

Providing receipts with the SumUp App

All info provided below was taken from the official SumUp website. [SUMUP]

Sending receipts with the SumUp App is super easy and allows you to send receipts for Air Card Reader transactions or cash payments. You can also quickly print receipts by connecting to a bluetooth printer.

Send receipts

1. After taking payment with your Air Card Reader or accepting a cash payment, enter your customer's contact details on the confirmation screen of your SumUp App.
2. Hit "Send Receipt" to confirm and your customer will receive their receipt directly to their inbox.

Alternatively, when the confirmation screen shows, use the share option in the top corner to share receipts via another platform, such as WhatsApp.

You can also resend receipts with your SumUp profile or app.

Note:

Receipts provide proof of a transaction, making them potentially valuable evidence in the case of a retrieval request, fraud report or chargeback.

Print receipts

Provide printed receipts by connecting your SumUp App with Google Cloud Print-compatible printers or by connecting to a bluetooth printer.

Cloud print services

Cloud Print will enable you to manage your business transactions more efficiently by allowing you to easily share or print transaction receipts via the SumUp App.

Note:

Cloud printing service is only available within the SumUp App.

Send a receipt directly after processing a transaction

- 1. Process the cash or card transaction in the SumUp App.**
- 2. Click on the share icon at the top of the screen.**
- 3. Select an option:**
 - **Print receipt via a connected printer**
 - **Share receipt via email, Bluetooth or other apps**

- **Save the receipt to your iCloud or Google drive.**
- 4. Confirm the option by selecting "Print", "Share" or its symbol. The recipient will receive a PDF file with all relevant payment information such as item details, payment type and your business' name and address.**

Send an additional receipt

You will always be able to send a receipt to your accountant or resend a receipt to your customer in the event that they request a copy. Please follow these steps to resend a receipt:

- 1. Open the SumUp App.**
- 2. Tap on the "Sales" section.**
- 3. Choose the transaction for which you wish to send another receipt.**
- 4. Click on the 3 dots and select "Send receipt".**
- 5. Tap on the share icon at the top of the screen.**
- 6. Select an option:**
 - **Print receipt via a connected printer**
 - **share receipt via email, Bluetooth or other apps**
 - **save the receipt to your iCloud or Google drive**
- 7. Confirm the option by selecting print or share.**

Tips to connect to my printer

- **Ensure that your printer has a cloud print function. Consult the printer's manual for more information.**
- **Cloud print works when connected to WiFi.**
- **If your printer is connected to the same Google or iCloud account as the device on which you use the SumUp App, you can share and/or print the receipt remotely.**
- **[Check here for help setting up your Google Cloud Print.](#)**
- **[Find help on how to set up your Apple AirPrint here.](#)**

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Printers

We support various receipt printers that connect to via Bluetooth to your phone or tablet, allowing you to easily provide your customers with a physical receipt.

Important:

Note that all the printers mentioned in this article need to be used in conjunction with the SumUp App to print receipts for transactions accepted with Air Card Reader.

Supported portable printers

- **Mobile Bluetooth Printer Bixolon SPP-R200IIiK/BEGE**
- **Mobile Bluetooth Printer Bixolon SPP-R210iK/BEGE**
- **Mobile Bluetooth Printer Star Micronics SM-L200**

Connect your mobile device and printer

The steps below provide instructions on how to connect your mobile device with one of the supported portable printers:

Android

iOS

- 1. Please make sure that iOS mode is deactivated on your printer (guide below) and switch on your printer.**
- 2. Tap the settings on your device. Click "Settings" and "Bluetooth" to turn on your Bluetooth.**
- 3. Select the printer you have listed under "Devices".**

4. When a PIN is requested, please enter 0000 and tap "Connect".
5. After connecting successfully, please log in to the SumUp App and tap "More" at the right-hand corner of the menu bar.
6. Choose "Printer" and select your printer.
7. Your printer and your SumUp App are now successfully connected.
You can tap on "Print test page" in the app to do a test print.

How to deactivate iOS mode

1. Switch the printer on.
2. Open the paper feeder.
3. First, press the power button and hold it down. With the power button still pressed, press the button for the paper feeder until the printer beeps.
4. Close the paper cover. A receipt with the text "iOS mode disabled!! Please reboot printer" will be printed.
5. After restarting the printer, the device can be used with an Android smartphone/tablet.
6. Repeat the procedure to reset the mode to iOS.

Note:

For privacy reasons, we don't store any contact info used for receipts. So make a note of anything you might need later.