

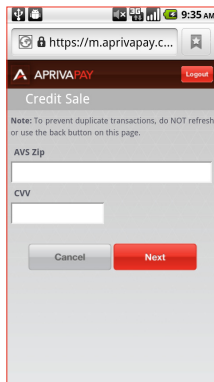
## AprivaPay Mobile Web - Quick Reference Guide

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 not receive your login credentials, please contact Customer Care at (866)-277-4821.

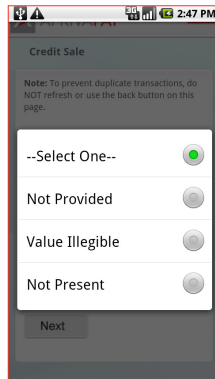
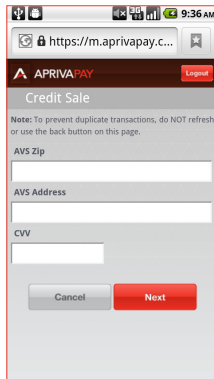
**Note:** The images used in this guide may vary slightly on your mobile device.

### 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.

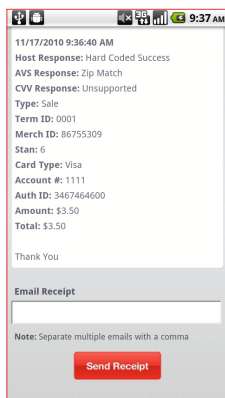


If the card is not present, you are required to enter the customer's Zip Code, address number, and Card Verification Value (CVV), in addition to the account number, expiration date, and transaction amount. You can bypass the CVV if:

- 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



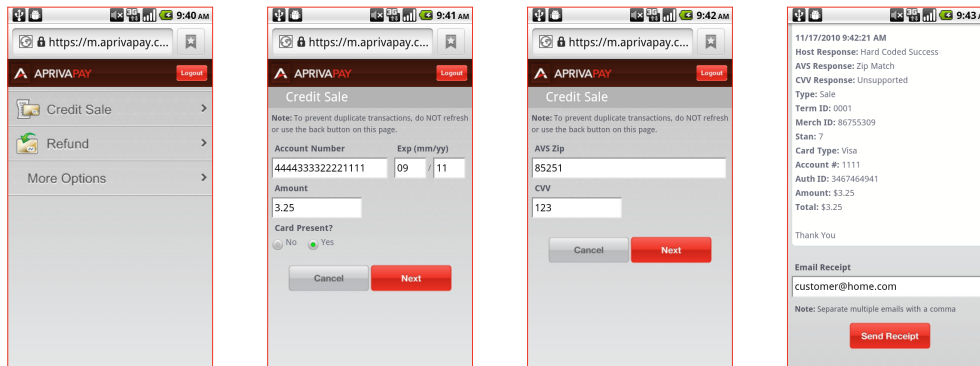
AprivaPay allows you to e-mail receipts to your customers. When the transaction receipt appears on screen, you can enter your customer's e-mail address at the bottom and send the receipt.

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

## Credit Sale

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

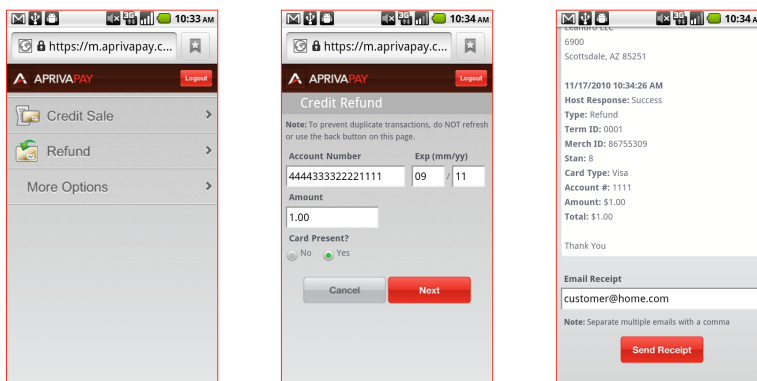
1. On the Home screen, click **Credit Sale**.
2. Enter the customer's **Account Number**, **Expiration**, and **Amount**, and then click **Next**.
3. Enter the customer's **AVS Zip**, and then click **Next**.
4. In the **E-mail Receipt** box, enter the customer's e-mail address, and then click **Send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



## Refund

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

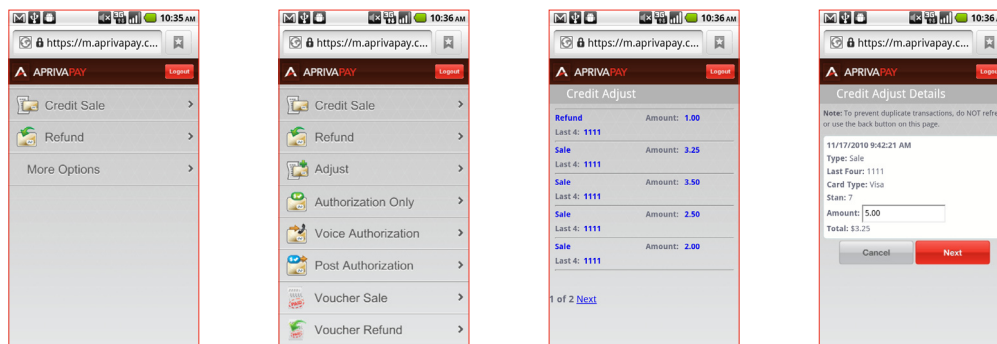
1. On the Home screen, click **Refund**.
2. Enter the customer's **Account Number**, **Expiration**, and **Amount**, and then click **Next**.
3. In the **Email Receipt** box, enter the customer's e-mail address, and then click **Send Receipt**.



## Adjust

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

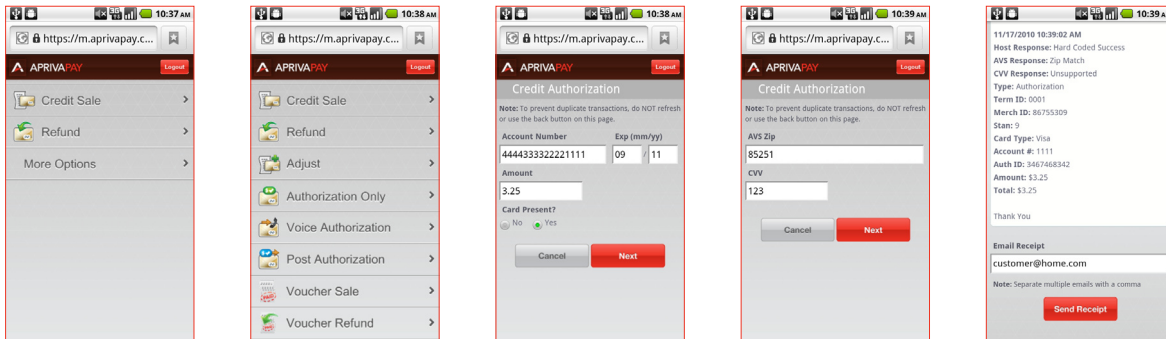
1. On the Home screen, click **More Options**.
2. Click **Adjust**.
3. Select the **Last Four** of the transaction to modify.
4. In the **Base** box, enter the new total, and then click **Next**.



## 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:

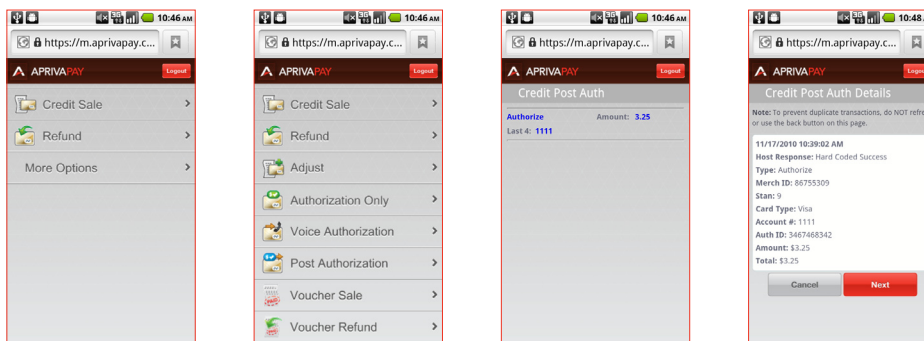
1. On the Home screen, click **More Options**.
2. Click **Auth Only**.
3. Enter the customer's **Account Number**, **Expiration**, and **Amount**, and then click **Next**.
4. Enter the customer's **AVS Zip**, and then click **Next**.
5. In the **Email Receipt** box, enter the customer's e-mail address,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



## Post Authorization

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

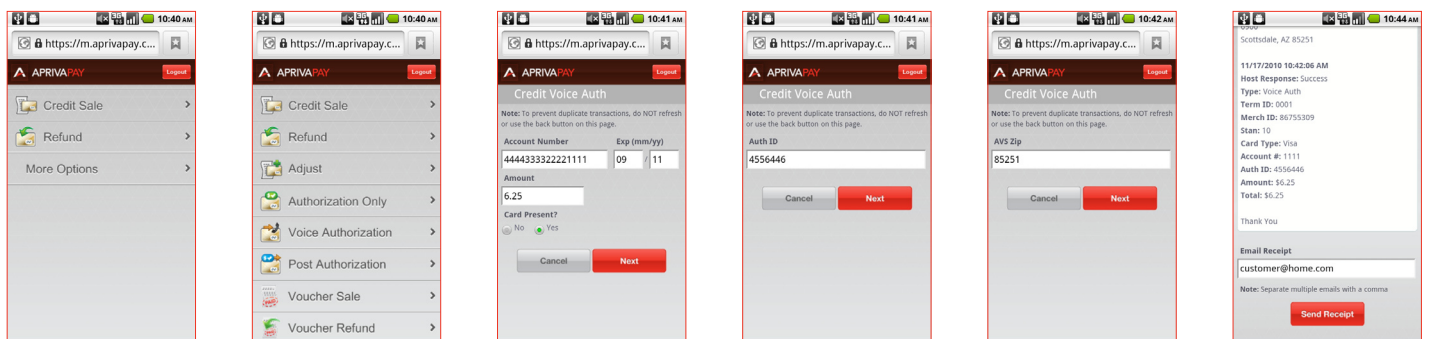
1. On the Home screen, click **More Options**.
2. Click **Post Auth**.
3. Click to select the **Last four** of the transaction to post, and then click **Next**.



## Voice Authorization

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

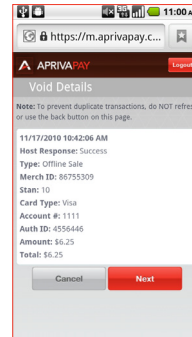
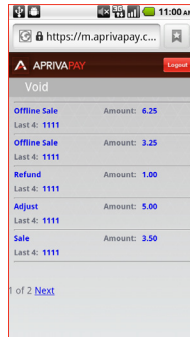
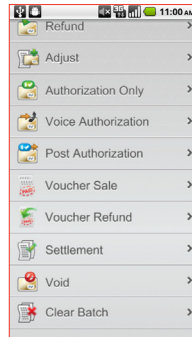
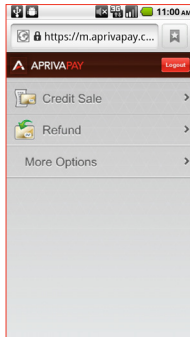
1. On the Home screen, click **More Options**.
2. Click **Voice Auth**.
3. Enter the customer's **Account Number**, **Expiration**, and **Amount**, and then click **Next**.
4. Enter **Auth ID**, and then click **Next**.
5. Enter **AVS Zip**, and then click **Next** to process the transaction.
6. In the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



## 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**.



## 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**.

