



## Q: WHAT IF WE NEED TO REPLACE OUR TERMINAL OR NEED AN ADDITIONAL ONE?

Pay Proudly will take care of you! All additional terminals and/or replacements are available for purchase via Pay Proudly. Contact us at 843-707-6110 to discuss options and rates.

## Q: WHAT IS A 'COM ERROR' ON MY TERMINAL?

Com Error indicates there is no internet connection. This is normally resolved by 'disable WIFI' in 'Utilities' on the terminal and enable. If not working, reset your modem and/or router- being sure to give it time to power up. If still not resolved, call your Internet Service Provider or Pay Proudly 843.70606110

## Q: WHAT IS A 'MID #'?

"MID" stands for Merchant ID. This is a unique number assigned to your businesses that enables you to accept and process electronic payments.

## Q: HOW CAN WE GET HELP AFTER-HOURS?

Pay Proudly Offices are open 8:30-6:00 Monday-Friday and can be reached at 843-707-6110. If it is a true emergency and you are not able to process credit cards after these hours please call your terminal support number or **text Pay Proudly 24 hour support at 843-707-6110**



## Q: WHERE DO WE GET PAPER FOR OUR TERMINAL, KITCHEN PRINTER OR CLOVER POS?

The best sources for paper are Amazon Online or Sam's Club locally.

Clover Main: 3 1/8"x 230'

Clover Mini & Flex: 2 1/4"x 55'

Dejavoo QD2/QD4: 2 1/4 x 50'

Star/Epson Kitchen Printers: 3"x 95'

## Q: I DON'T SEE THE MONEY IN OUR BANK ACCOUNT?

The funds for a daily batch will appear in your bank account within 1 or 2 business days, depending on the time of day you completed the batch settlement.

Weekend sales appear the following business days. No deposits are made on holidays or weekends

## Q: I RECEIVED A CHARGEBACK NOTICE, WHAT DO I DO?

If you receive a notice, time is of the essence. Respond to the notice as instructed being sure to provide all supporting documents. Should you have any questions, feel free to contact us at (843) 707-6110 "We got you!"