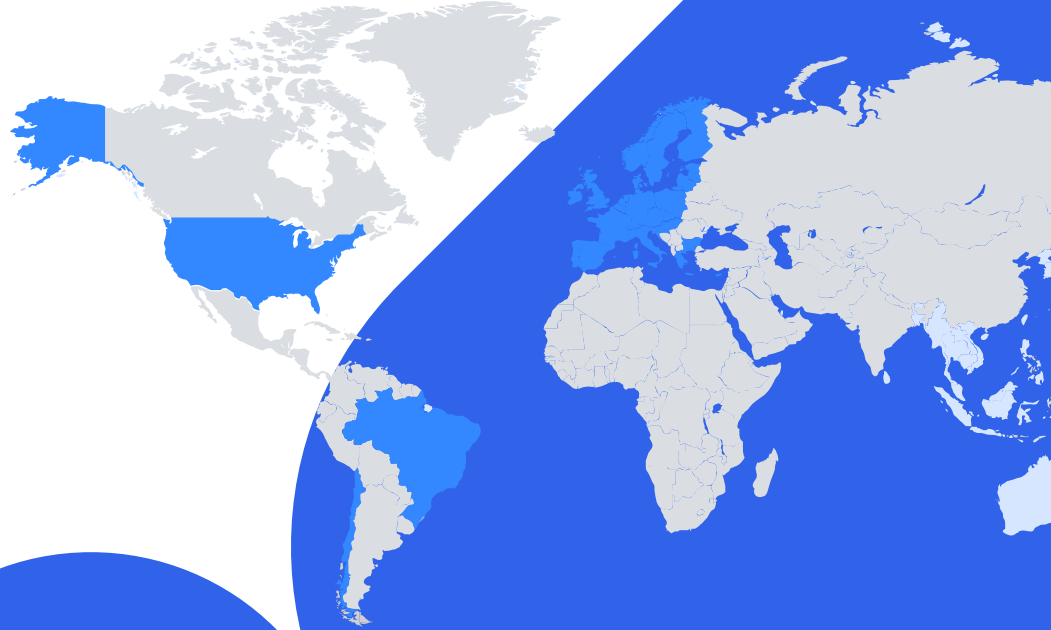# SumUp x Partio Implementation Guide.

Partnering with SumUp, September 2021

SumUp in Numbers

Empower local, go global.

- 34 countries served
- +3 million active merchants
- 4,000+ new businesses signed up daily
- 1,200+ partners trusting in SumUp
- 100% volume growth in the past 12 months
- 19 offices globally
- 2,600+ employees, 70 nationalities

Registering your SumUp Account.

Please follow the below instructions in order to create your SumUp account.

1. Go to www.sumup.fi/partio and select **'Get Started'**, then click on **'I already have a reader'.**

2. Proceed with **choosing your email address/ password** which would be your login details for your SumUp account, then confirm the necessary.

3. Next, please complete all required information by filling out the 'Business Information', 'Personal details', 'Bank details'.

Note: The bank details, i.e. the registered business bank account name should be in the name of the registered legal entity which essentially is the name of the SumUp Account.

Note: The SumUp account holder may be contacted to submit additional information if the one entered during registration was not enough for our system to verify the business entity. SumUp account holder will be informed on how to submit further documentation.

Parempi tapa vastaanottaa maksuja

Aloita nyt

3.20
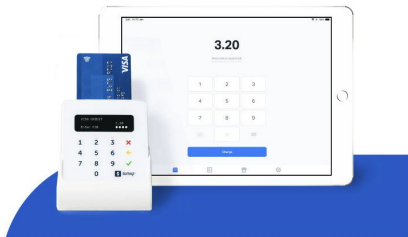
SumUp -tuotteet - tilaa omasi nyt

Air-kortinlukija

Tarjoushinta

14.⁹⁰€

~~29€~~

- Vastaanota korttimaksuja
- Ei kiinteitä kuluja
- Toimii älypuhelimesi tai tablettisi kanssa

Valitse

Air + Latausteline

39€

- Vastaanota korttimaksuja
- Varmista, että lukija pysyy ladattuna

Valitse

Solo ja latausasema

99€

- Kannettava, itsenäinen laite, joka toimii missä tahansa WiFi-yhteydellä tai maksuttomalla mobiilidatalla
- Tyylikäs ja helppokäyttöinen, täysin reagoiva kosketusnäyttö
- Mukana latausasema, joka toimii myös näyttötelineenä

Valitse

SumUp 3G -kortinlukija ja -tulostin

149€

- Vie työt mukanasi kaikkialle laitteesi kannettavuuden ja internetyhteyden ansiosta. Ei rasittavia kaapeleita.
- Tulosta kuitit myös liikkeellä ollessasi ja pidä lukijasi ladattuna koko ajan.
- Työtasoosi sopiva tyylikäs latausasema

Valitse

---

sumup Onko sinulla jo kortinlukija? Luo kirjautumistunnus   ➕ Suomi ⌄

SUMUP® Suomi ⌄

Alkuun pääset alle 5 minuutissa – aloita luomalla profiili.

Onko sinulla jo SumUp-profiili? Kirjaudu sisään

Sähköpostiosoite

mikko@esimerkkisivu.com

❌ Sähköposti vaaditaan

Salasana

Salasana

❌ Salasana vaaditaan

☐ Hyväksyn henkilökohtaisten tietojeni käytön siinä määrin kuin SumUpin palvelun käyttäminen sitä edellyttää ja on kuvattu Sopimusehdot ja Tietosuojakäytännöt.

☐ Haluan vastaanottaa SumUpilta uusimmat uutiset ja tarjoukset sekä muuta tähän liittyvää viestintää. (Valinnainen)

Luo profiili

Profiilin tiedot

Liiketoiminta
Sivu 1/3 ⌃

Tietoja tarvitaan yrityksesi oikeellisuuden varmistamiseen. Tiedot näkyvät maksutapahtumissa ja kuiteissa.

Mikä on yritysmuotosi?

Yksityinen elinkeinonharjoittaja	Muu yritysmuoto
esim. T:mi	esim. Ay, Ky, Oy, Oyj, jne.

Liiketoiminnan nimi

Yrityksen liiketoimintanimi

Miten luokittelisit liiketoimintasi?

Valitse liiketoiminnan tyyppi ⌄

Y-tunnus (Valinnainen)

0112038-9

ALV-numero (Valinnainen)

FI12345678

Yrityksesi puhelinnumero (matkapuhelin tai lankapuhelin)

+358 50 1234100 / +358 50 1234567

Internet-sivu: kotisivu, Facebook, Instagram, yritysluettelo, yritysrekisteri, Google Maps -sijainti jne.

http://www.esimerkkisivu.com

☐ Minulla ei ole Internet-sivua

TOIMIPAIKAN OSOITE

Osoite (Rivi 1)

Katuosoite

Osoite (Rivi 2) (Valinnainen)

Asunto, huoneisto, rakennus, rappu, kerros

Kaupunki

Kaupunki tai kunta

Postinumero

02150

Maa

+ Suomi

Et voi vaihtaa profiilisi maata. Jos haluat toimia toisessa maassa käyttäen paikallista pankkia, sinun on luotava uusi SumUp-profiili.

Tallenna ja jatka

Tip!

✓ Your business name is what is reflected on the
  clients' bank statement (dynamic descriptor).
  E.g. *Full Name: Max Mustermann Business
  Name: The Example Ltd. Bank Statement
  reads: Sumup * The Example Ltd*.

✓ An identifiable business name will highly reduce
  the client notifying their bank of a suspicious
  transaction if they were only to see 'Sumup * on
  their bank statement.

Download the SumUp App on your smartphone/tablet
Step 1

iOS Device

If an iPhone or iPad, please open the iOS App Store on your device and search for "SumUp". You will find our free app as the first result. Otherwise, please click <u>here</u> for the direct link to our app in the iOS Store. Now, select "Get".
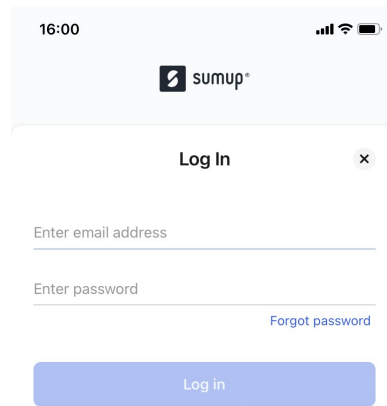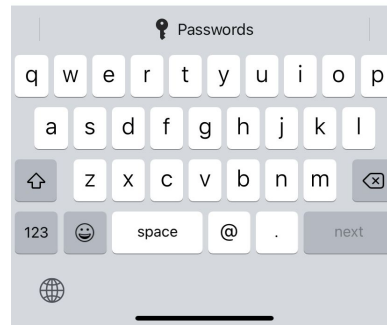
Android device

If an Android device, please open the Play Store on your device and search for "SumUp". You will find our free app as the first result. Otherwise please click <u>here</u> for the direct link to our app in the Play Store. Then, select "Install".

Login into the SumUp App
Step 2

Enter your email address and password created upon registration

# Pair your device to the SumUp Air Card Reader

In order to pair the card reader, please **'arm'** the SumUp Air first by choosing an amount, then click **'Add to cart'**, followed up by **'Charge'**. Proceed to 'Payment Methods' and select **'Card Reader'**. The app will begin scanning for card readers within range. Confirm the last three digits of the card reader and tap **'Connect'.** You have now paired the SumUp app to the SumUp 'Air' card reader.
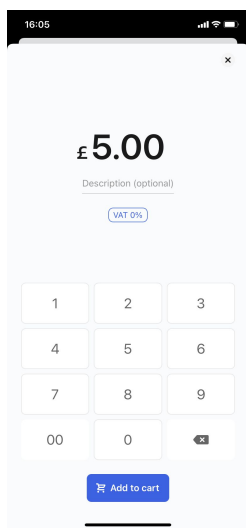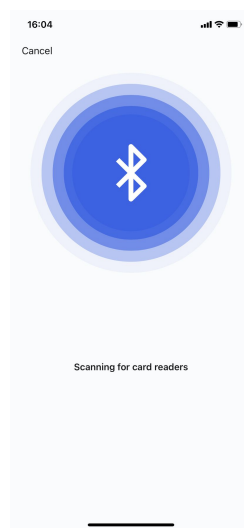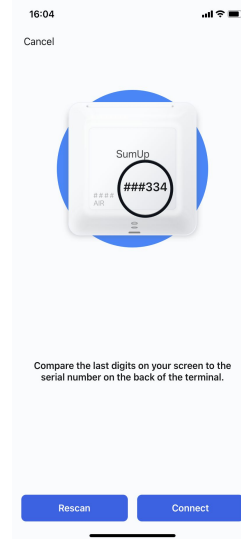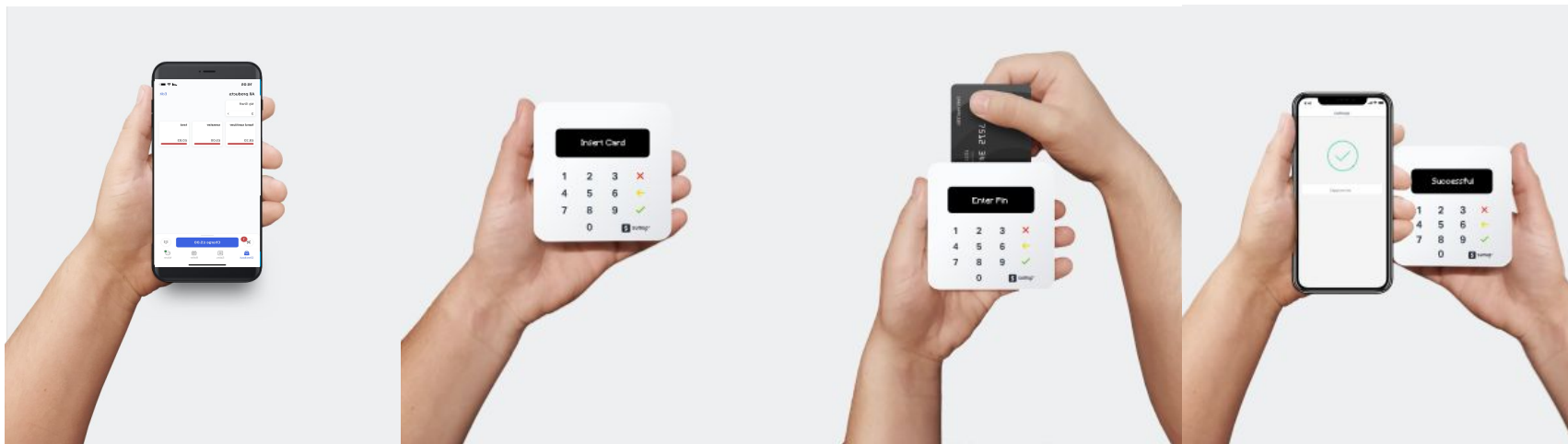
1
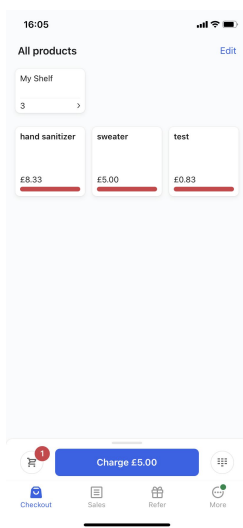
2
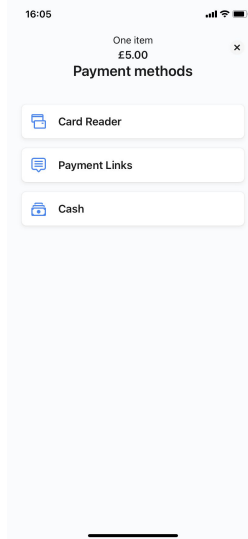
3

4

5

Taking payments with your SumUp Card Reader
Step 4

Enter the amount to be charged and then click **'Add to cart'**, followed up by **'Charge'**. The app will then scan for the card reader and prompt the cardholder to complete the payment by card insertion (pin & chip)/ contactless payment. More information on accepting card payments, [click here](#).

| 1 | 2 | 3 | 4 |

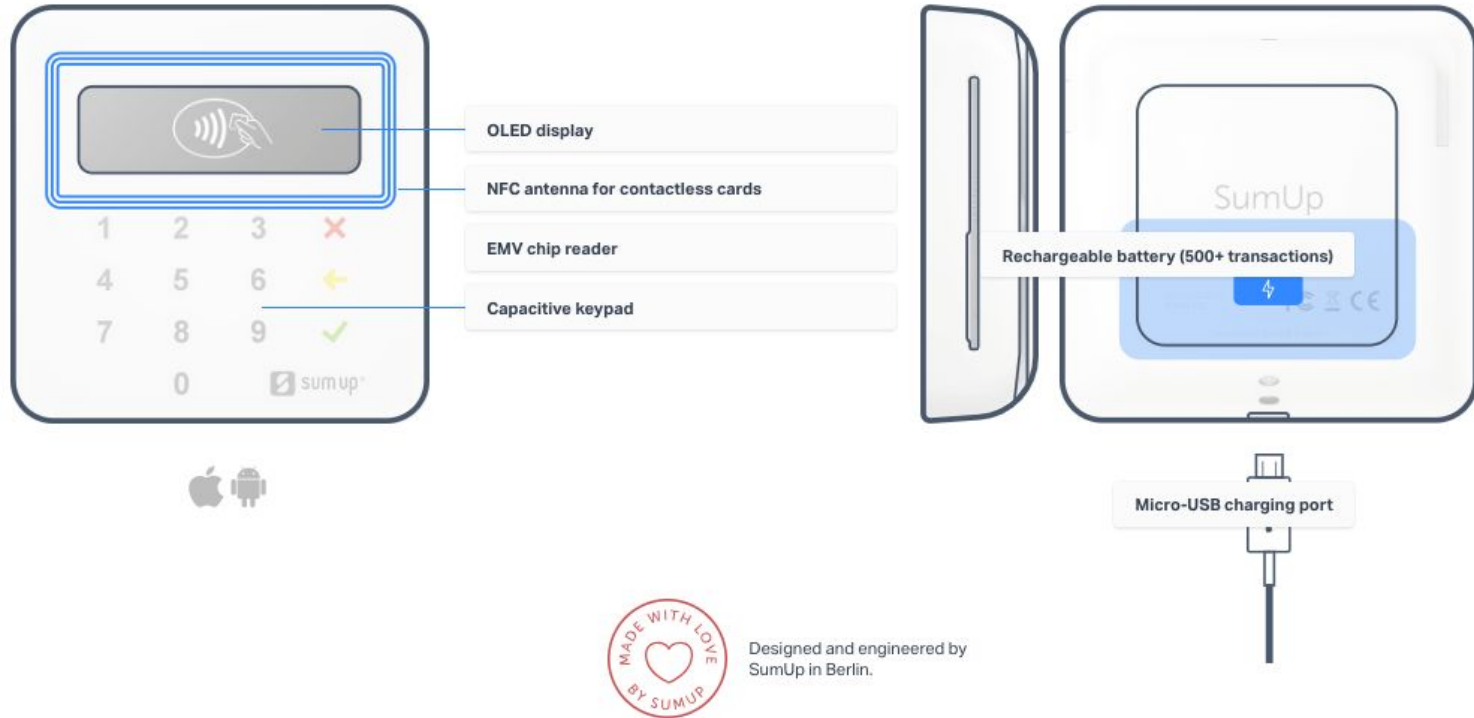# SumUp Air - General Usage

OLED display

NFC antenna for contactless cards

EMV chip reader

Capacitive keypad

Rechargeable battery (500+ transactions)

Micro-USB charging port

MADE WITH LOVE BY SUMUP

Designed and engineered by SumUp in Berlin.

SumUp Air - LED Signals

Your device has 4 blue lights at the bottom of your card reader, here's their function:

- As soon as you switch on the SumUp Air, one LED will blink to indicate 'power on'. It will continue to blink every 4 seconds to signal that the device is still on.

- The LEDs also flash when a connection between the card reader and a smartphone/tablet is established.

- If you're processing an NFC transaction, a single LED will blink. Once the card is tapped on the reader, all 4 LEDs will blink.

- The LEDs also signal the battery level of your reader. 4 LEDs indicate 100%, 3 indicate 75%, etc. If only one LED is blinking, it's time to charge your card reader.

Best Advice on handling the Card Reader

SumUp Air

1) We recommend only using your device at temperatures ranging between -10°C and +45°C. Your card reader can be affected outside of this range, so we suggest not leaving it in exposed places for long periods of time e.g. your car during summer or winter.

2) To protect your SumUp Air from manipulation or tampering, we have designed it with security sensors in place. Make sure you always handle it with care and avoid force or impact to prevent the automatic security lock being enabled. Once triggered, the device will be permanently locked.

Charging the SumUp Air

To ensure optimal processing speed, make sure your card reader is always at a charge of 25% and higher. We recommend charging it on a monthly basis, even if you don't use your SumUp Air regularly.

You can view your battery level on the screen of your reader and via the LED on the card reader (see 'LED signals' section for more information). Charge your card reader with the Micro USB cable included in the package by connecting it to a computer or power supply. Don't worry, you can still use your Air Card Reader while it is charging, and once it is at 100%, you can process up to 500 transactions before charging it again.

Connection - SumUp Air

Connection
Your card reader requires a Bluetooth connection of 4.0 or higher. The SumUp App uses the internet connection from your smartphone or tablet, however, the file size of the data transferred between your device and card reader is very small and should not greatly affect your data plan.

Sales Reports
In the "Sales" section on sumup.me, you can find a list of all transactions performed with SumUp with details such as date, time and transaction amount. If you need to resend a receipt to a customer, this is where to do it.

Settings - SumUp Air

Tipping   Set the default tipping rate for your reader.

Printing   Pair to a nearby printer.

Employees   Add employees to enable them to use your reader.

My products   Toggle on the switch to create your product inventory.

Taxes   Adjust tax rates for your products and services.

Support   Detect your card reader for pairing to your mobile, access or email our Support Centre.

SumUp Air - Others

Profile
Your Merchant ID can be found in the top left-hand corner of sumup.me.

You can find all of the other information relating to your SumUp profile below "Profile".

Standby vs. Power Off
Your SumUp Air will go into standby mode after some time without use. But don't worry, it will stay connected to your device. You can also power off your card reader by holding down the power button for around 3 seconds.

Issuing Refunds
Issue refunds with the SumUp App. Want to know more? Visit our Refund transactions article for more information.

Trouble Shooting

Follow these steps to reset the Bluetooth chip in your reader:

1. Turn off Bluetooth on your phone or tablet.
2. Close the SumUp App on your device.
3. Make sure your card reader is not charging.
4. Turn off your reader.
5. Now press and hold down the power button of your card reader until you see "Release for BT" on the display.
6. Release the power button once you hear a beep.

Now the Bluetooth chip in your card reader is reset. Please wait for a second beep before reconnecting the reader to your phone.

SumUp Air - How do I troubleshoot my card reader?
Step 2

Reconnect the SumUp Air to accept card payments again:

1. Enable the Bluetooth on your phone or tablet.
2. In the SumUp App, tap on "More" at the bottom right-hand corner of the screen, go to "Payment Methods" and tap on "SumUp Air".
3. Make sure that the last 3 digits that are shown on your screen match the last 3 digits of your card reader's serial number.
4. Confirm the pairing request on your smartphone or tablet by tapping "Connect". You might need to confirm the connection by tapping the green tick on your card reader.

People

Manage performance through data.

Dashboard

Team Management

Transaction History
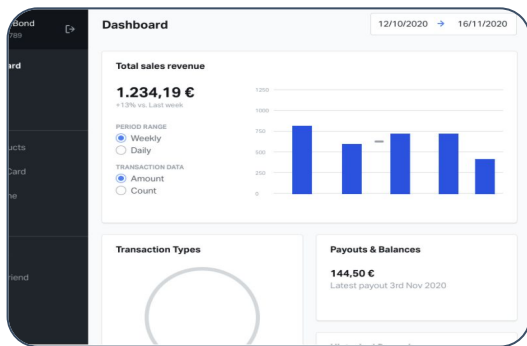
- Consolidated Dashboard view on Account Level
- Restricted views on Sub-Account level
- Daily payout reports

- Manage Sales Performance
- Restricted access level per team member
- Unlimited number of sub-accounts
- Consolidated Dashboard views & reportings

- Full transaction history
- Geolocation based payments
- Real-time Updates

sumup®

SumUp – A better way to get paid.

Frequently Asked Questions

How much data does a transaction take?

The amount of data required to process a transaction is very small (34kb).

Which card types do we accept?

Does the SumUp Air process contactless payments? (NFC/ApplePay/Google Wallet/PayPass)

Yes, you can accept payment by chip or NFC functionality.

I've been asked for a merchant ID when contacting support, where can I find this?

Your merchant ID is how we identify and can be found in the SumUp beneath the logout button, or in your Dashboard. Merchant ID's begin the letter M.

Merchants know complicated, here's simple.

5-minute sign-up process through www.sumup.fi/partio

Have questions? Get in touch with our Customer Support through the app or via me.sumup.com

Mon-Fri: 10 AM - 7 PM