

# Card payments and terminals

How to choose a card processor, tell each till which card machine to use, and pair a new till or kiosk.

Screenshots taken on a demo store at app.posso.co.uk, 11 October 2026. Your menu, staff, printers and prices will be different.

## The short version

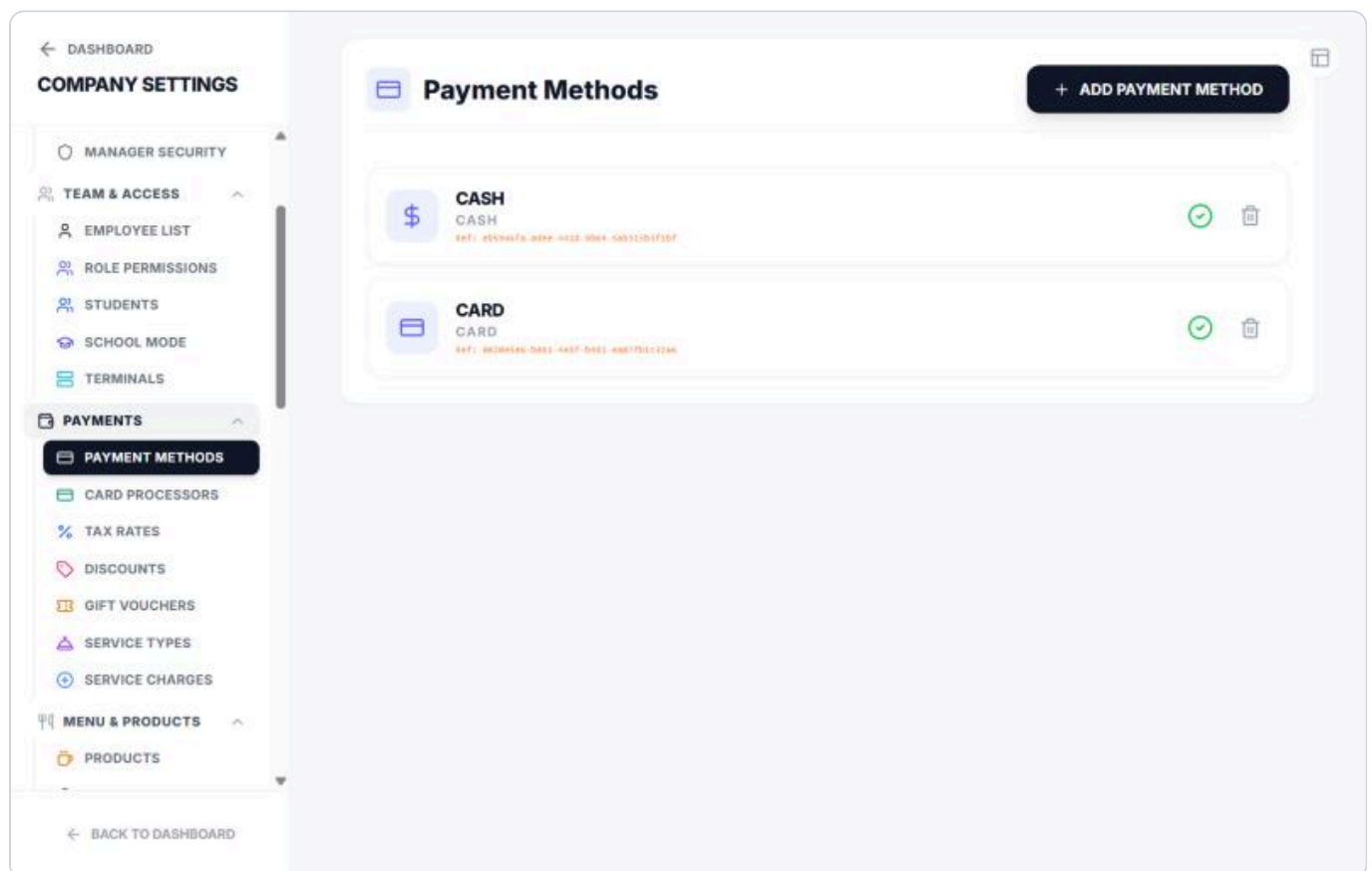
- Go to **Settings**, then **Payments**, then **Card Processors** to choose Teya, Dojo or PossoPay.
- Under **Where card payments go**, choose what counter tills, waiter pads and kiosks use.
- Go to **Team & Access**, then **Terminals**, to pair a till or assign its printers and card machine.

## 1 Check your payment methods

From the **Dashboard**, tap **Settings** in the left-hand menu. Company Settings opens with its own menu down the left.

Open **Payments** and tap **Payment Methods**. **Cash** and **Card** are there to start with. Tap

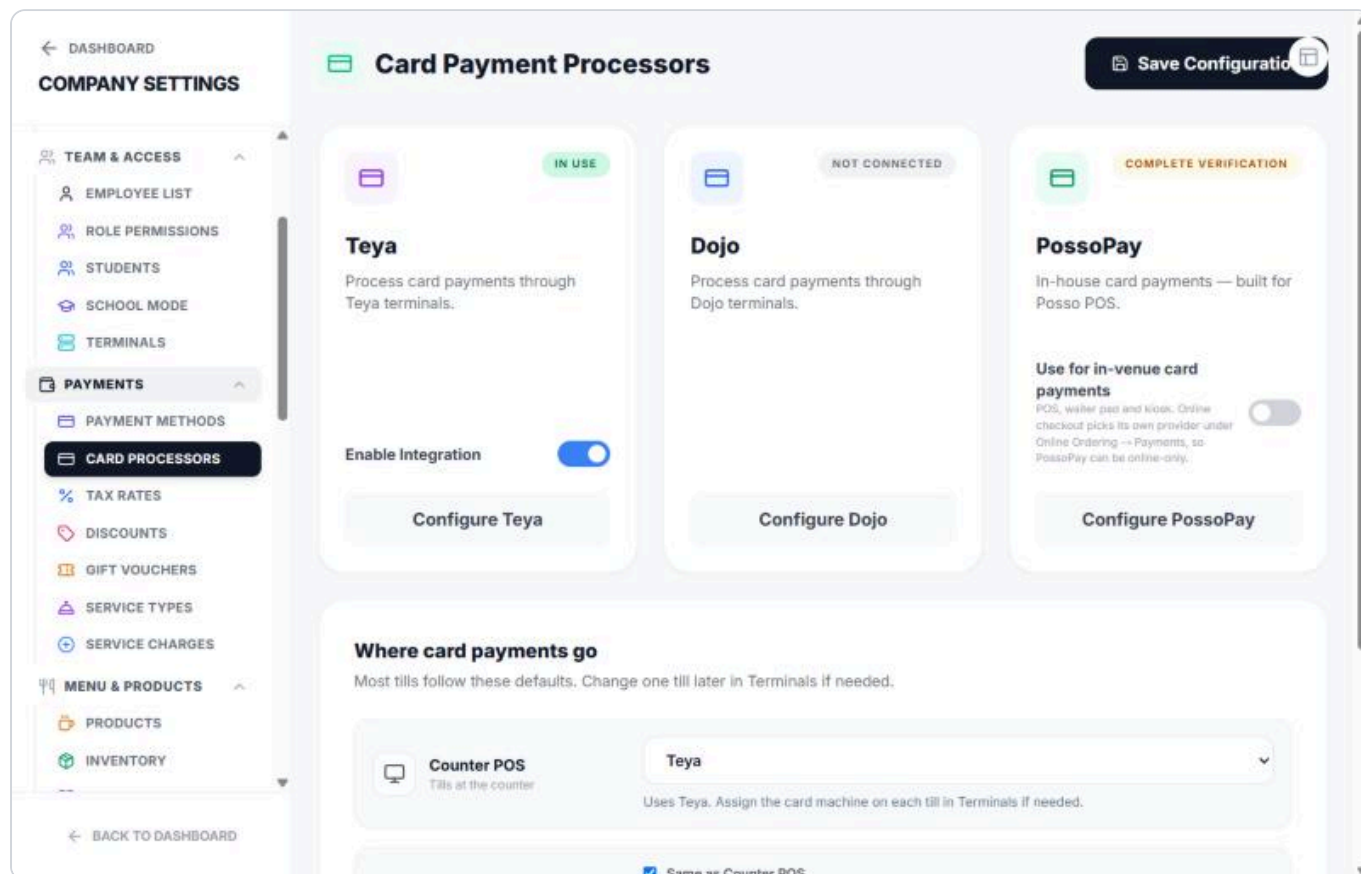
**ADD PAYMENT METHOD** to add another, for example a voucher or an account.



## 2 Choose your card processor

Tap **Card Processors**. There are three: **Teya**, **Dojo** and **PossoPay**. The badge on each card shows its state: **In use**, **Not connected** or **Complete verification**.

- Tap **Configure Teya**, **Configure Dojo** or **Configure PossoPay** to connect that processor.
- Switch **Enable Integration** on for the one you use.
- PossoPay has its own switch, **Use for in-venue card payments**. Leave it off if you only want PossoPay for online orders.



## 3 Say where card payments go

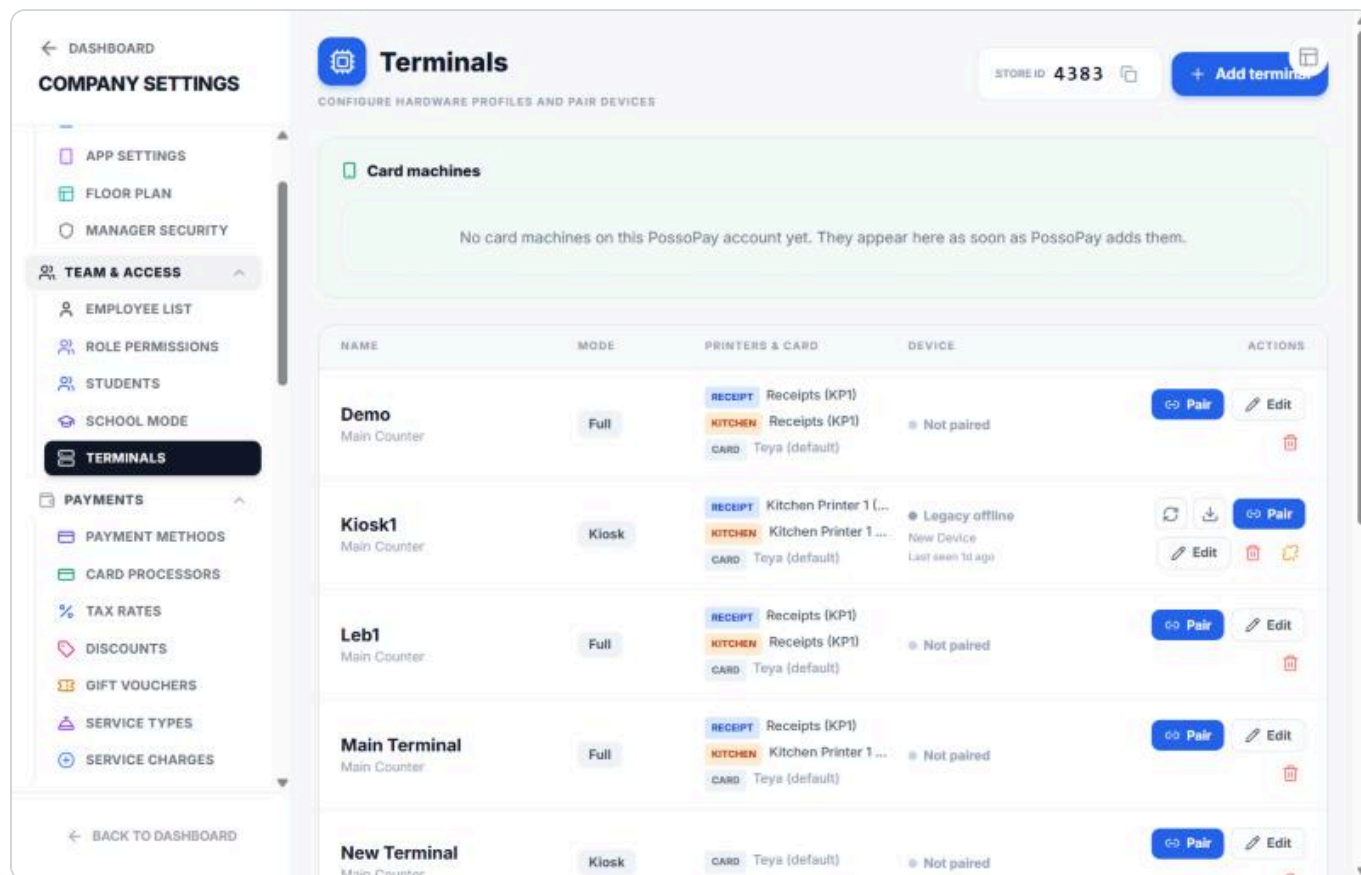
Below the three cards is **Where card payments go**. Choose a processor for each kind of device.

- **Counter POS**: the tills at the counter.
- **Waiter pads**: tick **Same as Counter POS**, or choose a different one.
- **Kiosks**: the self-order kiosks.
- Each can be **Standalone card machine**, **Teya** or **PossoPay**. Standalone means staff type the amount into the card machine themselves.

Tap **Save Configuration**. Most tills follow these defaults; you can change one till on its own in **Terminals**.

## 4 Open the terminals list

Open **Team & Access** and tap **Terminals**. Every till and kiosk is listed with its mode (**Full** or **Kiosk**), its receipt and kitchen printers, its card processor, and whether a device is paired to it.



Your **Store ID** is at the top. You need it when setting up a new device.

## 5 Add or pair a till

- Tap **Add terminal** to create a new till or kiosk.
- Tap **Edit** on a row to change its name, mode, printers or card machine.
- Tap **Pair** on a row to connect a physical device to it. On the new device, open the Posso One sign-in screen and tap **To setup a terminal, click here**.

**Tip.** Devices that have signed in but are not yet matched to a row appear under **Unassigned devices** at the bottom of the list.

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## If something is not right

The till does not send the amount to the card machine

In **Card Processors** check the processor shows **In use**, and under **Where card payments go** that Counter POS is not set to Standalone card machine.

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One till uses the wrong card machine

Open **Terminals**, tap **Edit** on that till and choose its card machine.

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A device shows Not paired

Tap **Pair** on its row and follow the steps on the device.

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PossoPay shows Complete verification

Tap **Configure PossoPay** and finish the business verification. Card payments stay off until it is done.

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Need a hand? Call Posso support free on 0808 175 3956, Monday to Friday, 9am to 9:30pm, or see [posso.co.uk/support](https://posso.co.uk/support). More guides: [posso.co.uk/downloads](https://posso.co.uk/downloads).