



Terminal Sanitization Instructions

Moneris has been closely monitoring the developments around COVID-19 (Coronavirus) and the potential impact on Canada, Canadians and Canadian businesses. Our top priority is our employees, merchants and partners, and we have undertaken several actions to ensure their health and safety as well as the continued availability of our products and services, including our core processing services.

As part of this, device sanitation is critically important for merchants to protect themselves, their staff and their customers. We have therefore provided some guidance to help you to properly sanitize your payment terminal(s).

However, even as you try to ensure that your POS terminal(s) are clean, Moneris strongly encourages merchant to suggest contactless transactions, as this payment process minimizes actual contact with the terminal(s).

How to clean & disinfect your terminal

There are a few simple steps to clean and disinfect your terminal. These instructions should be followed to prevent the possibility of damage to your terminal.

Cleaning

The terminal should be turned off and disconnected from power prior to cleaning.

Terminals should only be cleaned using water and a microfiber cloth. Water should **not** be directly applied to the terminal. Apply water to the microfiber cloth so it is lightly damp and wipe down the terminal.

Never use solvents, detergents or abrasive cleaners.

Disinfecting

After cleaning the terminal with a slightly damp cloth, it can be disinfecting using a suitable disinfectant applied to a microfiber cloth. Do not apply alcohol or disinfectant directly to the device.