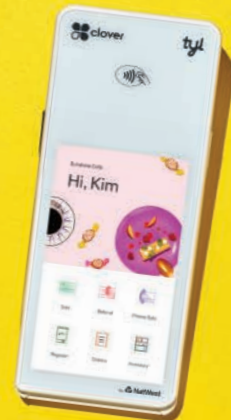


**tyl** Your payment partner

Hi



by  **NatWest**

# Welcome to Tyl.

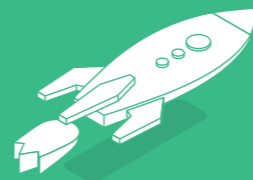
Well this is exciting.

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 let's dive in.



1

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



2

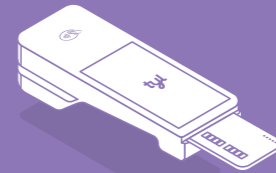
Activate your card machine using the setup codes we emailed to you.



Wireless Manager

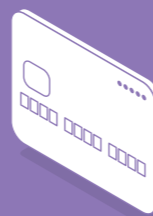
3

Connect to WiFi and configure your SIM card settings using the Wireless Manager app.



4

Explore your card machine. Simply use this guide or watch our online videos at [youtube.com/tylbynatwest](https://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.



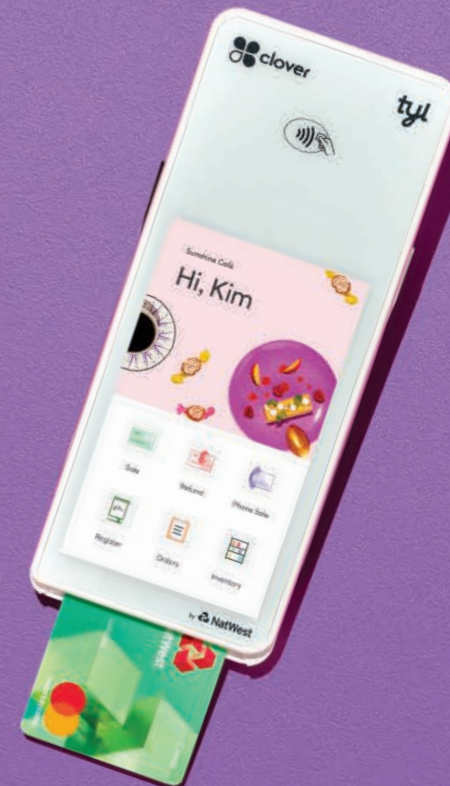
Within 10 days

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

# Exploring your card machine

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

Flip to the other side for the run down.



## Configuring your settings



**Wireless Manager**  
Connect to WiFi and view or change your SIM card settings <sup>1</sup>



**Setup**  
Manage your receipts, orders, tips and tax settings

<sup>1</sup>Remember, your SIM card has a daily charge so only activate it when you need it

## Setting up and taking payments from your inventory



**Inventory**  
Add items to your inventory so they appear in the Register app



**Register**  
Make sales direct from your inventory either in person or over the phone

## 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 <sup>2</sup>

<sup>2</sup>If you're registered to take telephone payments you'll need to install this app

## Viewing your transactions



**Transactions**  
View, search, reprint and refund transactions



**Reporting**  
View a snapshot of transaction activity including employee statistics

## Downloading new apps



**More Tools**  
Get even more from your Clover card machine with additional apps

# Introducing the Tyl portal

Now this is the really clever bit...

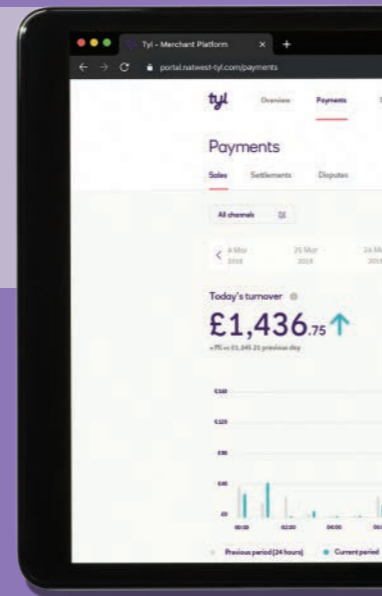
1. Track your sales and payments
2. See your smart business insights
3. View and download your invoices

All for no extra cost.

To log in to the Tyl portal head to [tylbynatwest.com](http://tylbynatwest.com) and click Log in.

Use the email address and password you set up when you joined.

You can also access your Clover Web Dashboard here by clicking on the 'Services' Tab.



# Give back

At Tyl, we want to help businesses and communities thrive.

That's why we committed to donating a portion of our profits to charity right from the very start, with the help of Pennies\*.

# Pennies!

We're happy to say that Give Back has been built right into how we operate at Tyl, so as we grow, we'll keep giving more and more.

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

# What else?

Check out our online tutorials on YouTube



Visit our customer support centre



[youtube.com/tylbynatwest](https://youtube.com/tylbynatwest)

[tylbynatwest.com/help-and-support](https://tylbynatwest.com/help-and-support)

## Want to chat?

Save our number in your phone or keep this card somewhere handy if you ever need to get in touch with us.

# 0345 901 0001

To make changes to your Tyl account, or to add products or services

**Monday - Friday**  
9am - 5pm  
(except on UK bank holidays)

For anything else

**Monday - Saturday**  
8am - midnight  
**Sunday**  
9am - 5pm