Hi

tyl by NatWest

Welcome to Tyl

Thanks for choosing us.

We can't wait to start helping your business thrive, so let's get cracking and get your shiny new PAX A80 up and running.

1

Plug in the power, and switch on.

2

Connect the included Ethernet cable, or you can connect to Wi-Fi in the "Settings" app.

3

Please refer to your email for more information about setup codes.

4

Open the payments app.

5

That's it.
Tap "Payment" to start making sales.

End of day 1

Go to the portal to see your sales data.

6

On your computer, log in to your portal, bookmark it and reset your password.

PCI

Click here

for instructions about PCI (card security) compliance.

What does it do?

Taking payments

Simply tap a payment card on the back of your device to take a contactless payment, or insert if Chip & PIN is required.

Cancellations

Easily cancel the last payment using your supervisor passcode.

Refunds

Refund payments directly onto a card using your supervisor passcode.

Email receipts

After taking a payment, enter the customer's email address to send them a receipt (if they want one).

Need more help?

You'll find step-by-step guidance on how to use your card machine within the user guide.

Introducing your 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.

All for no extra cost

Log in at:

tylbynatwest.com

(use the email and password you set up when you joined us)

Tyl Giveback

Helping good causes with every tap

At Tyl, giving back to the community is part of who we are and what we do. That's why we regularly donate a portion of our revenue to charities and community projects up and down the UK via our Giveback Community Fund. It's been part of what we do since the very beginning, and is an important part of what makes Tyl tick.

As a Tyl customer, you'll be invited to choose which of our six charities should receive the most support. Every three months, we'll tally the votes and work with Pennies* (our donation partner) to get the cash where it needs to go.

Pennies!

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

Chargebacks

In an ideal world, every interaction with customers would be perfect. But for some businesses, a chargeback request following a customer dispute can be one of those rare moments where things get a bit... sticky.

To help you navigate chargebacks, this guide explains what they are, how they work, and how you can protect your business against chargeback fraud.

Find out more

Help and 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

Want to chat?

To start an online chat with us head to:

tylbynatwest.com/help-and-support

or call on

0345 901 0001

Mon—Sat: 8am—12am
Sunday: 9am—5pm

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Tomorrow begins today