

EMPLOYEE GUIDE

QUICK TIPS FOR USING THE MONERIS MOBILE 8200



1. FAMILIARIZE YOUR CUSTOMER WITH THE MOBILE 8200

This device will be new to many of your customers; therefore, it is very important to ensure that they're comfortable using it.

Take a few seconds to explain the following simple steps:

- Clerk enters bill amount and either swipes or inserts credit/debit card
- Clerk hands device to customer
- Clerk asks customer if they are comfortable with the device

IF YES

Clerk steps away to give the customer privacy

IF NO

Clerk helps customer, but then steps away to give them privacy

Staff members should always keep the Mobile 8200 within their view

- Customer "OK's" the bill amount
- Customer enters tip amount and then presses "OK"
- Customer "OK's" final amount (bill + tip)
If the card has a chip, customer follows additional prompts
- Customer sets device down and waits until clerk comes back

2. HELP CUSTOMERS WHO ARE UNCOMFORTABLE WITH THE MOBILE 8200

If you have explained the simple steps listed above, but your customer is still uncomfortable and does not want to use the device, there is a solution. Complete the transaction the way that they are used to by processing a pre-authorization. Provide your customer with the receipt to add their tip and signature and then process an advice to complete the transaction.

3. USE MULTIPLE 8200s TO SPEED UP YOUR CHECKOUT PROCESS

If you have a group of customers that would like to pay their bills at the same time, ask another clerk(s) to help you – together, with two or more devices, you can save time by checking out customers simultaneously.

4. USE THE MOBILE 8200 CARRYING HOLSTER

If you are sharing a Mobile 8200 device between 2 or more clerks, it is very useful if each of you wears a carrying holster. This allows you to easily share the device and to avoid having to leave it and pick it up from a central location.