

Wells Fargo Merchant Services

# Getting started

Simple steps to get your payment processing equipment up and running

## 1. Locate the following:

- a. Terminal, power cord, telephone or Ethernet cable, and roll paper.
- b. The Guide to Processing Card Payments. This guide is available at [wellsfargo.com/merchantguide](https://wellsfargo.com/merchantguide) and includes information about fraud prevention, card payment reporting tools, and much more.
- c. Your checking/savings account number used for settlement, business address, email address, phone and fax number.
- d. Any accessories like PIN pads, USB cables, and/or contactless readers.

## 2. Make sure the terminal and PIN pad are turned off for the next two steps

## 3. Connect PIN pad if accepting debit cards

Make sure terminal power is off while connecting PIN pad to terminal. Connect the USB cable of the PIN pad device to the terminal. Load roll paper in terminal.

Contact the Wells Fargo Activation Group before plugging in this PIN pad or any other customer-owned equipment.

## 4. Connect terminal to a data source

- a. If the terminal supports an internet connection, connect the ethernet cable to your router, or
- b. If the terminal supports a dial phone connection, connect the telephone cable to a telephone jack, or
- c. For a wireless terminal, connect via wi-fi to your wireless network; you won't need a phone line or ethernet cable connection.

## 5. Connect terminal power cord to power source and turn on

Plug in to a grounded outlet. If you have a wireless terminal, you should connect to a power source periodically to charge the battery.

## 6. Locate the merchant and terminal identification numbers

The white sticker is affixed to the bottom of the terminal.

## 7. Call for step by step training

Call the Wells Fargo Activation Group to receive step by step training so you can begin processing payments immediately. Please have your merchant ID available. Training can take as little as 15 minutes depending on your set-up needs.

Wells Fargo Activation Group

**1-800-939-6703**

Monday – Friday 9:00 a.m. – 9:00 p.m. Eastern Time