created in the online portal, you simply select or scan your product and it'll add to your customer's basket.

Smart tip

If you want to use the integrated camera to scan barcodes you can enable this in the online portal by going to Config > Profiles > Hardware > Barcode Scanner and selecting 'Pax Direct'.

Selling a manually priced product

Step 1

Select or scan your product.

Step 2

Enter the price you'd like to sell it at.

Step 3

To finish up, tap Enter and it'll add to your basket.

Making a sale

Step 1
Adding items to the basket

Either scan the item using the built-in barcode scanner, or simply select the item from the product or department browser.

Step 2
Taking payment

By card
When ready, tap the Card button and follow the on-screen instructions.

CARD

With exact cash
If the customer is paying with the exact amount of cash, simply tap the Cash/Amount Tendered button.

CASH/ AMOUNT TENDERED

With a banknote
To save you time when taking a banknote, you can use the quick tender buttons for the full amount e.g. £5, £10, £20. These can be configured in the portal if required.

£20

Other cash amount
If total cash provided is greater than the total and not covered by the quick tender option, then staff can enter the full amount using the keypad and press Cash/Amount Tendered.

ADJUST

Step 3
Print receipt

DONE

After accepting payment, the customer receipt will automatically print and any change owed will be displayed on the transaction summary screen. Tap Done to start the next transaction.

Suspending a transaction

You can suspend an empty transaction or a transaction in progress. Once saved, the suspended transaction can be updated with more items or closed for payment.

Suspending an empty transaction

Step 1

On the journal screen, tap the Suspend button (SAVE icon) in the top bar of the screen

Step 2

Give the transaction a name, or select from the list if one has been created.

Step 3

Select Suspend or Resume (Resume allows you to add items to the suspended transaction straight away).

Viewing a suspended transaction

Step 1

Select the folder icon from the top bar to locate the transaction.

Step 2

Tap Resume to add more inventory, and Pay.

Step 3

Alternatively, select Action for other options, e.g. to edit the name or cancel the transaction.

Processing different types of refunds

Processing a full refund (from the transaction history)

On the device menu, select transaction history and scroll to search by date, or tap Lookup Transaction.	**LOOKUP TRANSACTION**
Enter the transaction ID from the receipt.	For example, **8008**
Tap View.	**VIEW**
Tap Refund.	**REFUND**
Tap Full.	**FULL**

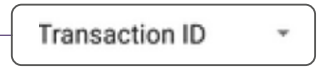
Complete the tender as required

Processing different types of refunds

Processing a full refund (from Smartpay Touch)

Tap the refund button.

Select the Search mode from the drop-down.



Enter the search criteria.

For example, **8008**

Tap on the search icon.

Tap on Full.

Complete the tender as required

Processing different types of refunds

Partial refunds

Initiate the refund either from the RF button or the transaction history.

RF or **LOOKUP TRANSACTION**

Tap Partial (instead of Full).

PARTIAL

Select the required items to refund by tapping on them individually.

Teabags x240	**£3.99**
Lemon Floor Cleaner 1l	**£1.75**
Microfibre cloths x10	**£6.99**

Tap Refund.

REFUND

Complete the tender as required

Accepting tips

You can enable the Tipping option – ideal for hospitality businesses – via the online portal. Go to Config > Profiles > Edit > Hardware and select Yes for 'Use On-Device Tipping'.

Then update settings from your card reader login screen and tipping will be added for every card transaction.

Accepting tips from customers

Step 1

On your card reader, select Pay and choose Card.

Step 2

The cardholder will be prompted to add a tip amount or cancel. If they want to leave a tip they should enter the amount and confirm the total on the next screen before presenting their card. If they don't want to leave a tip they can press cancel and proceed with the original amount.

Step 3

Use the on-screen prompts to complete the transaction.

Smart tip

You can change the way a tip is presented to a percentage value by going to Config > Profiles > Edit > Hardware in the portal and selecting 'Tip with Percentage Options'. Then configure the percentages you would like to offer, the default options are 10%, 15%, and 20%.

Account Verification

Account Verification is available for both Card Present and Card Not Present transactions.

Carrying out an Account Verification

Step 1

Tap the Other Func button on the lower right side of the basket screen.

Step 2

Select ‘Account Verification’ or ‘Account Verification – CNP’.

Step 3

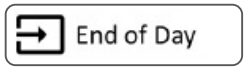
Follow the on-screen prompts.

Closing the trading day

At the end of the trading day, the End Day process needs to be completed. A staff member will need to cash up the till by entering the total cash taken, reconciling the card reader and entering any Additional Tender types. The day is automatically set to end at 23:59:59, however, this can be changed by going to Config > Profile > General in the portal.

Step 1
Start the process by going to the menu button in the top left-hand corner of the screen.

Step 2
Tap End of Day.



Step 3
On the confirmation screen choose End Day to end the day's trading.

Step 4
View the Expected Value for the day's takings and then select Actual Values to begin cashing up.

Smart tip
The Smartpay Touch software End Day function is different from your card payment processing and settlement end-of-day cut-off.

The end-of-day cut-off for your card processing will be agreed as part of your sales application and onboarding process.

The End Day function which you enable via the Smartpay Touch software on your card reader or online portal is for your trading day and could extend beyond the payment processing banking window.

Step 5
You can now enter the total amounts for your card and cash takings.

- For card takings, view the Expected Values tab and enter this amount into the Actual Values field.
- For cash, count up all the money you have received that day and enter the total.

Step 6
The software will calculate the totals and advise if the till balances.

Step 7
Select End Day to finish the process and select End Day on the final confirmation screen.

Step 8
The software will present an option to print a report of the final cashing-up status. You can choose to print a report or click the menu button to go back to the main screen.

Key buttons and features within your Smartpay Touch software

Familiarise yourself with the key buttons and features that you'll use on a day-to-day basis.

Key buttons		Key features
Product browser	PRODUCTS	Quickly view common or recent fast-selling items that can then be added to a transaction.
Department browser	DEPARTMENTS	Navigate through departments to easily find a specific product that can then be added to a transaction.
Items	Café Latte (Med)	Quickly add an item to the transaction with a single tap. You can also search for it or scan the item's barcode.
Void	VOID ITEM	Remove an item from the transaction – simply tap Void item and then select the item you want to void.
Cancel sale	CNL SALE	Cancel the current transaction. This will remove all items and you will be ready to start the next transaction.
No sale	NO SALE	Open the cash drawer for access outside of a normal sale (for example, to make change).
Print feed	PRINT FEED	Print some blank receipt paper.
Refund	RF	Add an item to be refunded to the transaction. Tap RF and then add the item to be refunded.
Discount	DISC	Single-item discount – tap an item first, then tap Disc and follow the instructions. Whole-transaction discount – simply tap Disc and follow the instructions.

Key buttons		Key features
Price override	PRICE OVRD	Change the price of an item in a transaction – select the item, tap Price Ovrd and follow the instructions.
Quantity	QTY	Add multiple quantities of a single item – before adding an item tap Qty and enter the quantity using the keypad, then add the item. Change the quantity of an item – select item and tap Qty.
Cancel	C	Cancel the current process – simply tap Cnl sale to cancel the current workflow. This button also acts as delete/ backspace for the keypad.
Cash	CASH/ AMOUNT TENDERED	Exact-amount cash payments – simply press the Cash button to complete the transaction. Other cash amounts – enter the amount tendered via the keypad before tapping Cash.
Card	CARD	Process a card payment by tapping Card and following the on-screen instructions.
Quick tender	£20	If a customer is paying with a single banknote, you can save time using the quick-tender buttons – simply tap the corresponding button for the banknote being presented.
Menu		Access other areas of your Smartpay Touch, such as End Day, Reports and Stock.
Update data	UPDATE DATA	Synchronise your Smartpay Touch with the latest information on the Web Portal – all you need to do is tap the button to start the process.

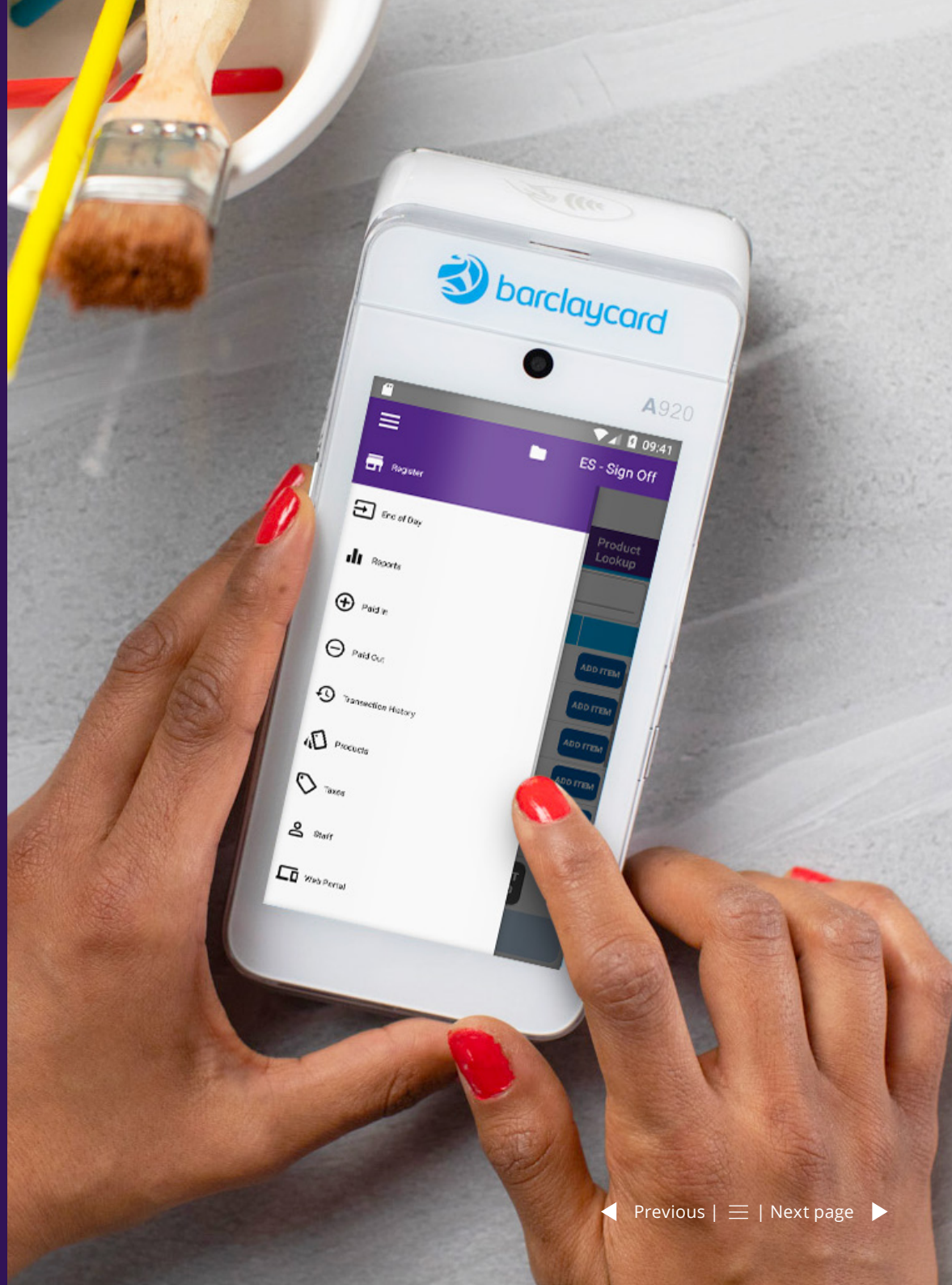
Dedicated help and support for Smartpay Touch

Smartpay Touch Support:

0800 151 0399

Monday to Friday: 9am-5pm*
UK bank holidays: Closed
Email: supportsmartpaytouch@barclays.com

*Calls made outside these hours will be answered by our general support team who will do their best to help you with your query.



Other useful contact numbers

So we can help you as quickly as possible, make sure you have your Merchant ID and your bank account details to hand whenever you call. You can find your merchant number on the sticker on the side of your card machine or on a receipt.

Financial questions

0800 161 5343* option 1
(Barclaycard Payment Solutions) or
0818 205 207* option 1
(Barclaycard International Payments)
Monday to Friday: 8am to 6pm
Saturday: 8am to 7pm
Sunday: 8am to 6pm
UK bank holidays: 9am to 6pm

We can help with:
- breakdown of trading
- general transaction questions
- any change of details (including direct debits)
- statements and charges

Chargeback questions

0800 161 5341*
(Barclaycard Payment Solutions) or
0818 205 274*
(Barclaycard International Payments)
Monday to Friday: 9am to 5pm

Authorisations

0800 151 2630*
(Barclaycard Payment Solutions) or
0818 205 272*
(Barclaycard International Payments)
Monday to Sunday: 24hrs, this is an automated service

We can help with:
- card authorisation queries
- name and address checking service

Online statements

0800 151 0419*
(Barclaycard Payment Solutions) or
0818 205 273*
(Barclaycard International Payments)
Monday to Friday: 8am to 6pm

UK paper rolls

To order till rolls and card machine accessories, call
+44 1698 843 866*
Monday to Thursday: 8.45am to 5pm
Friday: 8.45am to 3.45pm

Data Security Helpdesk

0800 015 9518*
Monday to Friday: 8am to 8pm
Saturday: 8am to 12pm
We can help with your PCI DSS compliance assessment queries

*Calls to 0844 numbers will cost no more than 7p per minute plus your phone company's access charge (current at August 2021). Calls to 0800 numbers are free from UK landlines and personal mobiles otherwise call charges may apply. Calls may be monitored or recorded in order to maintain high levels of security and quality of service. Calls to 0818 numbers are charged at local call rates. Charges may be higher from mobile network providers.

Having problems understanding this information?

We can provide additional support for all customers, including those who have mental or physical health conditions or learning disabilities.

If you would like to talk to someone, you can call us on:

0800 161 5343* (if your business takes payments inside the UK)
0818 270 951* (if taking payments in Ireland or outside the UK with Barclaycard International Payments Ltd)

Or you can visit any Barclays branch and speak to an advisor.

*Calls to 0800 numbers are free from UK landlines and personal mobiles, otherwise call charges may apply. International calls will be charged at a higher rate. Please check with your service provider. Calls to 0818 numbers are charged at local call rates. Charges may be higher from mobile network providers. Calls may be monitored or recorded in order to maintain high levels of security and quality of service.

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