



Merchant Newslink

Being More for You, in 2024!

Meet the Payments Acquiring Leadership Team



Featuring **Camille Pearce**
Product Manager

► **Responsibility**

I am responsible for the management of the Payments Acquiring products (implementation of new products/ processes and enhancements)

► **My Passion**

What truly motivates me is being a part of a team that works well together, celebrates the highs and encourages each other through the lows all while achieving great success. I also enjoy learning new things and I am truly passionate about completing a difficult project and seeing it through to the end. Knowing that I'm constantly improving and contributing value to the team gives me a great sense of accomplishment.

► **For Fun**

I like to spend quality time with my family and friends either on the beach or in the mountains where it's cool, peaceful and serene.

► **Favourite Quote**

"Whether you think you can, or you think you can't – you're right." - Henry Ford

Connect with **Camille Pearce** on LinkedIn - <https://www.linkedin.com/in/camille-pearce-39591285/>

Merchant Corner

STAY IN THE KNOW

a. Introducing the Cashier Password!

i. Unlock the Full Potential of your NCB Engage Point-of-Sale (POS) terminal with our latest feature, which lets you settle your terminal, review transactions in the batch and print reports without using the Manager Password.

It's secure, optional and won't grant access to sensitive functions such as conducting voids, refunds or creating and deleting clerk profiles.

b. Important Notice: Key Entry Functionality Disabled

i. As shared in previous communications, the process to disable the Manual Key Entry functionality on Engage POS terminals commenced Thursday, December 7, 2023 and will be ongoing through a remote automatic download process.

ii. It is important to note, this change will not affect the security and efficiency of your payment process.

iii. To ensure successful installation, we recommend the following key tips:

- Daily Settlement:** Please ensure that your POS terminal (s) are settled by 9:30p.m.
- Keep your Terminal Active:** Please leave them powered on and plugged in overnight
- Thermal Roll (Receipt Paper):** Keep a thermal roll in your terminal(s). Upon successful completion of the update a short print-out will be produced as confirmation.

FOR MORE DETAILS

Please reach out to us using any of our Merchant Support options available.



Product Enhancements



a. Updated NCB mPOS App (Android & iOS) – Now Available!

Our NCB mPOS App has been updated and both versions are now available in the Google Play Store and the Apple App Store. Once this updated version is downloaded, you will be able to conduct transactions and process payments with ease.

Be sure to check for the updates available specific to the App for your device and follow the simple steps provided.



b. vPOS

For eCommerce Merchants, vPOS will allow customers to scan a QR Code generated by your device and pay using their preferred payment method. It's fast, secure, contactless, and it's all done through a smartphone or tablet – no extra devices needed.

vPOS is easy to use:

Input the amount for your transaction

When a customer is ready to pay, simply enter the purchase amount into your device

Scan

Next, the customer scans the QR Code generated by your device with their smartphone or tablet and chooses their preferred payment method.

Pay

The payment is now complete and lightning fast.

For more details on any of our products or enhancements, reach out to us using any of our Merchant Support options available.

What's New?

a. Is your POS terminal connected through Dial-Up? If yes, it's time to switch to IP connectivity.

Effective **September 30, 2024**, the Dial-Up connectivity mode will no longer be supported on our POS terminals.

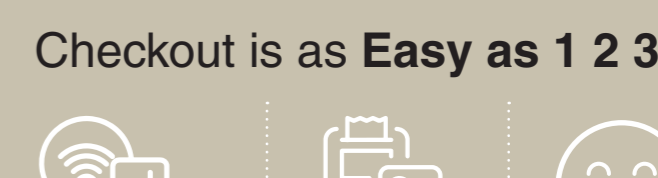
We encourage all merchants who are currently using this mode to switch to IP (Ethernet) connectivity and to make the necessary changes to your location(s) to accommodate this type of connectivity before the effective date. This will ensure a seamless and hassle-free transition and prevent service disruptions.

If you have any questions or concerns, please do not hesitate to contact our **24/7 Merchant Support Direct Line at 876-935-2600**.

b. Adjustments to Tap & Go card transaction limits

Effective **February 13, 2024** we have increased the Tap and Go card transaction limit from **J\$10,000 to J\$15,000 or US\$75 to US\$100**, and the on-device (i.e., payments via phone or wearables) transaction limit from **J\$15,000 to J\$22,000 or US\$100 to US\$150**. This means that your customers can make payments up to this amount without having to enter their Personal Identification Number (PIN) on your POS to confirm the transaction.

Checkout is as **Easy as 1 2 3**



Merchant Feature

"Embracing the NCB point-of-sale machine has been a strategic move for my business. In an era where cash transactions are on the decline, having this efficient payment solution has become a cornerstone in meeting customer expectations. The question, 'Do you accept credit or debit cards?' is now a standard pre-appointment inquiry from clients, highlighting the growing importance of card transactions."

The ease and convenience of card payments enhance the overall customer experience, making it seamless for them to engage with my services. Currently, the only NCB solution I'm utilizing is the point-of-sale machine, and it has not only met but exceeded expectations. It's a vital asset in serving our customers better and has the potential to propel any business forward in today's cashless economy."

Stay updated with **Dr. Khemlani** by following her on Instagram @dr.robynkhemlani

Dr. Robyn Khemlani
Obstetrician & Gynaecologist



Pay your taxes The REWARDING Way!

Pay your taxes using your **NCB Business Credit Card** this tax season and enjoy:



IT'S TIME FOR TAXES!

Enjoy up to 55 days interest plus earn CASH or NCB Miles when you use your NCB Business Credit Card to pay your taxes and customs duties. (Conditions Apply)

NEED MORE FINANCING?

We may have a limit increase offer waiting for you. Contact your Business Banker or our Customer Care Centre at 888-622-3477 today.

*Remember you can also pay your taxes using Business Online Banking at www.jncb.com.



Merchant Support Options

We are here to support you

► **Streamline your sales and maximise your POS and e-commerce potential** - NCB's Merchant Support is with you every step of the way.



876-935-2600

Direct Merchant Support line available 24/7



ncbinfo@jncb.com



NCB Live Chat via jncb.com or online banking