

FOR THE MERCHANT

Accepting smart cards

A SAFER PURCHASE IN 6 EASY STEPS



Insert the smart card (chip first) into the chip reader.
The card must remain in the chip reader for the duration of the transaction.



If the card supports multiple applications, eg CREDIT, CHEQUE or SAVINGS, **ask customer to select the required one** when prompted by the NedLink device.



Select the type of transaction, eg SALE, and enter the total amount due.



Ask customer to **enter his or her PIN**.
No customer signature is required if the PIN is entered successfully.



Your NedLink device will **authorise the transaction** and issue a customer and merchant receipt.*



Remove and return the card and receipt to customer.



IF IN DOUBT, ASK YOUR SUPERVISOR FOR ASSISTANCE OR CALL THE
MERCHANT HELPDESK ON 0860 114 966.



* Please note: If customer enters his or her PIN incorrectly three times consecutively or has forgotten his or her PIN, advise customer to contact his or her bank. If the transaction declines or fails, follow current operating procedures. If required, refer to the trouble shooting tips section in the Quick Guide.

MAKE THINGS HAPPEN

NEDBANK

FOR THE CUSTOMER

Paying with smart cards

FOLLOW THESE EASY STEPS



1



Your smart card will be inserted into the chip reader, not swiped. It will remain in the NedLink device for the duration of the transaction.

2



If you have multiple applications on your smart card, eg CREDIT, CHEQUE or SAVINGS, **select the required one** when prompted by the cashier.

3



When you see the prompt, ENTER CLIENT PIN, **type in your PIN**. If you make a mistake, press CLEAR and enter your PIN again. No signature is required if your PIN is entered successfully.

DOs



- Shield the PIN pad so that no one can see you entering your PIN.
- If your card application is blocked, please contact your bank.
- If you have forgotten your PIN, please contact your bank.

DON'Ts



- Share your PIN with ANYONE!
- Write down your PIN!
- Let anyone enter your PIN on your behalf!

MAKE THINGS HAPPEN



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