

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.

Setting up your new Ingenico card machine won't take long because it's super straightforward, so without further ado, grab a cuppa and let's dive in.



1

We've emailed you three codes. Use the 'activation' code to activate your card machine.



2

Keep hold of your 'supervisor' and 'technician' codes, you'll need these later.



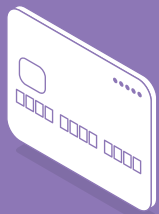
3

Set up your new card machine using the user guide you'll find in the box.



4

Learn more about getting started with the help of this handy guide.



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 does it do?



Taking Payments

Take multiple payment types, including over the phone (if you have this set up on your Tyl account).



Cancellations

Easily cancel payments using your supervisor passcode.



Connectivity Settings

To access things like WiFi, press this button on your keypad and enter your technician code to access the Technician menu.



Refunds

Refund payments directly onto a card using your supervisor passcode.



Printing Receipts

Automatically print receipts, or select to re-print the receipt from the previous transaction.

Printing an end of day receipt

We recommend you do your end of day reconciliation in the Tyl Portal, where you can see your past transactions, but if you want to print an end of day receipt just select 'End of Day' from the main menu and enter your supervisor code.

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

What else?

Check out our online tutorials on YouTube



Visit our customer support centre



youtube.com/tylbynatwest

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

Introducing the Tyl portal

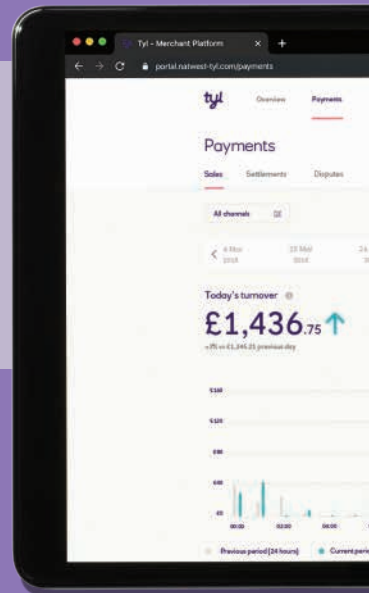
Now this is the really clever bit...

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 and click Log in.

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



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).

tyl Your payment partner

Hi



by **NatWest**