

# CommBank Smart Terminal

## Accessibility mode: processing a payment via contactless payment.

CommBank Smart terminal – Accessibility mode: processing a payment via contactless payment.

This video explains how accessibility mode can be used to process a payment via tapping a physical card or a digital wallet to the screen.

There are 3 ways to activate accessibility mode. This video will demonstrate how to activate accessibility mode via double tapping the screen – please view other videos for a detailed explanation on additional methods to enable accessibility mode, how to process a payment using swipe or insert function and how to enter a PIN.

As the merchant, present the payment screen to the customer. To activate accessibility mode, double tap the touchscreen.

This will activate audio to state the amount to pay.

“Total amount is fifteen dollars, zero cents. Please present your card. Insert at the top. Swipe below. Or tap the card on the screen.”

To process the payment via contactless payment, simply ask the customer to hold the card to the top of the terminal. If the payment is accepted, you will hear this noise,

(BEEP) “Authorising. Please wait.” and a green tick will appear on the screen. (DING) “Payment complete.”

If the payment fails or is declined, you will hear this noise (BEEP. BEEP) and a red cross will appear on the screen.

The terminal may prompt a PIN entry, please watch our video on “Using tactile indicators to enter a PIN” for a detailed explanation.

If the customer wishes to obtain a copy of the receipt, they have the option of either obtaining a tangible copy or an email version. To print out a receipt, simply select “Print”.