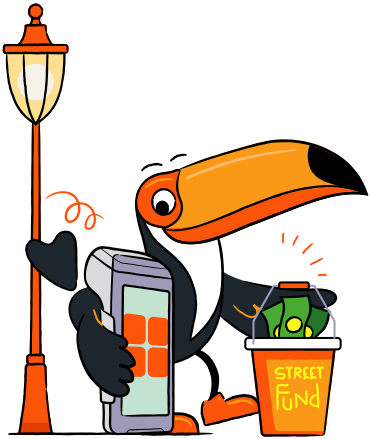
Toucan GIVING

A920 Guide for The Royal British Legion





PAYA Group

VERSION 26-10-22-DP

Toucan GIVING

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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

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Turning Your Terminal On/Off

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

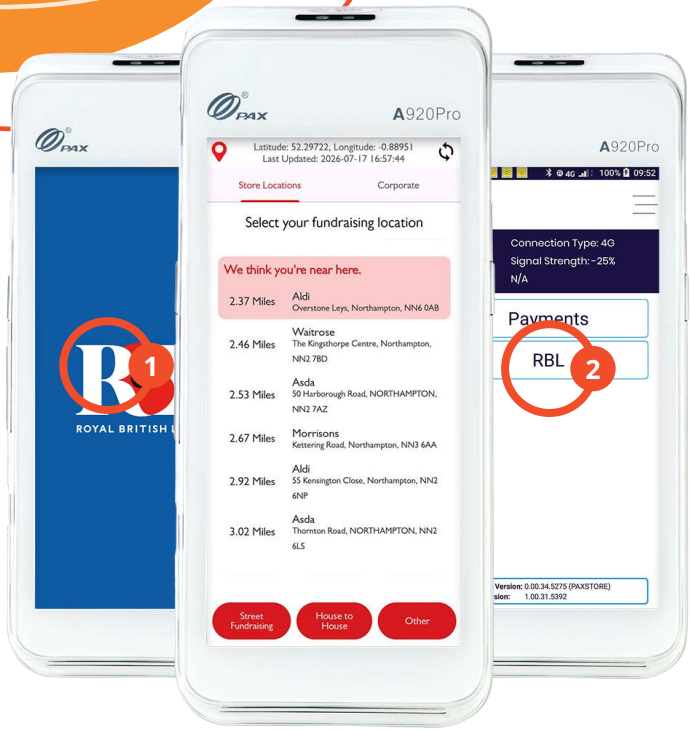
Hold the button down to turn the terminal on.

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

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

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Logging In

When you turn the terminal on you see the **RBL SPLASH SCREEN**[1] and will automatically be logged into the terminal.

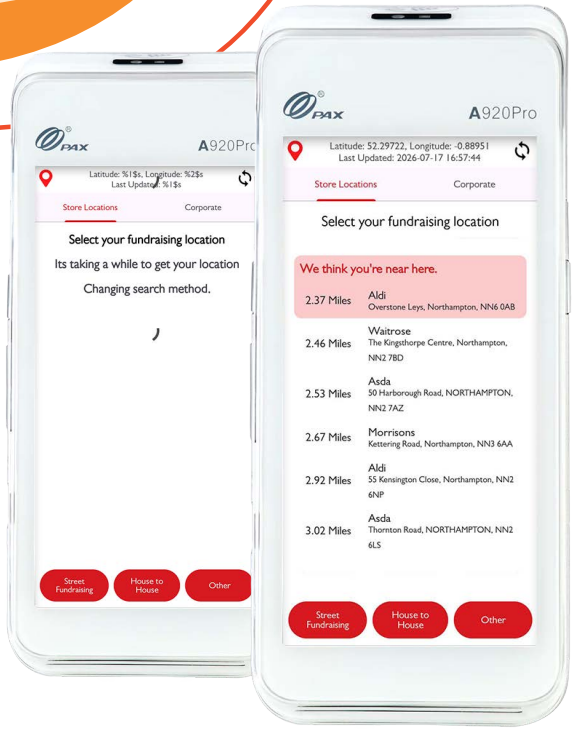
If you are not automatically given the **RBL SPLASH SCREEN**, select the **RBL**[2] option on the **TERMINAL HOME SCREEN.**

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

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

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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.

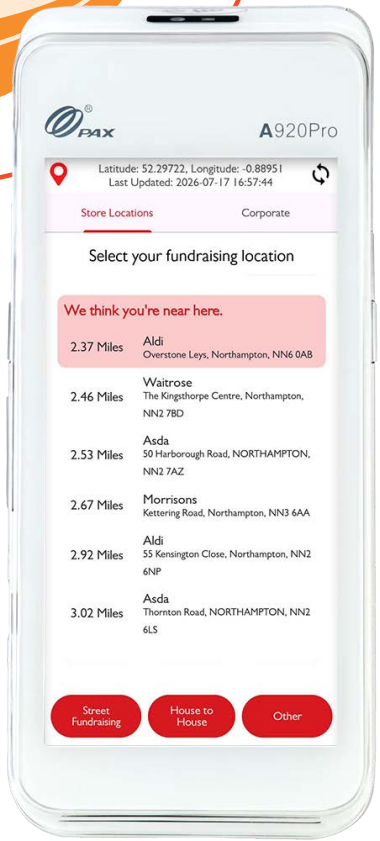
The **APP** starts in **STORE LOCATIONS** mode

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

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

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Location Results

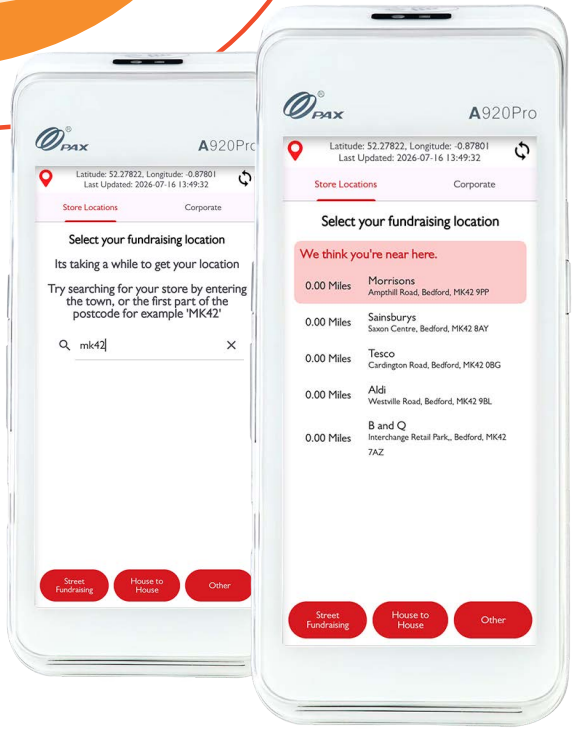
The **NEAREST** location will be **HIGHLIGHTED** at the top of the list.

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.

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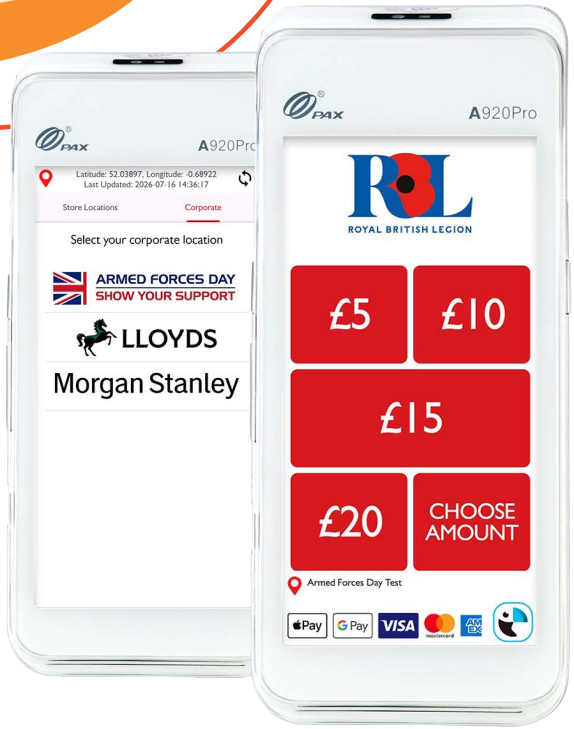
What if GPS doesn't return a result?

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.

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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.

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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.

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Choosing Donation Amounts

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

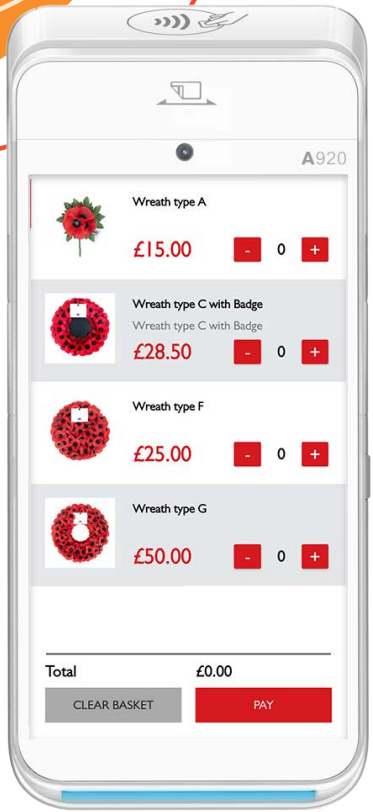
You can then **MANUALLY** enter the desired **DONATION** amount or select one of the **PRESELECTED** options.

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.

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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.

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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**.

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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.

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Transactions Status

Successful Transactions

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



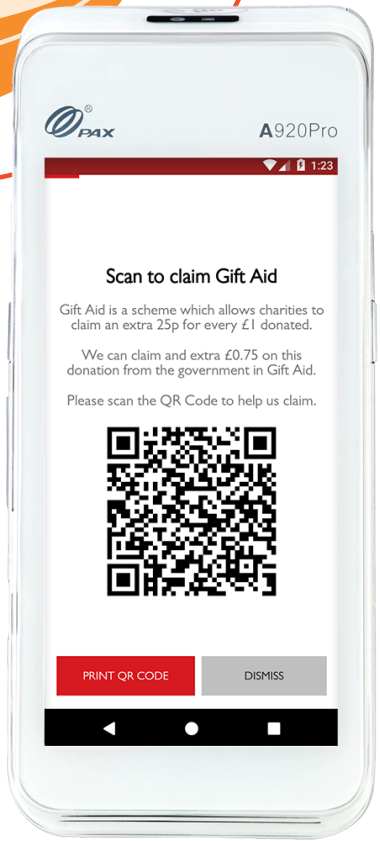
Declined Transactions

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.



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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**.

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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

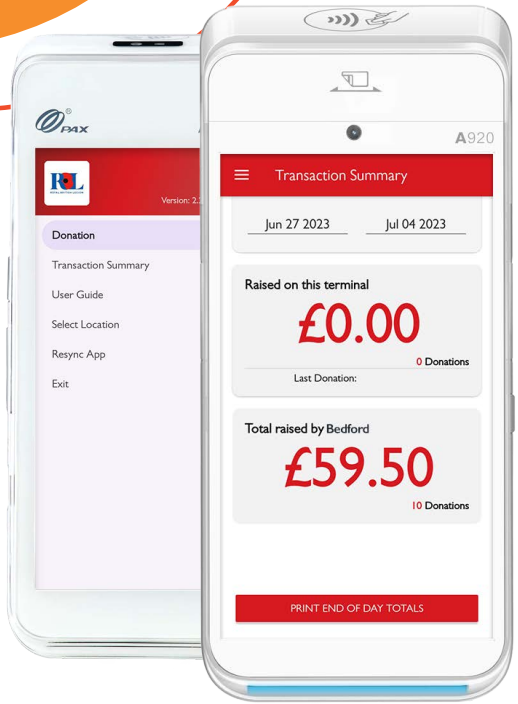
SELECT LOCATION:
Select from the list of available stores, street fundraising, house to house or other

RESYNC APP:
Resynchronise the app (only perform if requested)

EXIT:
Exit the app (only required to upload stored transactions)

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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.

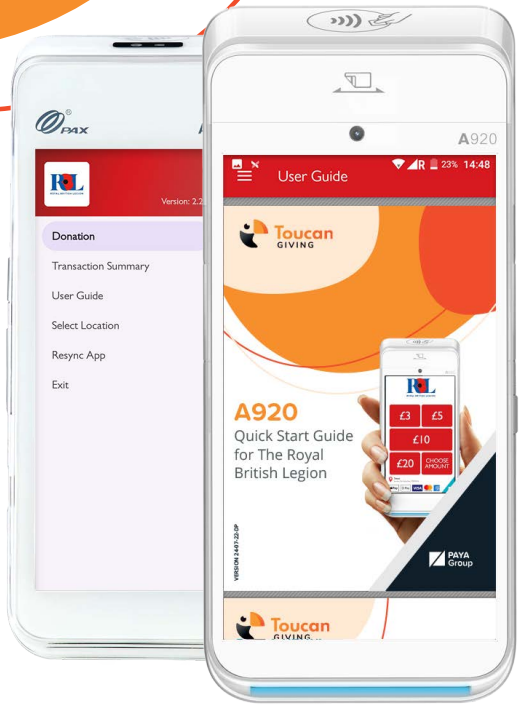
TRANSACTION SUMMARY is only available if the terminal is **ONLINE AND** can be **PRINTED** for your records.

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.

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User Guide

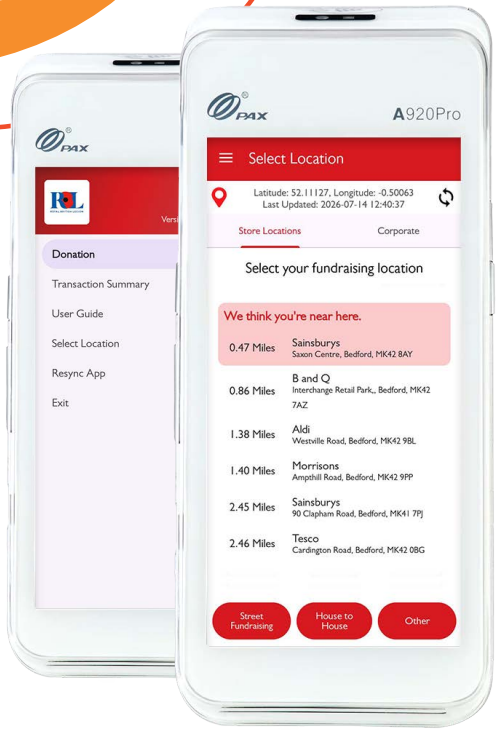
Select **USER GUIDE** from the **ADMIN MENU**.

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

FOR MORE INFORMATION

SCAN THE QR CODE

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Select Location

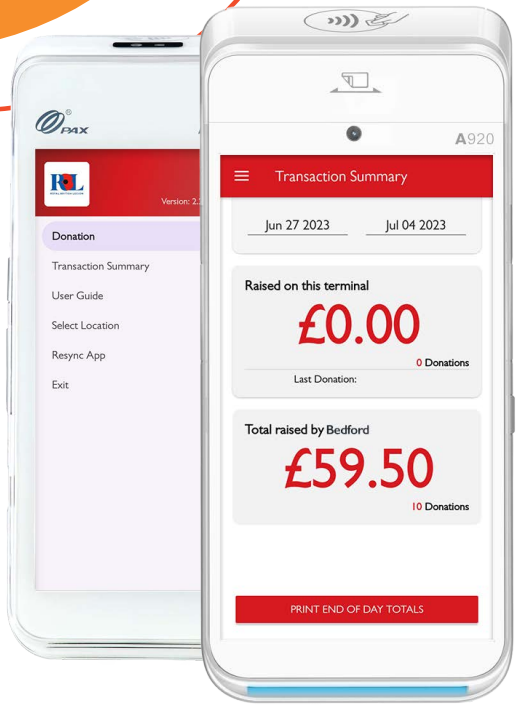
This screen is **DISPLAYED** when the **APP STARTS** as you will be **REQUIRED** to select your **LOCATION** everyday if you haven't done so already.

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**.

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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.

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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 PORT**[1] on the **LEFT SIDE** of the terminal. Plug into the mains power as normal.

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

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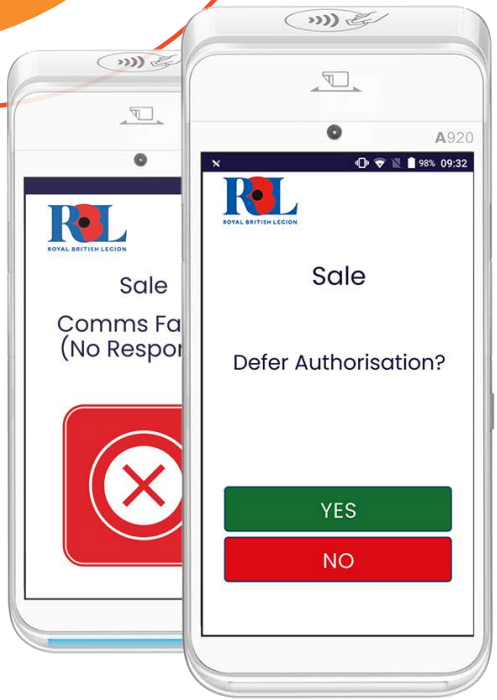
Screen

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 BUTTON**[1] to switch off the **SCREEN**. **TAP** again to restore the **SCREEN**.

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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.

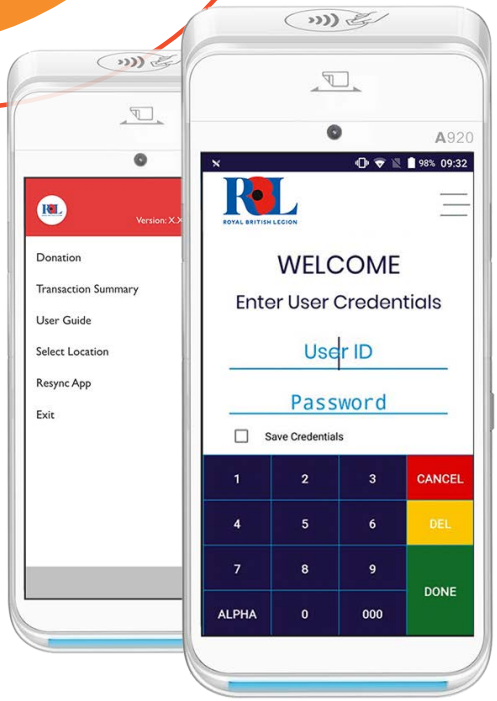
IMPORTANT!
On the first transaction you attempt after losing signal, you will see a **COMMS FAILURE** warning and will then be offered the option to **DEFER AUTHORISATION**.

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.

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Uploading Stored Transactions

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

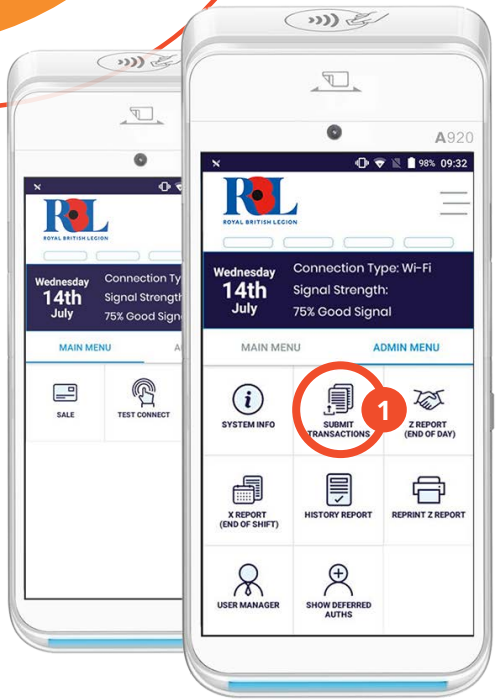
Select **EXIT** from the **ADMIN MENU.**

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

LOG IN USING:
Username: 1234
Password: 0000

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Uploading Stored Transactions

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

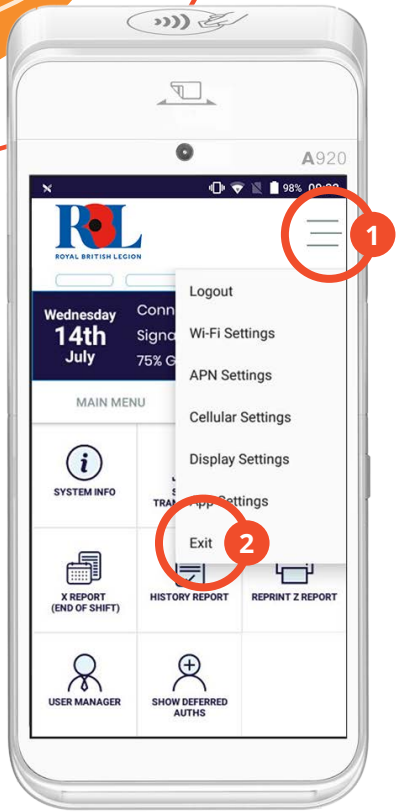
On the **PAYMENTS MENU**, tap the **ADMIN MENU** tab.

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.

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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.

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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 LEVER**[1] and **PULL** the entire lid assembly away from the terminal.

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

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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.

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Notes

Notes

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Troubleshooting

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

01604 978 104

Weekend support will also be available **8AM-6PM** on 24th, 25th and 31st October as well as 1st, 7th and 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

FOR MORE INFORMATION

SCAN THE QR CODE

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