Disposal of POS Terminals

Is the POS terminal a <u>rental or lease</u>?

- Send an email to osc.form.merchant@ncosc.gov to request a call tag (return label) to ship the terminal back to First Data
- Include the following information in your email:
  - Merchant Account Number
  - Number of Terminals being Returned
  - Terminal Model(s)
  - Terminal ID Number(s)
- Please specify if more than one label is needed (if you will be shipping more than one box)

Do you own the terminal?

- Call the First Data helpdesk at 1-800-432-7628. The helpdesk number is also listed on the bottom of the terminal and on the monthly statement. After calling the number, select the option for terminal support.
- Be prepared to provide the following information:
  - Merchant Account Number
  - Terminal ID Number(s)
- Unless the terminal is extremely old, the Help Desk can walk you through the steps of clearing the memory on the terminal.
- If the terminal is really old and hasn't been plugged in for a significant amount of time, the terminal may have lost the memory/programming. The helpdesk can verify.
- Once the memory is cleared, the terminal can be destroyed.
- POS terminals CANNOT be surplused.

If you are not sure whether you rent or own your POS terminal, you can:

- Review your monthly statement from SunTrust Merchant Services
- A monthly rental or lease fee will be listed
  OR
- Contact OSC at osc.form.merchantcard@osc.nc.gov