South Wales Gliding Club

Taking Payments on the Zettle Terminal

The new Zettle Card Terminal is completely wireless and has a built in SIM card so that it can be used anywhere on the airfield. However, it should only be removed from the office if really necessary and should always be put back on charge at the end of the day.

The card reader can be removed from the printer dock (as seen in the image above) but must be attached to the printer if a paper receipt is required. The printer is also battery powered so can also be used at the launch point.

Taking Payments

1. The screen should "wake up" when you tap the screen. If this does not happen, there is a power button on the top of the device.
2. Swipe up and then enter the passcode 1013.
3. Press the white Zettle app icon at the bottom right of the screen.
4. The app should default to the manual "Amount" screen with a numeric pad to add the payment amount.
5. **IMPORTANT: Press "Add Description" and enter your name, or the name of the person's flying account that you are paying in to. Press the Tick in the bottom right. Failing to do this results in your payment not being added to your flying account!**
6. Enter payment amount then press "Charge".
7. You can now present a contactless card, or mobile phone using Apple or Google Pay to make payment. Alternatively, there is a card slot in the bottom of the device and a PIN will be requested.
8. Once payment has processed, you will be given 3 options to receive a receipt. These are all self-explanatory.
9. Payment is complete! Swipe up from the bottom of the screen to close the app.

Troubleshooting

The device doesn't wake up:

Hold the power button until "Zettle by PayPal" appears on the screen.

I can see a list of trial lessons instead of a keypad to enter a payment amount:

Press "Products" at the top of the screen which will open a menu and select "Amount".

I've opened the app and the completely wrong thing is on the screen…:

Open the main menu by pressing the 3 lines in the top left of the screen, then press "Sell".

I paid the wrong amount into my flying account, or charged a trial lesson too much:

Full or partial refunds are possible through the terminal but need to be completed by the Treasurer. Please contact the Treasurer.

Something else is wrong:

Put the card reader down and ask someone else/contact Adam.