

Hi



Welcome to **Tyl**

Well this is Exciting.

First impressions say a lot, so we hope we won't disappoint.

We're excited to meet you and can't wait to take you through everything.

Firstly, we'd like to say thanks for choosing Tyl as your payment partner.

There's lots of clever stuff to talk about, but first, let's get to the main event - setting up your shiny new Clover card machine. So grab a cuppa and lets dive in.

Exploring your card machine

One of the best things about your new Clover card machine is all the smart apps that help you manage you day to day more efficiently.

Flip to the other side for a run down.



1

Use the Clover Quick Start Guide (which you'll find in the box) to set up your card machine.



2

Activate your card machine using the setup codes we emailed to you.

3

You will be asked to authorise apps as part of your device set up. This will authorise Clover to bill you for use of the SIM card (if applicable) as well as any additional paid apps you download in future from the Clover app marketplace. If the Wireless Manager app is not visible on your device, you may need to restart your device.

4

Explore your card machine. Simply use this guide or watch our online videos at youtube.com/tylbynatwest



5

Start taking card payments straight away!



6

Log in to the Tyl portal and add it as a bookmark.



In a week

Go to the Tyl portal to see your trading data. Or as soon as you start transacting.



Within 10 days

You'll receive an email with instructions to attest your PCI compliance.

What else?

Check out our online tutorials on YouTube



youtube.com/tylbynatwest

Visit our customer support centre



tylbynatwest.com/help-and-support

Want to chat?

Head to tylbynatwest.com/help-and-support to start an online chat with us.

Help & Support Hub

Need a bit of help getting set up or troubleshooting some problems, our comprehensive FAQs and videos can help: tylbynatwest.com/help-and-support

Configuring your settings



Wireless Manager ¹

Connect to WiFi and view or change your SIM card settings ²



Setup

Manage your receipts, orders, tips and tax settings

¹ Wireless Manager not applicable to Clover Wi-Fi Only devices
² Remember, your SIM card has a daily charge so only activate it when you need it

Setting up profiles for your employees



Employees

Create profiles for each of your employees and adjust permissions for what they can see and do

Taking quick payments and issuing refunds



Sale

Enter an amount and take multiple payment types



Refund

Refund a payment or an amount directly onto a card

Taking quick payments over the phone



Phone Sale

Enter an amount and take a payment over the phone ³

³ If you're registered to take telephone payments you'll need to install this app

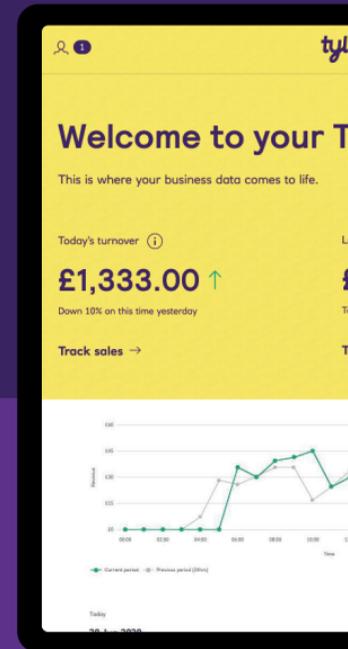
Introducing the Tyl portal

This is the really clever bit...

1. Track your sales and payments
2. See your smart business insights
3. View and download your invoices
4. Launch incentive programmes
5. Integrate with your accounting software

All for no extra cost

Log in at tylbynatwest.com
(use the email and password you set up when you joined us)



Tyl Giveback

At Tyl, every tap is more than a transaction

That's because for every card payment you take, we donate to charities and community projects around the country via our Giveback Community Fund, in partnership with Pennies.

Pennies!

Since Tyl's first day, we've been adding to the fund and sharing it amongst some incredible charities. What's more, as a Tyl customer you can nominate your favourite charity in the Tyl portal to maximise the benefit on your local community. Search "Tyl Giveback" to see who the Tyl family has helped.

*Pennies is a registered charity in England and Wales (charity no. 1122489)