

Re-insert Card

The "Chip Error" screen is displayed when a faulty EMV-capable card is inserted. This prompts the cardholder to retry inserting the card.

Step	Instruction	Screen Information	Rebranded Screen Information
1	In the event of a Chip failure, the customer is instructed by the terminal to remove the card.	Sale Please Remove Card Total £10.00 VISA	VISA Please Remove Card Total €50.00
2	Insert the card once again.	Sale Insert Card Total £5.00	Insert Card Total €50.00

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Step	Instruction	Screen Information	Rebranded Screen Information
3	After 2 failed attempts, the Customer is instructed by the terminal to swipe the card through the magstripe reader	▼ ▼ 100%€≊13:47 Sale Swipe Card	→ 91% □14:55 Swipe Card
(only when the fallback option	(only when the fallback option is enabled).	Swipe card	Total € 50.00
		Total £10.00	

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