

YOUR GUIDE TO WELCOMING AMERICAN EXPRESS® CARDS ON CASTLES (SPIRE) S1F2 MODEL TERMINALS

All you have to do is check your terminal is as ready as you are.

This guide will help you start **welcoming new customers** as soon as possible.



Castles
S1F2 Models

If at any point you need extra assistance, give us a call on **0800 032 7216, select option 2** and we can guide you through the set-up process.

For information on screen messages go to <https://www.spirepaymentssupport.com/screenmessages>

STEP 1: DOWNLOAD



- During their daily reboot, all terminals will download an update.
- If you want to do this download ahead of time, please reboot the terminal, and if an update is available, it will be downloaded automatically.
- If you have any problems with the download not working, please contact Castles technical support.

STEP 2: LOGON



- From **“ENTER AMOUNT”** click on the **“LEFT ARROW”** on the top left of the screen.
- Select **MENU**.
- Select **SETTINGS**.
- Select **ACQ DELETE**.
- Select **AMEX**.
- Terminal to display: **“LOGON?”** Select **“OK”**.
- Once the message: **“TRANSACTION ONLINE APPROVED”** is displayed the terminal is ready to accept transactions again.

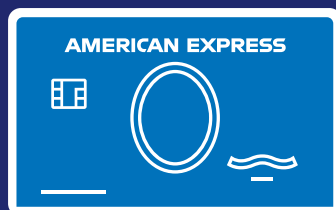
STEP 3: TEST PAYMENT



- Enter amount.
- Click **MANUAL**.
- Amex dummy Card number = **37 999 999 999 999 4**.
- Expiry Date **12/23**. Expiry date will always be the current year.
- Once displayed **“Is customer present”** Select **YES**.
- If terminal asks for a security code, input **0000**.
- If asked for address details, use the building number for **1 John Street** and the numbers within post code **BN88 1YR**.
- Terminal will display **“Test Complete” / “Init Complete”, Not Authorised**.

This is your American Express Test Card

Card No - 37 999 999 999 999 4
Expiry Date - 12/calendar year*
Please keep these details safe.



TEST TRANSACTION AMOUNTS:

Barclays (BARC)	£850.01
WorldPay/Cardsave/Handepay (SMS)	£900.01
LTSB/Cardnet/FDGL (LTSB)	£955.01
Clover/Payment Sense/Merchant Rentals (FDMS/HBOS)	£470.01
Allied Irish (AIB)	£440.01
Rapyd (Valitor/Chip&Pin)	£325.01
TakePayments	£505.01
Pax	£200.01



Your terminal is now set up and ready to accept American Express Cards.



RECONCILIATION

1. From “**ENTER AMOUNT**” click on the “**LEFT ARROW**” on the top left of the screen.
2. Select **OTHER**.
3. Select **BATCH**.
4. Select **SETTLE**.
5. Enter password (**0000**) unless changed.
6. Select **AMEX**.

If you have been unable to activate using our set-up guide, please contact your terminal provider for assistance.

If you experience non set-up related problems, view our [Common Errors and Issues guide](#).



DON'T do business WITHOUT IT™

*Please use the calendar year of your test transaction.

We're here to help Monday to Friday, 8am to 6pm, and Saturday and Bank Holidays (excluding Christmas Day and New Year's Day), 9am to 5pm. Please have your Merchant Account details to hand and be prepared to answer some security questions before we can discuss your Account. Because we want to make sure we're doing a good job, we may monitor or record our calls. American Express Payment Services Limited. Registered Office: Belgrave House, 76 Buckingham Palace Road, London SW1W 9AX, United Kingdom. Registered in England and Wales with Company Number 06301718. American Express Payment Services Limited is authorised in the United Kingdom by the Financial Conduct Authority under the Payment Services Regulations 2017 with Reference Number 484347 for the provision of payment services.