

Disposal of POS Terminals

Is the POS terminal a rental or lease?

- Send an email to osc.form.merchantcard@ncosc.gov or Fiserv nc.osc@fiserv.com to request a call tag (return label) to ship the terminal back to Fiserv/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. For Clover devices, call Clover Technical Support at 1-855-780-2966.
- 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 surplus.

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

- Review your monthly statement from Fiserv/First Data Merchant Services
- A monthly rental or lease fee will be listed
OR
- Contact OSC at osc.form.merchantcard@ncosc.gov