

# Point of Sale CREDIT CARD SWIPER

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### Point of Sale Credit Card Swiper

Users of Neon One's giving platform can set up a credit card swiper to enhance its existing credit card check out process.

For example, you could purchase three swipers and set up connected terminals for donations at your location.

Donors would type in their gift amount and other information as usual, but swipe their card instead of typing in the credit card number. It increases the speed and accuracy of data entry for processing credit card payments. It also increases security by immediately encrypting the credit card number and hiding it from view.

### REQUIREMENTS

You must have all of the following elements in order to use the Point of Sale credit card swiper:

- A compatible operating system: Windows 7/8/10 or MacOS 10.x +
- A recent version of a compatible browser: Chrome, Firefox, Edge, or Safari
- 1 USB Port. The card reader requires a standard connection USB port to connect to your computer.
- The MSR90 Card Reader. Other USB card readers, such as those available from MagTek may be compatible, but they are untested. This type of device has been tested, though not every available model of this type. Please test the specific model you choose soon after purchase to ensure compatibility.

## MOBILE DEVICES AND OTHER CARD READERS

This functionality is not designed to work with any mobile phone or tablet device. Mobile card swipers, such as PayPal Here or Square payments are not supported. Due to limitations imposed by the companies that provide these services, we are unable to work with this hardware.

Credit card terminals, such as those provided by your credit card processor, are not compatible. Please use the recommended MSR90 Card Reader.

## INSTALLATION

## Windows 7/8/10

1. Plug the device into an open, working USB port.
2. Verify the green light on the card swiper is lit.
3. Your computer will automatically detect and install the device, and will notify you when it's ready for use
4. Open a text editing program such as Notepad or Microsoft Word.
5. Swipe a credit card through the reader to verify that the device is working. You will see a line of text that looks similar to this:

**%B4111111111111111^LASTNAME/FIRSTNAME ^1608101010101111010107000000?;41111111**

## MacOS

1. Plug the device into an open, working USB port.
2. Verify the green light on the card swiper is lit.
3. Your computer will recognize the device as a keyboard, and launch the keyboard setup assistant. This is correct, as the card reader device is technically a keyboard. Click Continue.
4. When your computer asks you to press a key, please swipe a credit card through the reader. At this point, your computer may make a rude noise. If this happens, please remain calm and proceed to the next step.
5. When presented with the Select the Keyboard Type page, select ANSI (United States and others). Click Done. The card swiper should now be functional.
6. Open a text editing program such as TextEdit or Microsoft Word.
7. Swipe a credit card through the reader to verify that the device is working. You will see a line of text that looks similar to this:

%B4111111111111111^LASTNAME/FIRSTNAME^16081010101010111110107000000?;4111111111

## DIRECTIONS FOR USE

### Follow the steps below for Point of Sale

1. Open the Point of Sale link to load your own custom donation flow. This link can be found on the administrative view of your nonprofit profile page, and is unique to your organization.
2. On the payment page, click the blue 'Swipe' button to activate the card swiper, and follow the prompts to swipe the donor's credit card.

3. The card swiper will automatically read the donor's credit card number and expiration date. The card's CVV code must be manually entered.
4. Manually enter the donor's first name, last name and email address to ensure an donation receipt can be emailed to the donor.
5. On the confirmation screen, click the 'Donate Again' button to begin a new transaction.

## **TROUBLESHOOTING**

- If you are getting an error referring to "checksum", you may have purchased an unsupported swiper, or one that has not had the firmware updated to pass the checksum field, which is required by our system. Otherwise, you may need to contact the swiper manufacturer for additional assistance in reprogramming the swiper.
- If you are swiping a donor's credit card, but nothing is happening, make sure you are first clicking the blue 'Swipe' button on the field labeled "Card Number". You must click the 'Swipe' button to activate the credit card swiper.

## **FREQUENTLY ASKED QUESTIONS**

### **Q. Where can I find my organization's unique point of sale link?**

Log in to your nonprofit profile. Click "My Profile" in the header to go to your profile. There is a Point of Sale section on the profile form that provides your unique link.

### **Q. What is a USB Card Swiper?**

When we talk about a credit card swiper, we are specifically talking about a small device that plugs directly into the USB port on the computer you are using, that has a slot through which you slide a credit card. We are not talking about a credit card terminal that has keys, a printer, or mobile compatible devices like Square. Those are not compatible with the Neon Giving Days Point of Sale functionality.

### **Q. Why is the card reader inputting garbled information?**

This is usually a symptom of an old, damaged, or demagnetized credit card. In this case, try to read the card again or enter the information manually.

### **Q. Why isn't the CVV number or card holder's name entered automatically?**

This information is not stored on the card's magnetic strip. You must enter the number manually.