

A920 Guide for The Royal British Legion



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The A920 Terminal

The **A920 TERMINAL** is a card payment machine with a specially designed **RBL APP** for taking quick card donations.

Simply select the desired donation amount and then the donor can choose to pay by **CONTACTLESS, CHIP & PIN** or **MAGNETIC STRIPE**.

Contactless terminals will come in two colours, **BLACK OR WHITE**.

DONATION SCREEN display may differ depending on **TERMINAL** options



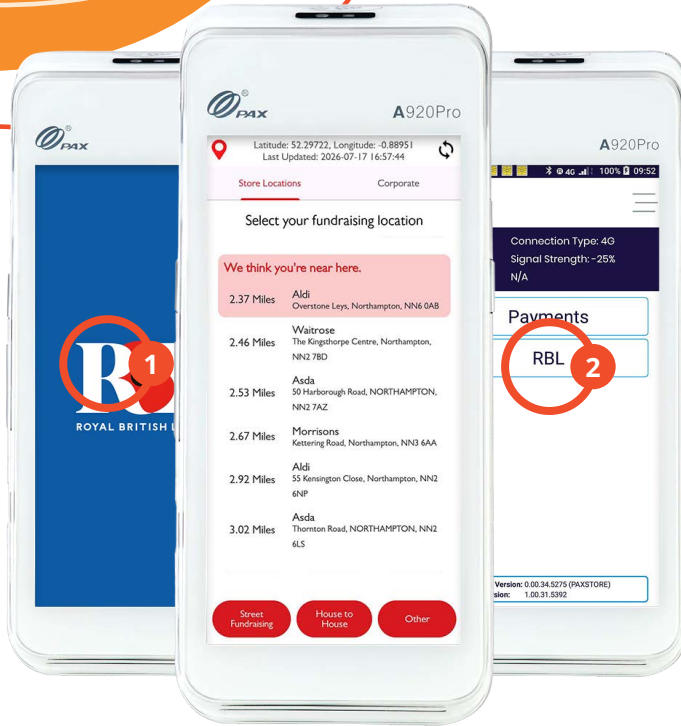
Turning Your Terminal On/Off

The **POWER BUTTON**¹ is located on the **RIGHT SIDE** of the terminal.

Hold the button down to turn the terminal on.

To turn it off, hold down the power button to display 4 options.

Press **POWER OFF** and then **POWER OFF** again to confirm.



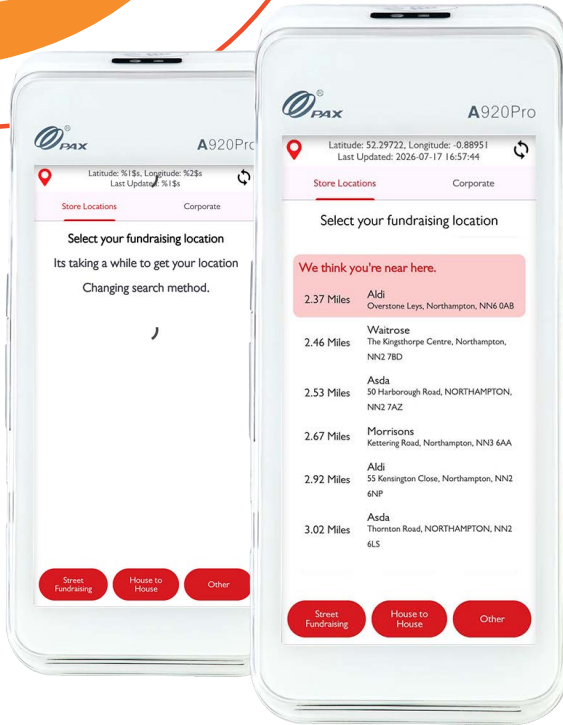
Logging In

When you turn the terminal on you see the **RBL SPLASH SCREEN¹** and will automatically be logged into the terminal.

If you are not automatically given the **RBL SPLASH SCREEN**, select the **RBL²** option on the **TERMINAL HOME SCREEN**.

You will be **REQUIRED** to select your **LOCATION** when the **APP** is **LAUNCHED**.

Please see **SELECT LOCATION** on page 39 for more information.



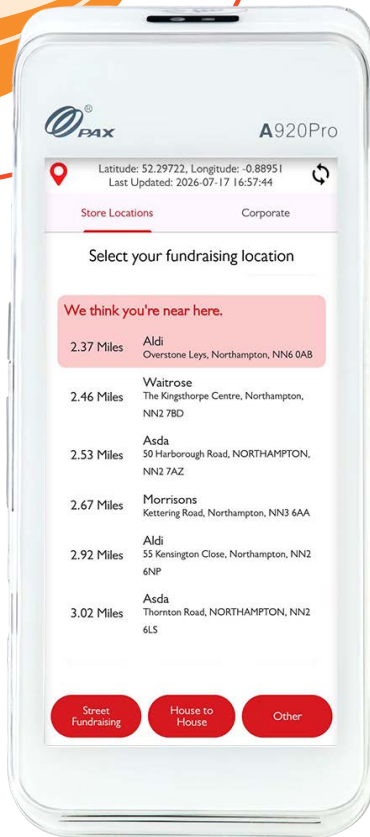
Store Locations

Leave **WI-FI** enabled on the terminal, but **DO NOT** connect to a **WI-FI** network. The **TERMINAL** will use **MOBILE DATA**, providing the most **ACCURATE** location lookup.

The **APP** starts in **STORE LOCATIONS** mode

It will use **CELL** signal and nearby **WI-FI** hotspots to triangulate your location.

If a **LOCATION** is returned a list will appear below.

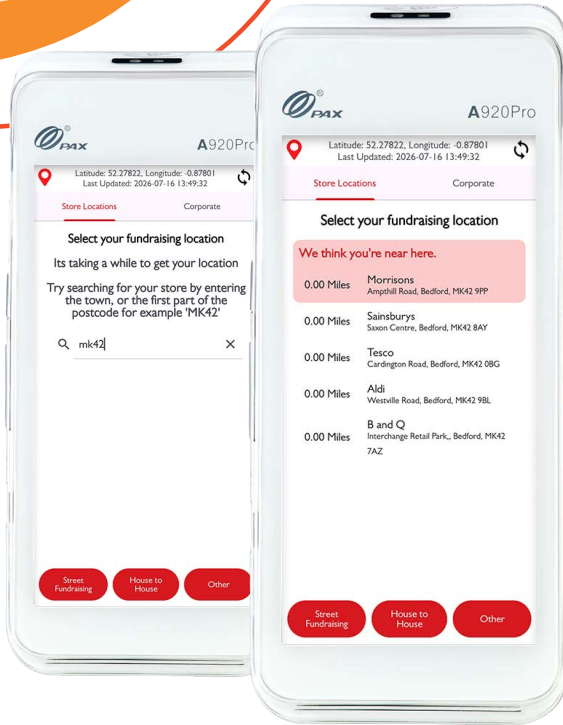


Location Results

The **NEAREST** location will be **HIGHLIGHTED** at the top of the list.

If the location is **NOT CORRECT** you can either.

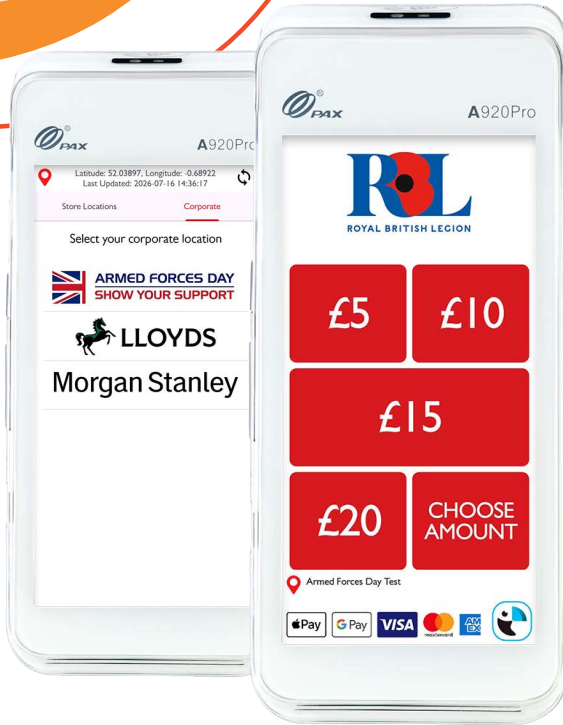
Press the **REFRESH ICON** to recheck using the above method, or press the **PIN** icon to search using the onboard **GPS** chip, this takes **LONGER** and may not yield a result.



What if GPS doesn't return a result?

If the **TERMINAL** still can't find your **LOCATION**, a **SEARCH BAR** will appear, just enter the first section of your **POSTCODE** (MK42 for example) and a list of nearby locations will be displayed.

Simply select a result for it to appear on the donation screen.



Corporate

As well as **STORES**, the app now can track the activity at **RBL SELECTED CORPORATE PARTNERS**.

Press **CORPORATE** at the top, or **SWIPE ACROSS** to view the list available.

Simply press where you are **FUNDRAISING** and you will be redirected to the **DONATION** page, and you will notice the **CORPORATE NAME** displayed.



Accepting Donations

The terminal is **PRE-CONFIGURED** with **4 FIXED DONATION** values and an option of **CHOOSING ANOTHER AMOUNT**.

Terminals are **DISPATCHED** with default values; these values may **CHANGE** when the terminal is **SWITCHED ON** and linked to your **DISTRICT SETTINGS**.

The **DONOR** simply selects and presses the desired donation amount and can then choose to pay by **CONTACTLESS**, **CHIP & PIN** or **MAGNETIC STRIPE**.

Please see **TAKING DONATIONS** on page 26 & 27 for more information.



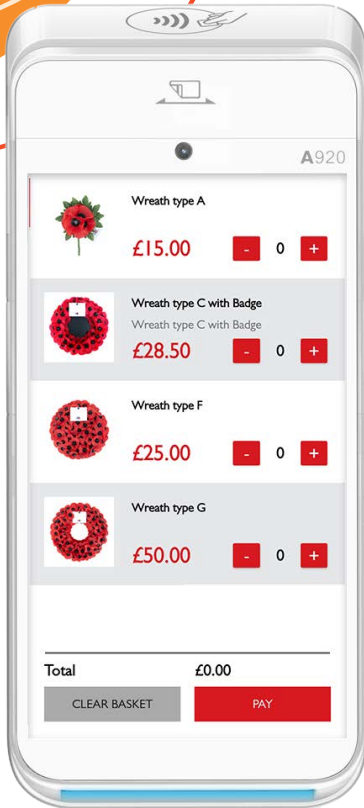
Choosing Donation Amounts

To choose another donation amount, select **CHOOSE AMOUNT** from the screen.

You can then **MANUALLY** enter the desired **DONATION** amount or select one of the **PRESELECTED** options.

Donations can be made in both pounds and pence, e.g. **£2.50**.

The chosen donation amount will then be displayed for the donor to confirm or reset if they wish to change it.



Taking Wreath Payments

SWIPE RIGHT from the main donation screen.

Select the **WREATH PRODUCT** the donor would like to purchase; **MULTIPLE PRODUCTS** can be added to the cart.

When ready to check out, select **PAY**.

If a donor would like to **DONATE ON TOP** of their wreath payment, it can be added at this stage.

Use **CONTACTLESS, CHIP & PIN** or **MAGSTRIPE** to take desired payment.



Accepting Larger Amounts

If a **DONOR** would like to give more than the contactless limit of **£100**, they simply enter their desired amount in the **CHOOSE AMOUNT** screen up to a value of **£9,999**.

The donation can then be made by either using **APPLE PAY**, **GOOGLE PAY** or via the **CHIP AND PIN** function.

CHIP & PIN transactions will automatically generate a paper **RECEIPT**.

Taking Donations

Contactless Donations

To accept a **CONTACTLESS** donation, simply ask the donor to tap their card against the **CONTACTLESS** symbol at the top of the terminal and **HOLD** it there until the **TRANSACTION** is complete.

Chip & PIN Donations

To accept **CHIP & PIN** donations, simply ask the donor to insert their card into the **CHIP & PIN** reader at the bottom of the terminal and let the donor enter their **PIN** number.

Please see **TRANSACTION STATUS** on page 28 & 29 for more information on completed statuses.

Magnetic Stripe Donations

To accept **MAGNETIC STRIPE** donations, simply ask the donor to swipe their card through the **MAGNETIC STRIPE** reader at the top of the terminal.

Card Types

You can accept all Mastercard, Visa, American Express cards plus Apple Pay and Google Pay.

Transactions Status

Successful Transactions

When a donation has been **SUCCESSFUL** you will see the **GREEN TICK** symbol.

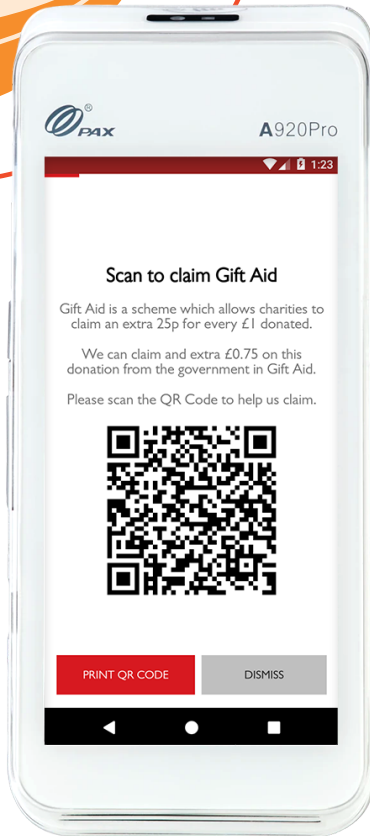


Declined Transactions

If a donation is **DECLINED** you will see the **RED CROSS** symbol.

Try again using **CHIP & PIN** or ask the donor to try with another card.





Gift Aid

Where **GIFT AID** collection is **PERMITTED** and a **SUCCESSFUL** donation is made, the **DONOR** will be **PRESENTED** with a **QR CODE** that they can scan using their **MOBILE DEVICE**.

This will take them to a **SECURE WEB PAGE** where they can **REGISTER** for **GIFT AID**.

There is an **OPTION** to **PRINT** the **QR CODE** to give to the **DONOR** so they can **REGISTER** for gift aid at their **CONVENIENCE**.



The Admin Menu

To access the **ADMIN MENU** triple tap on the **TOUCAN TAP** icon at the bottom right of the screen.



DONATION:

Accept standard donations

TRANSACTION SUMMARY:

View transaction totals

USER GUIDE:

This guide on your terminal

SELECT LOCATION:

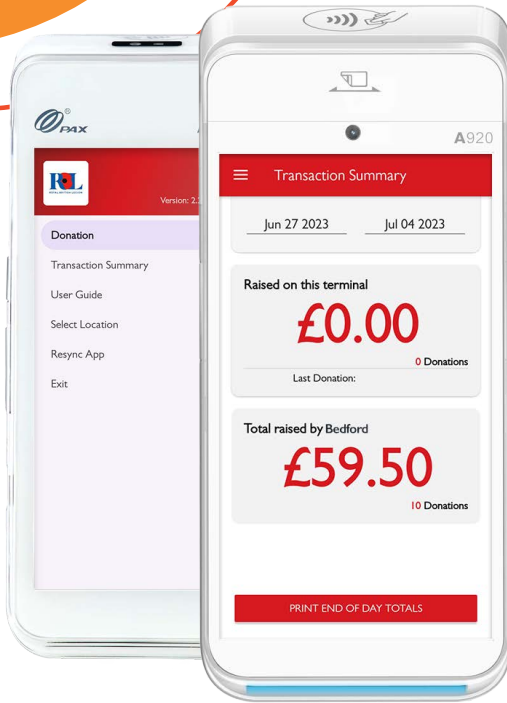
Select from the list of available stores, street fundraising, house to house or other

RESYNC APP:

Resynchronise the app (only perform if requested)

EXIT:

Exit the app (only required to upload stored transactions)



Transaction Summary

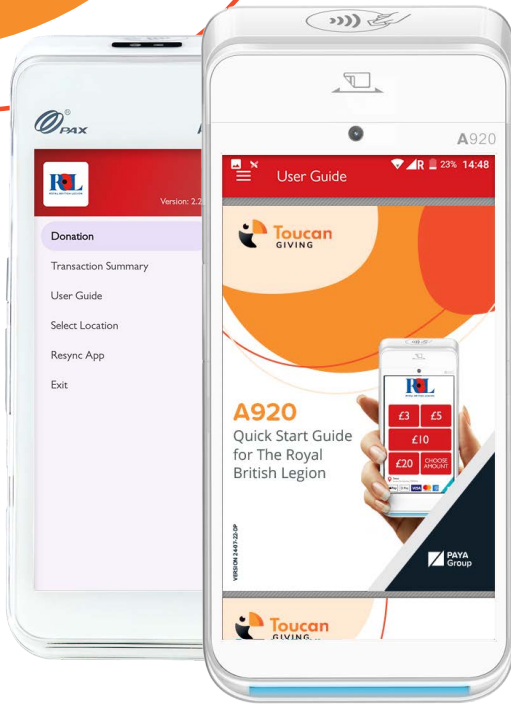
Select **TRANSACTION SUMMARY** from the **ADMIN MENU**.

See how many **TRANSACTIONS** and the **TOTAL RAISED** on the terminal on any given date or date range.

TRANSACTION SUMMARY is only available if the terminal is **ONLINE AND** can be **PRINTED** for your records.

Your **TRANSACTIONS** are updated approximately every 30 min. Check the **LAST DONATION** timestamp for the date and time of the last transaction uploaded.

Check back later for updates.

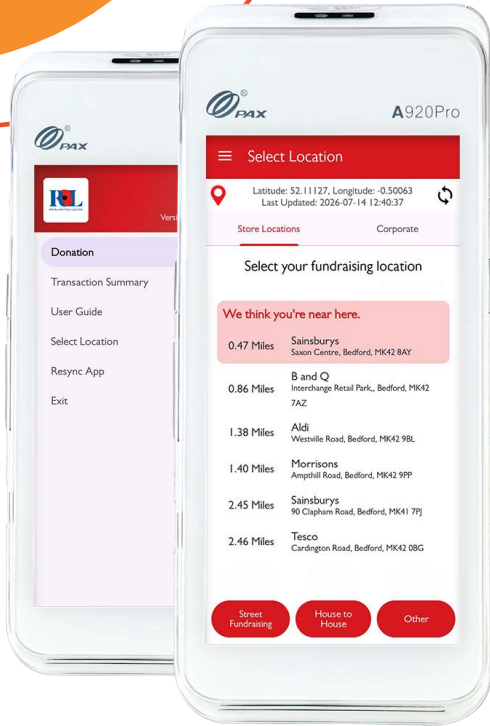


User Guide

Select **USER GUIDE** from the **ADMIN MENU**.

A copy of this user guide is available to you on your **RBL APP**.





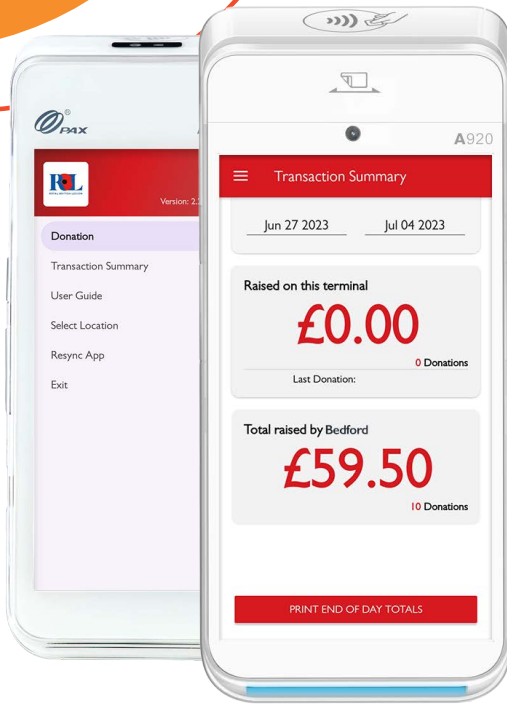
Select Location

This screen is **DISPLAYED** when the **APP STARTS** as you will be **REQUIRED** to select your **LOCATION** everyday if you haven't done so already.

The **TERMINAL** will automatically **SEARCH** for the nearest **AVAILABLE** stores. Simply select the correct **STORE**.

If you are **NOT** fundraising at a **STORE** or the store you are near is **NOT LISTED** then select from **STREET FUNDRAISING**, **HOUSE TO HOUSE** or **OTHER**.

Please note **SELECTING LOCATION** will be quicker if performed **OUTSIDE** rather than **INDOORS**.



Location Display & Print Summary

If you have **SELECTED** a location, this **LOCATION** will display on the main **DONATION** page.

All **TRANSACTIONS** will be allocated to the supermarket for the **WHOLE DAY** even if you select the supermarket location later in the day.

If you are fundraising at a **SUPERMARKET** the **TRANSACTION SUMMARY** will provide an option to **PRINT** a summary of the **DAY'S TRANSACTIONS**. Please allow 20 minutes from your last donation before printing the summary.



Battery

The **BATTERY** on your terminal should last up to **10HRS**. The battery indicator is shown at the top of the screen when a payment is made.

You can use your own external battery to help save the terminal power.

Recharge Terminal Every Night

To recharge, look for the **USB PORT¹** on the **LEFT SIDE** of the terminal. Plug into the mains power as normal.

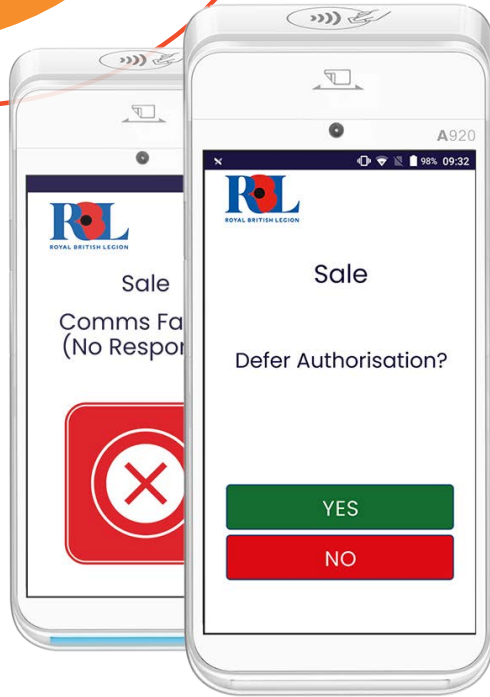
The terminal will normally charge within **3 - 4 HOURS**.



Screen

The **SCREEN** will stay on at a **LOWER BRIGHTNESS** if unused. **NORMAL BRIGHTNESS** will restore when the screen is **TOUCHED**.

To **SAVE BATTERY** when on a break, simply **TAP** on the **POWER BUTTON¹** to switch off the **SCREEN**. **TAP** again to restore the **SCREEN**.



Weak Or No Signal

When processing a **DONATION** with a **WEAK** or **NO SIGNAL** you will be asked if you wish to process the transaction as a **DEFERRED AUTHORISATION**.

Select **YES** to store the donation.

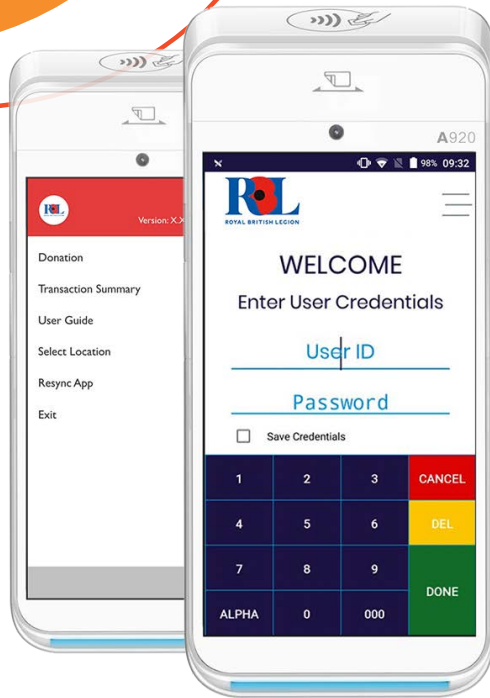
These will still be stored **OFFLINE** and can be uploaded at the end of the day.

IMPORTANT!

On the first transaction you attempt after losing signal, you will see a **COMMS FAILURE** warning and will then be offered the option to **DEFER AUTHORISATION**.

OFFLINE donations will be stored on the terminal but need to be manually uploaded by the fundraiser at the end of each fundraising day.

Please see **UPLOADING STORED TRANSACTIONS** on page 48.



Uploading Stored Transactions

Make sure to find a location with a strong mobile signal before you upload.

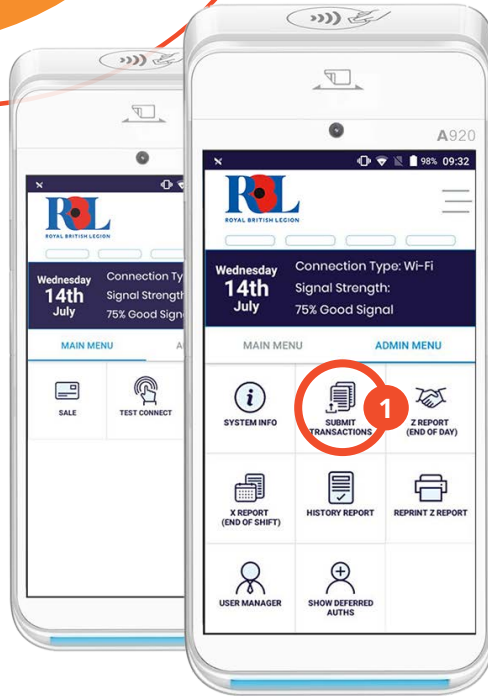
Select **EXIT** from the **ADMIN MENU**.

Select **PAYMENTS** from the **TERMINAL HOME SCREEN**.

LOG IN USING:

Username: 1234

Password: 0000



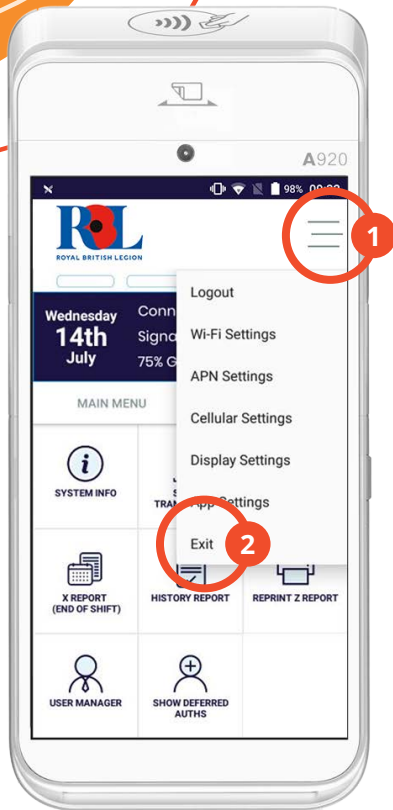
Uploading Stored Transactions

Make sure to find a location with a strong mobile signal before you upload.

On the **PAYMENTS MENU**, tap the **ADMIN MENU** tab.

Tap on **SUBMIT TRANSACTIONS**¹ from the admin options to upload your stored transactions.

The **TERMINAL** will confirm **SUCCESSFUL** upload with a **GREEN TICK** symbol.



Navigating Back To The App

If you have exited the **RBL APP** to upload stored transactions you will need to navigate back to the **APP** to continue accepting donations.

To do this, tap on the **BURGER MENU**¹ in the top right corner and select **EXIT**² from the menu.

Tap on the **RBL** button on the **TERMINAL HOME SCREEN** and you will be automatically logged in.



How to Change the Paper Roll

To **REMOVE** and **REPLACE** the thermal **PAPER ROLL**, turn the terminal **OVER**.

Near the **TOP BACK SIDE** of the terminal place your finger under the paper lid **RELEASE LEVER¹** and **PULL** the entire lid assembly away from the terminal.

To **REMOVE** the paper roll simply **PULL** the paper roll out.



How to Change the Paper Roll

To **INSTALL** a new thermal **PAPER ROLL**, drop in the **PAPER ROLL** with the paper **PULLING** from the **BACK** and out the top of the roll.

Pull about **2"** of paper **OUT** and **CLOSE** the lid until the lid **CLICKS** into place.

It is important the lid is **FULLY CLOSED** so that the paper roll fully engages the paper.

TEAR off any **EXCESS** paper.

Notes

Notes

Troubleshooting

If you need any further assistance, please call our dedicated support number:

01604 978 104

Support will also be available **8AM-6PM** on Saturday 31st October, Sunday 1st, Saturday 7th and Sunday 8th November.

If your call is not answered, **PLEASE LEAVE A MESSAGE** or **EMAIL CS@TOUCANGIVING.COM** and a team member will get back to you **AS SOON AS POSSIBLE**.

Please do not call repeatedly, if you leave a message someone will call you back as soon as possible

