

IPOS TERMINALS: HOW TO SET UP

WHAT IS AN IPOS TERMINAL?

A physical machine, app, or device that connects to a till, computer, or laptop. It uses software to connect to a payment gateway to authorise payments directly from an American Express Card.

WHAT IS A VIRTUAL TERMINAL?

A Virtual Terminal service enables you to accept American Express payments from customers online.

WHAT IS A MOTO PAYMENT?

Mail Order Telephone Order (MOTO) payments allow you to operate remotely and process American Express Cards payment via phone, or email requests.

If you have an IPOS (Integrated Point of Sale) terminal, American Express is unable to finalise the set up of your terminal. You will need to contact your terminal provider to enable your terminal to accept American Express.

Please contact your terminal providers at your earliest convenience to ensure you can welcome American Express® Cards. We have included a list below of the most common IPOS providers and their contact numbers.



Ingenico Move3500



Ingenico Move5000



Barclays Anywhere



Clover TYL



Clover Flex

TERMINAL PROVIDER	TERMINAL BRANDS	UK SUPPORT NUMBERS
Barclays*	Ingenico	Barclays Global Help Desk 08448 116 666 / Barclaycard Card Machine Help 08448 222 011
Elavon	Poynt/Ingenico	Elavon Customer Centre 0345 850 0195
EVO Payments UK	-	EVO Payments UK 0800 085 3870
First Data/FDMS	Ingenico/Clover	First Data Support 0345 606 5055
HSBC/Global Payment	Ingenico/Miura	Global Payments Help Centre 0345 702 3344
Lloyds	Clover	Lloyds Merchant Services 01268 567 100
Natwest Tyl	Clover/Ingenico	Natwest Tyl Card Machine Settings 0330 162 8383
PaymentSense	Ingenico/Spire	Paymentsense Help Centre 0800 103 2959
PayZone	Ingenico	Payzone Card Payment Services 01606 566 600
Worldpay	Ingenico	Worldpay Product Help Centre 0345 761 62 63



DON'T do business WITHOUT IT™

*Please note that Barclays Anywhere IPOS currently cannot accept American Express. 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.