

# 5 Ways for Safer Transacting



Handpoint\*

It is always important to have a clean workplace, and now it is particularly essential in order to reduce the risk of accidental transmission of COVID-19. This includes keeping your card payment solution as clean as possible to protect your employees, your customers and yourself.

Here are five things merchants can do to create a safer and cleaner checkout experience:

- 1. Prompt the consumer to pay by contactless**

If you have contactless payment acceptance on your terminal, you can ask your customer if they would like to pay with a contactless card or with a mobile wallet such as Apple Pay. With contactless payments, the customer only needs to tap to pay without touching your terminal.

- 2. Let your customers handle their cards**

If your customer chooses to pay with a card, avoid taking hold of their card to take the payment. Instead, present the card reader to the customer who can then insert, tap, or swipe their own card. Once again, this prevents the merchant and customer from having to handle the same items during a transaction.

**3. Clean your card reader**

Keeping your card reader clean is easy and can reduce the risk of spreading viruses. Handpoint card readers can be cleaned by using a soft, microfibre cloth with isopropyl alcohol (max 70%). Turn off the card reader, unplug any cables, and gently wipe over the terminal, avoiding any openings. Make sure you don't excessively wipe or use cleaning sprays, soap or bleach.

**4. Provide digital receipts**

If your POS software includes the technology to send digital receipts, you could ask your customer if they would be happy to receive an e-receipt, so you needn't both handle paper receipts. To further avoid contact, you could ask the customer to say their contact details out loud so only you and your employees need to touch the keypad to enter this information for sending the e-receipt.

**5. Wash your hands**

A vital step to avoid catching or spreading the virus is to thoroughly wash your hands more often with soap and water, or to use hand sanitizers when washing with soap and water is not an option. You may wish to have this nearby to access frequently during your business hours.

We hope you find this advice a small help during these unprecedented times. Whatever the status of your business at this time, we hope you are well and kept safe.