Hi

tyl by NatWest

Welcome to Tyl

Well, this is exciting.

First impressions say a lot, so we hope we won't disappoint.

Thanks for choosing Tyl by NatWest. Let's dive straight into getting your Clover device set up, so you can start taking payments.

Exploring your card machine

One of the best things about your new Clover card machine, is all the smart apps that help you manage your day-to-day more efficiently

1

Use the Clover Quick Start Guide (which you'll find in the box) to set up your card machine.

2

To activate your machine, please refer to your email for more information about set up codes.

3

You will be asked to authorise apps as part of your device set up. This will authorise Clover to bill you for use of the SIM card as well as any additional paid apps you download in future from the Clover app marketplace. If the Wireless Manager app is not visible on your device, you many need to restart your device.

4

Explore your card machine. Simply use the guide or watch our videos at:

youtube.com/tylbynatwest

In a week

Go to your portal to see your trading data.
Or, as soon as you start transacting.

5

Start taking card payments straight away.

6

Log in to your portal and add it as a bookmark.

Click here

for instructions about PCI (card security) compliance.

Configuring your settings

Wireless Manager
Please visit "view or change your SIM settings".

Wi-Fi connectivity
This is managed in your device settings.

Apps
To download apps such as 'Set Up' – Please visit "More tools".

Remember, your SIM card has a daily charge so only activate it when you need it.

Setting up profiles for your employees

Create profiles for your staff to control what info they can see or change.

Setting up and taking payments from your inventory

Inventory
Add items to your inventory, so they appear in the Register app.

Register
Make sales direct from your inventory, either in person or over the phone.

Adding items to an order

Orders
You can continually update orders, so your customers get an accurate bill when they've finished.

Taking quick payments and issuing refunds

Sale
Enter an amount and take multiple payment types.

Refund
Refund a payment or an amount directly onto a card.

Taking quick payments over the phone

Phone Sale
Enter an amount and take a payment over the phone.*

*If you're registered to take telephone payments you'll need to install this app.

Viewing your transactions

Transactions
View, search, reprint and refund transactions.

Reporting
View a snapshot of transaction activity including employee statistics.

Additional resource

Download new apps
Get even more from your Clover card machine with additional apps.

Out of till roll?
Scan the QR code to order Tyl branded paper rolls.
Printed: 10% off with code: tyl10.

Introducing your portal

This is the really clever bit...

1. Track your sales and payments.
2. See your smart business insights.
3. View and download your invoices.

All for no extra cost.

Log in at:

tylbynatwest.com

(Use the email and password you set up when you joined us).

Tyl Giveback

Helping good causes with every tap

At Tyl, giving back to the community is part of who we are and what we do. That's why we regularly donate a portion of our revenue to charities and community projects up and down the UK via our Giveback Community Fund. It's been part of what we do since the very beginning, and is an important part of what makes Tyl tick.

As a Tyl customer, you'll be invited to choose which of our six charities should receive the most support. Every three months, we'll tally the votes and work with Pennies (our donation partner) to get the cash where it needs to go.

Pennies!

*Pennies is a registered charity in England and Wales (charity no. 1122489)

Chargebacks

In an ideal world, every interaction with customers would be perfect. But for some business, a chargeback request following a customer dispute can be one of those rare moments where things get a bit... sticky.

To help you navigate chargebacks, this guide explains what they are, how they work, and how you can protect your business against chargeback fraud.

Find out more

Help and support hub

Need a bit of help getting set up or troubleshooting some problems, our comprehensive FAQs and videos can help:

tylbynatwest.com/help-and-support

Check out our tutorials on YouTube.

youtube.com/tylbynatwest

Want to chat?

To start an online chat with us head to:

tylbynatwest.com/help-and-support

or call on

0345 901 0001
Mon—Sat: 8am—12am
Sunday: 9am—5pm

tyl by NatWest

Tomorrow begins today