



AprivaPay™ Plus

for Android™ Tablets

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Getting Started

Two-Factor Authentication

AprivaPay™ Plus utilizes two-factor authentication so that new devices can be added and verified securely to your account for use with AprivaPay Plus. For example, if a device you normally use is lost or stolen, you will be able to add and verify a new device simply by verifying a 6 digit security code that will be sent to you via SMS text or e-mail. This process will take place upon logging into AprivaPay Plus on the new device.

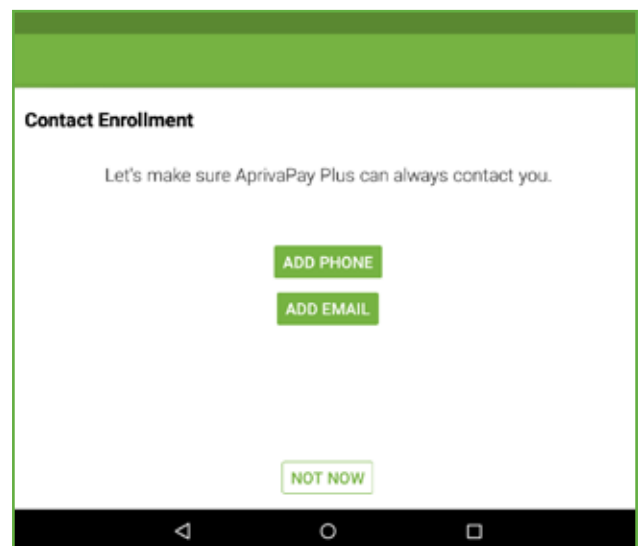
In order to use this feature, you will need to configure your Contact information upon logging into AprivaPay Plus for the first time. Follow the steps below to add an SMS capable phone number and an e-mail address.

Contact Enrollment - Phone Number:

1. Tap Add Phone.
2. Enter a Phone Number in the box, and then tap Continue.
3. Enter the 6 digit code from the SMS text you receive in the box, and then tap Verify.

Contact Enrollment - E-mail Address:

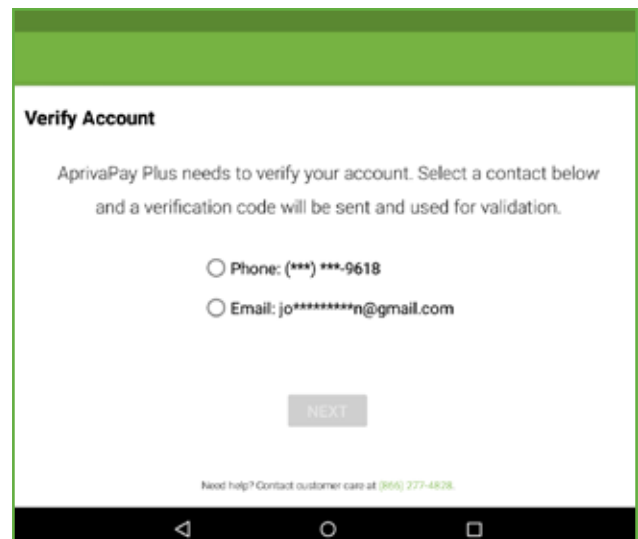
1. Tap Add Email.
2. Enter an e-mail address in the box, and then tap Continue.
3. Enter the 6 digit code from the e-mail you receive in the box, and then tap Verify.



In the event that you need to verify a new device, follow the steps below once you have logged into AprivaPay Plus from the new device:

Verify Account - Phone Number or E-mail Address:

1. Select either Phone or Email contact, and then tap Next.
2. Enter the 6 digit code from the SMS text or e-mail in the box, and then tap Verify.



Getting Started

Overview

AprivaPay™ Plus turns an Android device into a mobile point of sale. This streamlined application is geared towards small and mid-sized merchants, and can be used in any number of venues — storefront or mobile. From a local in-store apparel shop or eatery, to an art dealer participating in a local festival, to a tow truck or taxi, it's an affordable, secure way to take payments. It's also ideal for seasonal merchants who may not need year-round coverage but do need a reliable service when business picks up.

Card reader

If you are using a card reader with AprivaPay Plus, simply plug the card reader into your device headphone jack, and then turn up the volume on your device to maximum.

Status icons are displayed on-screen and vary depending on the card reader being used:

Chip Card EMV Card Reader (shown):



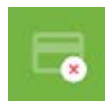
Card Reader Ready



Card Reader Initializing



Card Reader Battery Low



Card Reader Error



Card Reader Critical Battery



Card Reader Not Ready

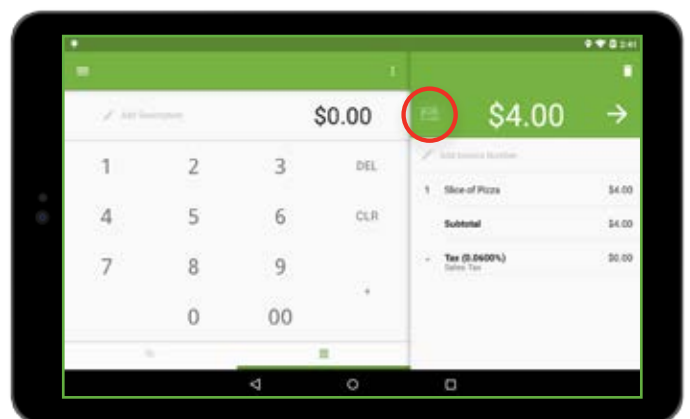
MSR Card Reader:



Card Reader Ready



Card Reader Not Ready



Getting Started

Logging In to AprivaPay Plus

Use your e-mail address and the password you entered during activation to login to AprivaPay Plus.



Tap the Overflow Icon, and then tap Demo Mode to launch AprivaPay Plus in Demo Mode.

Demo Mode

When you launch AprivaPay Plus you may use Demo mode to familiarize yourself with all of the features available in AprivaPay Plus.

Please be advised that while in Demo mode, any inventory items that you create will not be saved and any transactions that you perform will not be processed. In addition, EMV transactions and the Merchant Portal access are disabled.

Tip:

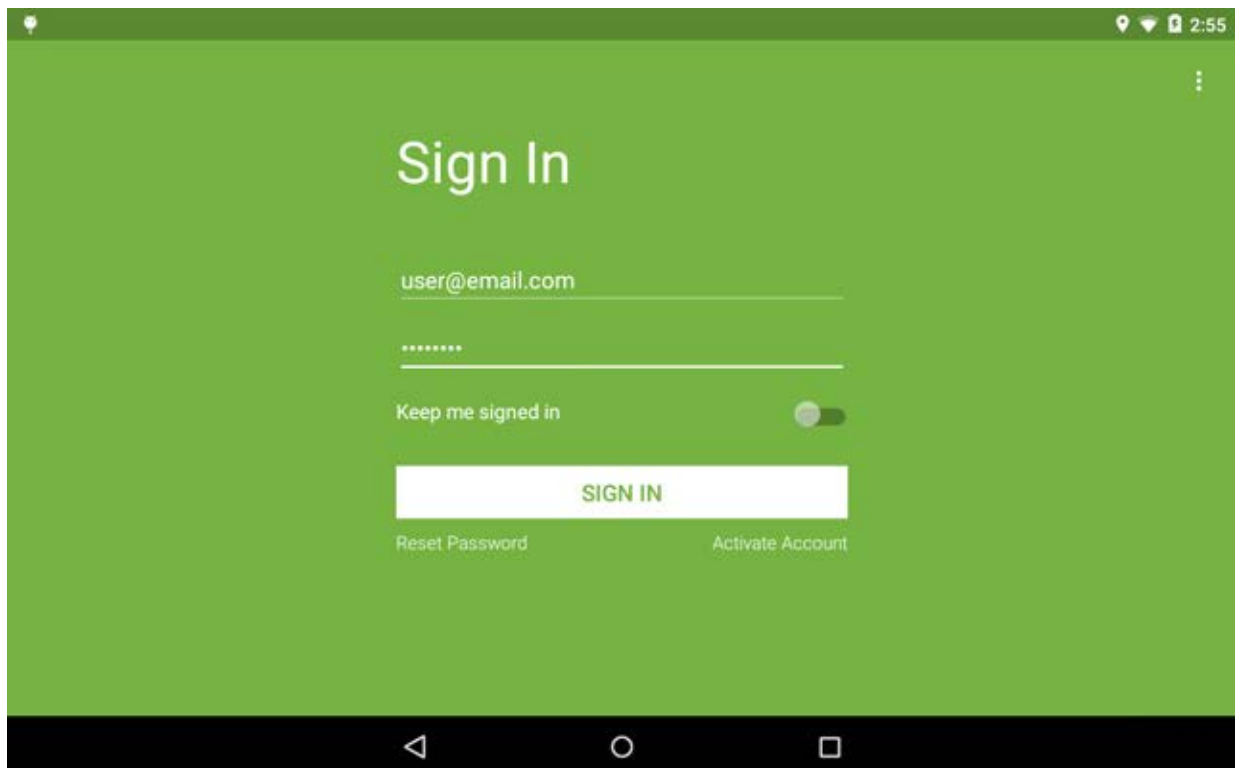
If you do not want to be prompted to log in each time you launch the AprivaPay Plus App, slide the Keep me signed in slider to the right

Reset Password

If you are unable to login to the app, tap the Reset Password link beneath the SIGN IN button to reset your AprivaPay Plus password.

You will be prompted to enter your Username (e-mail address) and then will be asked to provide the answer to one of the three security questions you selected during activation.

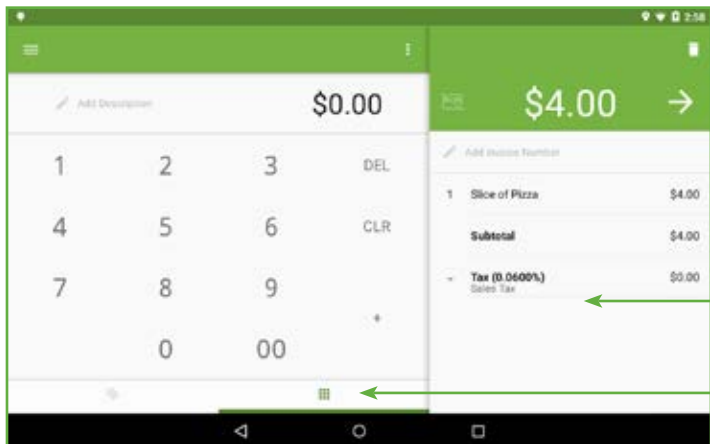
Once you have successfully answered the security question you will be prompted to establish a new password.



Using AprivaPay Plus

Home Screen Overview

The AprivaPay Plus Home Screen consists of three main views which are displayed by tapping the icons at the bottom of the screen:



Inventory View:
Allows you to tap items in your inventory and add them to the current sale.

Quick Item View:
Allows you to enter dollar amounts for Quick Items that are not in your inventory.

Cart:
Allows you to change the quantity of items or remove items from the cart. When you add items to your cart, a number will appear displaying the total number of items in the cart.

In addition to the view icons, there are several other icons used within AprivaPay Plus. Below you'll find a description of each icon:



Continue:

After all items have been added to the transaction, tap the Continue Icon to progress to the payment type screen.



App Menu:

When you tap the App Menu icon a the menu and settings drawer appears. From the menu and settings drawer, you can sign out of the app, visit the companion merchant portal, and change settings for AprivaPay Plus.



Trash Icon:

At any point during a transaction, you can tap the Trash Icon to cancel the transaction.



Overflow Icon:

Tap the Overflow Icon, and then tap Barcode Scanner if you'd like to use your device's camera as a barcode scanner. The overflow icon is also used in Sales History to issue refunds, and resend receipts.



Inventory Search (Inventory view only):

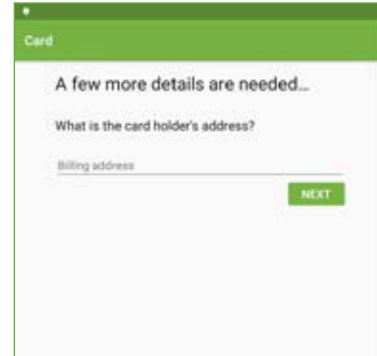
Tap the Inventory Search Icon to search for items in your inventory.

Transaction Prompts

Below are the descriptions of the most common prompts that you may encounter when processing transactions with the AprivaPay Plus App.

AVS (Address Verification):

Whenever you process a manual sale with the card not present, you will be prompted to enter the house number of your customer.



Commercial Cards:

If a customer uses a purchase card for a transaction, you may be prompted to enter Tax and customer code information.



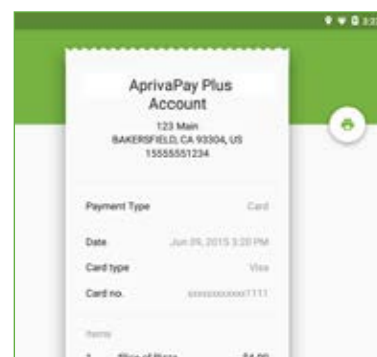
E-mail Receipts

To send electronic receipts to your customers via e-mail or SMS text message, enter their e-mail address, mobile phone number or both, and then tap Next.



Approved Transaction

Once a transaction is approved, a receipt will be displayed on the screen.



Transaction Prompts

Declined Transaction

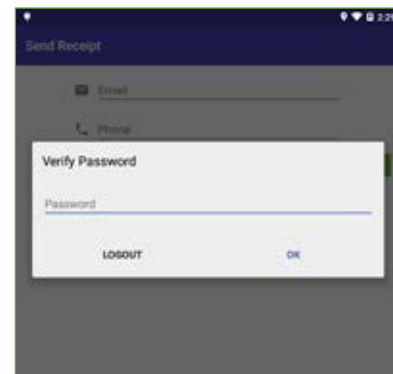
If a transaction is declined for any reason, you will be prompted to try the transaction again, use a new card, or cancel the transaction.

If a transaction fails, you can edit the sale, retry the sale, or cancel the sale by tapping the appropriate icon.



Session Timeout

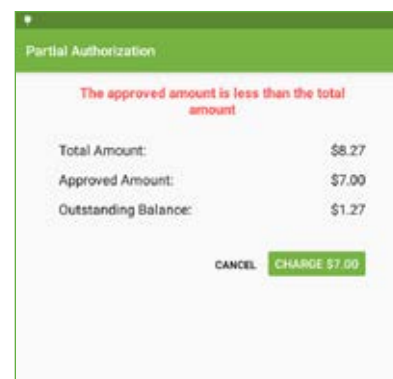
Transactions will timeout after 6 minutes of inactivity. You will be prompted to authenticate if this happens.



Partial Authorization

A partial authorization partially approves a transaction if a cardholder does not have enough credit on their credit card to cover the transaction amount.

You may then allow the cardholder to pay the remaining balance owed with another card or cash.



Note: This is completed in two separate transactions. The first transaction for the approved amount and a second transaction for the remaining balance.

Process Transactions

Credit Card Sale (Swiped)

1. Add items to the transaction.
2. Swipe your customer's card.
3. Ask your customer to sign for the transaction, and then tap Next.
4. Enter your customer's e-mail address and/or, Mobile number or both in the fields, and then tap Next.
5. Receipt is displayed.
6. Tap the 'X' at the top-left of the screen to return to the Home Screen.

Chip Card Sale

1. Add items to the transaction.
2. Insert your customer's card into the EMV reader.
3. When prompted, tap OK, and then hand the device to your customer to confirm the charge.
4. Customer taps Charge.
5. Ask your customer to sign for the transaction, and then tap Next.
6. Enter your customer's e-mail address and/or, Mobile number or both in the fields, and then tap Next.
7. Receipt is displayed.
8. Tap the 'X' at the top-left of the screen to return to the Home Screen.

Check Sale

1. Add items to the transaction.
2. Tap the Continue Icon.
3. Tap Check.
4. Enter the customer's Check Number, and then tap Next.
5. Enter your customer's e-mail address and/or, Mobile number or both in the fields, and then tap Next.
6. Receipt is displayed.
7. Tap the 'X' at the top-left of the screen to return to the Home Screen.

Credit Card Sale (Manual)

1. Add items to the transaction.
2. Tap the Continue Icon.
3. Tap Card.
4. Enter your customer's credit card number, expiration date, CVV, and Zip Code. You must also select whether the customer's credit card is present or not. If it is not present, you will be prompted to enter your customer's billing statement house number.
5. Tap Next.
6. Ask your customer to sign for the transaction, and then tap Next.
7. Enter your customer's e-mail address and/or, Mobile number or both in the fields, and then tap Next.
8. Receipt is displayed.
9. Tap the 'X' at the top-left of the screen to return to the Home Screen.

Cash Sale

1. Add items to the transaction.
2. Tap the Continue Icon.
3. Tap Cash.
4. Enter the Amount Tendered, and then tap Next.
5. Enter your customer's e-mail address and/or, Mobile number or both in the fields, and then tap Next.
6. Receipt is displayed.
7. Tap the 'X' at the top-left of the screen to return to the Home Screen.

Sales History

To view your transaction sales history:

1. Tap the App Menu Icon.
2. Tap Sales History.

Refunds and Receipts

Refund

1. Tap the App Menu Icon.
2. Tap Sales History.
3. Tap the Overflow Icon.
4. Tap Issue Refund.
5. Enter your password, and then tap Next.
6. Select the items to refund, and then tap Next.
7. Select a reason for the refund, and then tap Next.
8. Enter your customer's e-mail address and/or mobile number in the boxes, and then tap Next.
9. Receipt is displayed.
10. Tap the 'X' at the top-left of the screen to return to the Home Screen.

Send Receipt

1. Tap the App Menu Icon.
2. Tap Sales History.
3. Tap the Overflow Icon.
4. Tap Send Receipt.
5. Enter your customer's e-mail address and/or mobile number in the boxes, and then tap Next.

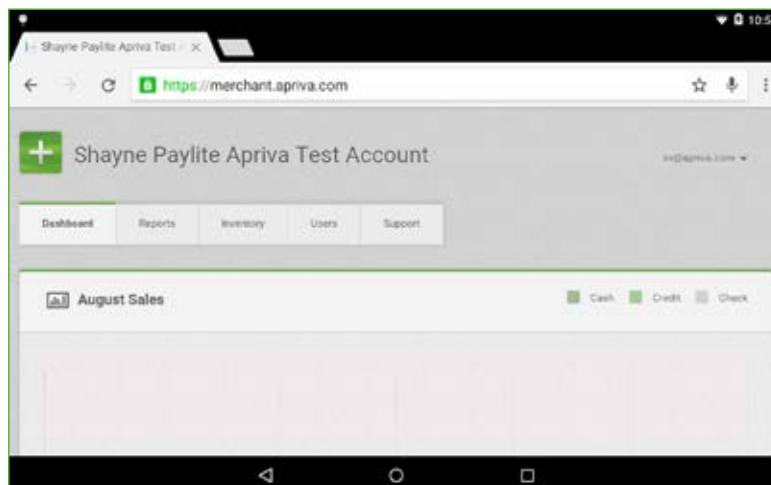
Web Companion Dashboard

Web Companion Dashboard

You can visit the Web Portal by tapping the App Menu Icon, and then tapping Dashboard.

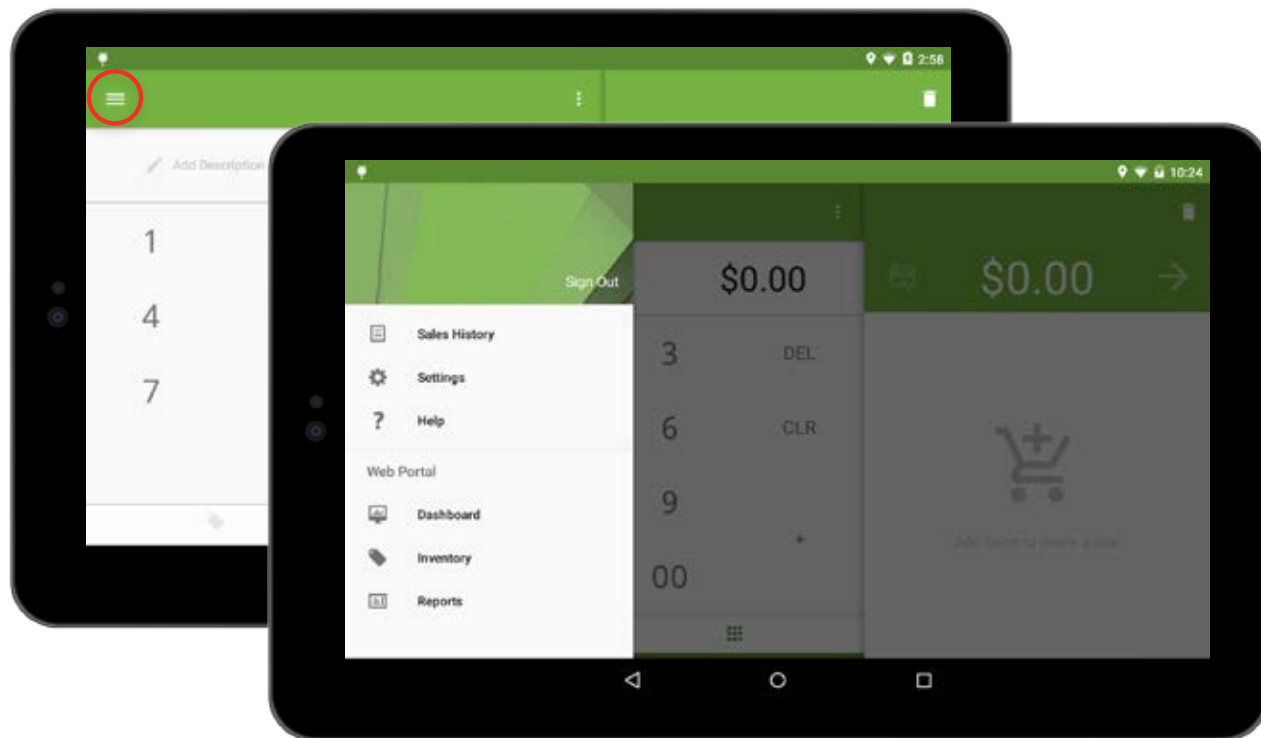
Web Portal Features:

- Run sales reports
- Manage additional users for your account
- Manage inventory
- Access help and support.



Settings

There are many settings that you can configure within AprivaPay Plus. All settings are accessed by tapping the App Menu Icon, and then tapping Settings.



Invoice Numbers

If you enable invoice numbers, you will have the option to enter an invoice number for each transaction that you run. To turn invoice numbers on:

1. Tap General.
2. Turn invoice numbers on or off using the slider.

Geolocation

Geolocation allows AprivaPay Plus to access your location information which will display a map on all transaction receipts.

1. Tap General.
2. Turn Geolocation on or off using the slider.

Feedback

Allows anonymous analytics to be gathered to help us improve your user experience.

1. Tap General.
2. Turn Analytics on or off using the slider.

Card Reader

The app works with multiple card readers. Select the preferred reader to be used during sale transactions.

1. Tap Card Reader.
2. Select either Chip Enabled Device or Swipe Only Device.

Tax

You may enable a sales tax percentage to your transactions:

1. Tap Tax.
2. Turn Tax on using the slider.
3. Enter a Tax Rate to add a percentage to include state and local taxes to each transaction.

Tips

You may enable tips (gratuities) that allow your customer to select a percentage to add a gratuity to their purchase. To enable tips:

1. Tap Tips.
2. Turn Tips on or off using the slider.
3. Additionally, you may Round Tip Amounts up to whole dollar amounts using the provided check box.

Receipts

Use the automatic receipt option if you would like to receive copies of transaction receipts via e-mail or SMS message. To enable receipts:

1. Tap Receipts.
2. Turn Receipts on using the slider and add up to 3 mobile numbers and 3 e-mail addresses.

Sync

By enabling this option the account settings are managed by the administrator and shared with all users. When disabled, users are allowed to locally manage their own settings.

1. Tap Sync.
2. Turn Auto Sync on or off using the slider.

Troubleshooting and Support

Troubleshooting

Issue	Suggestion
Unable to log in to the application	<ul style="list-style-type: none">• Ensure that you are connected to a network and that your device is not in airplane mode.
Forgot password	<ul style="list-style-type: none">• Reset your password by tapping Reset Password on the Login Screen.
Password does not work	<ul style="list-style-type: none">• Ensure you are spelling it correctly.• Ensure you enter the case correctly.
Card reader is not working properly	<ul style="list-style-type: none">• Ensure the reader's audio jack is completely inserted into your device.• Disconnect and reconnect the reader.• Ensure headset volume is turned up to the highest setting.• Power off your device and restart it.• Verify the appropriate card reader type is selected in the app Settings.
Application closes unexpectedly	<ul style="list-style-type: none">• Close all other open applications on your device.• Ensure you are connected to a network.• Ensure your device is not in airplane mode.• Power off your device and restart it.
I cannot process transactions	<ul style="list-style-type: none">• Ensure you are connected to a network.• Ensure your device is not in airplane mode.• Close all other open applications on your device.• Disconnect and reconnect the reader.• Power off your device and restart it.

Technical Support

Our Customer Contact Representatives are available 24 hours a day, 7 days a week to help merchants with technical support issues they may have with AprivaPay Plus.

866.277.4828