

Disposal of POS Terminals

Is the POS terminal a rental or lease?

- Send an email to osc.form.merchantcard@osc.nc.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 1-800-654-8819
- 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
- 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 SunTrust Merchant Services
- A monthly rental or lease fee will be listed
OR
- Contact OSC at osc.form.merchantcard@osc.nc.gov