



# Digital Marketplace G-Cloud 15

## Service Definition Document

Merchant Payment  
Terminal Hire

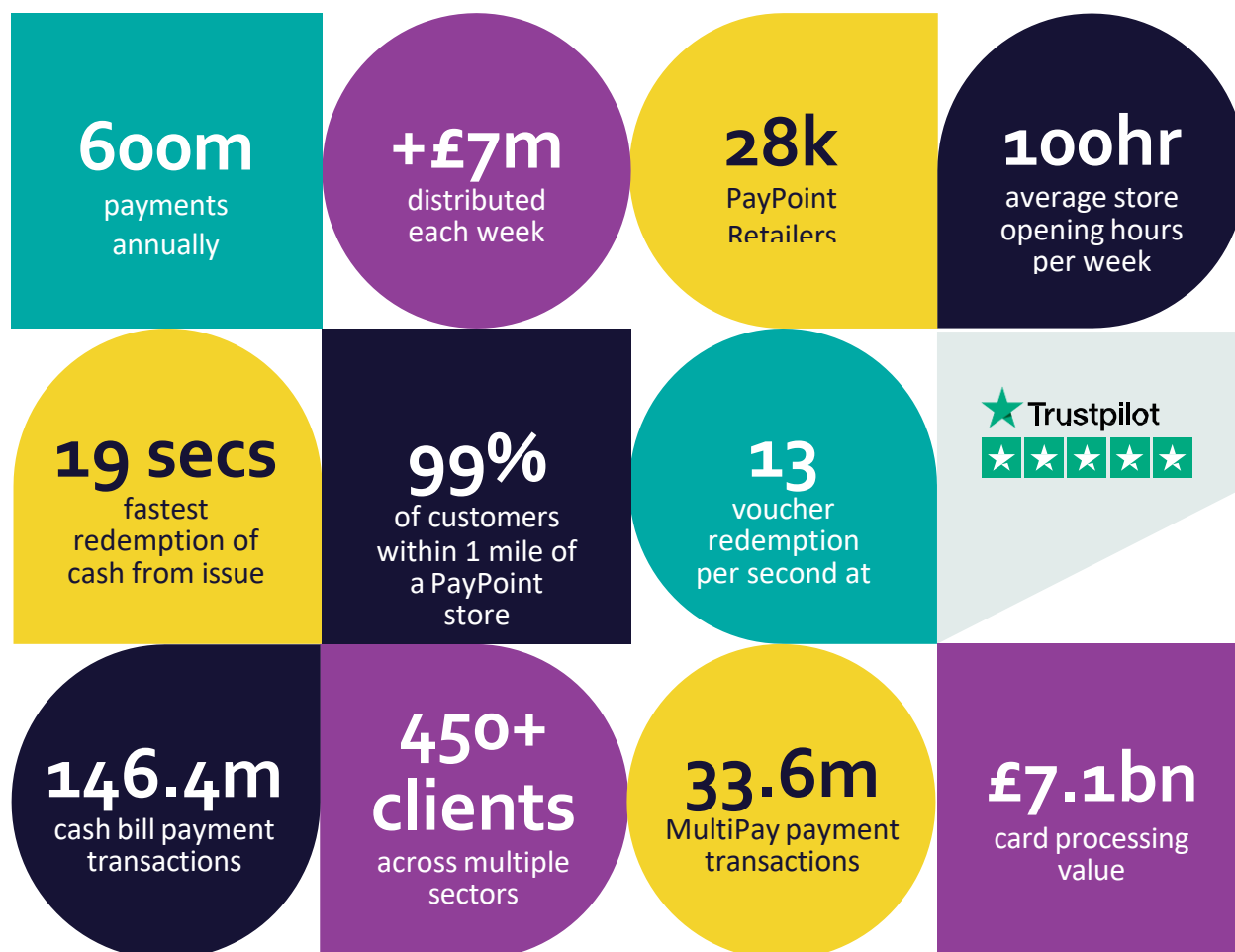
# A little about PayPoint

For over 25 years, the PayPoint Group has enabled payments and commerce for the public and private sectors, connecting millions of consumers online and offline with over 60,000 retailer partners and SME locations.

We have continued our diversification to digital payments, helping organisations seamlessly and effectively serve their customers. Our market-leading omnichannel solution – MultiPay – is an integrated solution offering a full suite of integrated payments across cash, Direct Debit, cards, Open Banking and support tools.

Over 450 clients in central and local government, energy, utilities, and banking trust us to deliver more than 600 million payments a year for their customers, all certified to the highest security standards of ISO27001 and for cards PCI-DSS.

As the demand for secure, convenient payment solutions grows, we remain at the forefront of the industry. We're constantly evolving, innovating and adapting to meet the needs of clients and customers, today and tomorrow. Through our extensive retail network, industry partners, and cutting-edge technology, we're perfectly positioned to continue leading the way in the bill payment industry.



Crown  
Commercial  
Service  
Supplier

Source: PayPoint internal figures

#### PAYMENT AWARDS 2022

Social Inclusion Project of the Year  
**WINNER:** PayPoint & ClearBank

#### THE CARD & PAYMENTS AWARDS 2023

Social Inclusion in Financial Services Awards  
**WINNER:** PayPoint & ClearBank

#### FSTECH AWARDS 2023

Financial Inclusion Award  
**WINNER:** PayPoint & ClearBank

#### OPEN BANKING EXPO AWARDS 2025

Best Sector Initiative  
**WINNER:** PayPoint & OVO

# Merchant payment terminal hire

Merchant Rentals, a PayPoint company, offer a range of payment terminal finance solutions, giving you access to point of sale equipment without the financial burden of an outright purchase. We offer a range of secure payment services suiting all business needs, including countertop and mobile card machines equipped with the latest contactless technology.

Terminal information:

| Manufacturer | Terminal Support                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Functionality And Features                                                                                                                                                                                                                                                                                                                                                 | Saturn S1F4K                                                                         | Saturn S1F4 Max                                                                      | Saturn S1Mini 2                                                                       |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Castles      | <p>Technical Helpdesk Support is available 24/7, 365 days<br/>Contact telephone numbers vary on acquirer</p> <p>Replacement Terminal Warranty on technical faults<br/>If a helpdesk call is diagnosed before 4pm, a replacement terminal is shipped for next working day delivery with an optional Saturday delivery, if the delivery site is open to record delivery</p> <p>Warranty also includes replacement parts on faulty batteries and cables</p>                         | <p>Manufacturer terminals and functionality, and certain Card Schemes are all 'Subject to acquirer / availability and or Certification.</p> <p>Functionality - Sale, Refund, Reversal, Card No Present, Pre-Auth, DCC, Gratuity, Payment with Reference, Server ID, Beep on decline</p> <p>Transactions – Contactless, Apple Pay, Android Pay, Chip and Pin, Magstripe</p> |    |   |    |
|              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                            | V3M2                                                                                 | V3CT3                                                                                | V3CT3 & Pin Pad                                                                       |
|              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                            |   |  |   |
| Ingenico     | <p>Technical Helpdesk Support is available 7 days per week (excluding Christmas Day)<br/>Contact telephone numbers vary on acquirer</p> <p>Replacement Terminal Warranty on technical faults<br/>If a helpdesk call is diagnosed before 4pm, a replacement terminal is shipped for next working day delivery</p> <p>Warranty excludes terminal damage and loss</p> <p>Warranty also includes replacement parts on faulty batteries and cables for the first 3 months of hire</p> | <p>Card Schemes – VISA, Mastercard, American Express, Diners &amp; Discover, Union Pay International, Japan Credit Bureau</p> <p>Android – Terminals can host third party applications, subject to development</p>                                                                                                                                                         | Move 5000                                                                            |                                                                                      | Desk 5000                                                                             |
|              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                      |  |

| Manufacturer | Model          | Type       | Terminal Parts                                     | Connection (Comms) | Comms Radius            | Comms Description                                                                      |
|--------------|----------------|------------|----------------------------------------------------|--------------------|-------------------------|----------------------------------------------------------------------------------------|
| Castles      | Saturn S1F4    | Portable   | Terminal, base, charger, SIM                       | Wi-Fi, 4G          | Wi-Fi, 02, EE, Vodafone | Connect to customers router, GPRS connection if Wi-Fi fails. Base is for charging only |
|              | Saturn S1F4K   | Portable   | Terminal, base, charger, SIM                       | Wi-Fi, 4G          | Wi-Fi, 02, EE, Vodafone | Connect to customers router, GPRS connection if Wi-Fi fails. Base is for charging only |
|              | V3M2 WIFI      | Mobile     | Terminal, Charger base                             | Wi-Fi              | Wi-Fi                   | Connects to the customers router, router                                               |
|              | V3CT3          | Countertop | Terminal, charger<br>Optional pin pad is available | IP                 | n/a                     | Plugs into customers router                                                            |
|              | Saturn S1Mini2 | Portable   | Terminal, charger, SIM                             | Wi-Fi, 4G          | Wi-Fi, 02, EE, Vodafone | Connects to the customers router, GPRS connection if Wi-Fi fails.                      |
| Ingenico     | Move 5000      | Portable   | Terminal, base, charger, SIM                       | 4G                 | 02, EE, Vodafone        | GPRS Roaming. Base is for charging only                                                |
|              | Desk 5000      | Countertop | Terminal, charger                                  | IP                 | n/a                     | Plugs into customers router                                                            |