

AprivaPay Mobile Web - Quick Reference Guide

This Quick Reference Guide outlines the procedures for performing the most common credit transactions on the AprivaPay system. To access AprivaPay, you must enter the user name and password provided in your Welcome Kit. If you did no receive your login credentials, please contact Customer Care at (866)-277-4821.

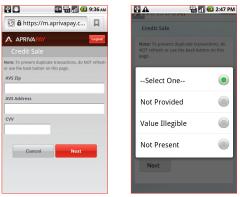
Note: The images used in this guide may vary slightly on your mobile device.

Transaction Prompts

AprivaPay displays specific screen prompts based on whether the customer's card is present or not present during a credit transaction.



If the customer's card is present during the transaction, you are required to enter the customer's Zip Code, in addition to the account number, expiration date, and transaction amount.



If the card is not present, you are required to enter the customer's Zip Code, address number, and Card Verification Value (CVV), in addition to the account number, expiration date, and transaction amount. You can bypass the CVV if:

- The CVV is not provided
- The CVV is not legible
- The CVV is not present

Note: The customer's card is defined as present for all transaction demonstrated in this guide.

Transaction Receipts



AprivaPay allows you to e-mail receipts to your customers. When the transaction receipt appears on screen, you can enter your customer's e-mail address at the bottom and send the receipt.

You can also send the receipt to multiple e-mail addresses by inserting a comma between the addresses.

Use the Credit Sale function to obtain authorization or decline of the credit card sale transaction. To process a credit sale, follow these steps:

- 1. On the Home screen, click **Credit Sale**.
- 2. Enter the customer's Account Number, Expiration, and Amount, and then click Next.
- 3. Enter the customer's **AVS Zip**, and then click **Next**.
- 4. In the E-mail Receipt box, enter the customer's e-mail address, and then click Send Receipt.

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| | Cancel Next | Cancel Next | Email Receipt customer@home.com Note: Separate multiple emails with a comma Sond Receipt |

Refund

Use the Refund function to credit a cardholder's account by following these steps.

- 1. On the Home screen, click **Refund**.
- 2. Enter the customer's Account Number, Expiration, and Amount, and then click Next.
- 3. In the **Email Receipt** box, enter the customer's e-mail address, and then click **Send Receipt**.

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| | | 4444333322221111 | 09 / 11 | Card Type: Visa |
| More Options | > | Amount | | Account #: 1111 |
| | | | | Amount: \$1.00 |
| | | 1.00 | | Total: \$1.00 |
| | | Card Present? | | Thank You |
| | | | | Email Receipt |
| | | Cancel | Next | customer@home.com |
| | | | | Note: Separate multiple emails with a comma |
| | | | | Send Receipt |

Adjust

Use the Adjust function to modify the sale amount of a previously approved transaction. To adjust a transaction, follow these steps:

- 1. On the Home screen, click **More Options**.
- 2. Click Adjust.
- 3. Select the **Last Four** of the transaction to modify.
- 4. In the **Base** box, enter the new total, and then click **Next**.

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| | Voice Authorization Post Authorization | Sale Amount: 2.00 | Cancel Next |
| | Voucher Sale | 1 of 2 <u>Next</u> | |
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Authorization Only

Use the Authorization Only function to process credit card authorization without storing the transaction in the batch. An Authorization Only transaction does not "post" to the batch until you complete a Post Authorization transaction. To authorize only, follow these steps:

- 1. On the Home screen, click **More Options**.
- 2. Click Auth Only.
- 3. Enter the customer's Account Number, Expiration, and Amount, and then click Next.
- 4. Enter the customer's AVS Zip, and then click Next.
- 5. In the **Email Receipt** box, enter the customer's e-mail address, and then click **Send Receipt**.

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| | | | | AVS Response: Zip Match CVV Response: Unsupported |
| Credit Sale | Credit Sale | Credit Authorization | Credit Authorization | Type: Authorization Term ID: 0001 |
| Refund | Refund > | Note: To prevent duplicate transactions, do NOT refresh or use the back button on this page. | Note: To prevent duplicate transactions, do NOT refresh or use the back button on this page. | Merch ID: 86755309 Stan: 9 |
| C Relatio | | Account Number Exp (mm/yy) 4444333322221111 09 / 11 | AVS Zip 85251 | Card Type: Visa Account #: 1111 |
| More Options > | Adjust > | Amount | CVV | Auth ID: 3467468342 Amount: \$3.25 |
| | Authorization Only | 3.25 | 123 | Total: \$3.25 |
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| | Voucher Sale > | | | Note: Separate multiple emails with a comma |
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Post Authorization

Use the Post Authorization function to convert an Authorization Only transaction to a Sale transaction by following these steps:

- 1. On the Home screen, click More Options.
- 2. Click Post Auth.
- 3. Click to select the Last four of the transaction to post, and then click Next.

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| | Post Authorization > | | Amount: 53.25 Total: 53.25 Cancel Next |
| | Voucher Refund | | |

Voice Authorization

Use the Voice Authorization function to save a transaction to the open batch by following these steps:

- 1. On the Home screen, click **More Options**.
- 2. Click Voice Auth.
- 3. Enter the customer's Account Number, Expiration, and Amount, and then click Next.
- 4. Enter Auth ID, and then click Next.
- 5. Enter **AVS Zip**, and then click **Next** to process the transaction.
- 6. In the Email Receipt box, enter the customer's e-mail address, and then click Send Receipt.

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Void

Use the Void function to delete a credit card transaction approved within the same processing batch but not settled with the processor. To void a transaction, follow these steps:

- 1. On the Home screen, click **More Options**.
- 2. Click Void.
- 3. Click to select the Last 4 of the transaction to void.
- 4. Click Next.

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| | Adjust | > | | |
| Credit Sale | Authorization Only | > | Void | Void Details |
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| More Options > | Post Authorization | | Offline Sale Amount: 3.25 Last 4: 1111 | 11/17/2010 10:42:06 AM Host Response: Success Type: Offline Sale |
| | Voucher Sale | | Refund Amount: 1.00 | Merch ID: 86755309 Stan: 10 |
| | S Voucher Refund | | Adjust Amount: 5.00 | Card Type: Visa Account #: 1111 Auth ID: 4556446 |
| | Settlement | | Sale Amount: 3.50 Last 4: 1111 | Amount: \$6.25 Total: \$6.25 |
| | Void | > | of 2 Next | Cancel Next |
| | Clear Batch | > | | |
| | Void | > > | | Total: \$6.25 |

Settlement

Use the Settlement function to close an open batch for settlement of funds by following these steps:

- 1. On the Home screen, click **More Options**.
- 2. Click Settlement.
- 3. Click Settle Batch.

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| Credit Sale | > | Authorization Only | > | Batch Settlement |
| Refund | > | Voice Authorization | > | Batch Total: \$27.25 Credit Sales: 8 @ \$25.25 Credit Refunds: 1 @ \$1.00 |
| More Options | > | Post Authorization | > | EBT Sales: 1 @ \$6.00 EBT Refunds: 1 @ \$3.00 |
| | | Voucher Refund | > | View Batch Transactions Cancel Settle Batch |
| | | Settlement | > | |
| | | Void | > | |
| | | Clear Batch | > | |