APRIVA**PAY**™

User Guide

APRIVA®

SECURITY. CONNECTIVITY. MOBILITY.™

APRIVAPAY™

Introduction

This User Guide describes the functionality available in the AprivaPay application. Included with this software is access to the Apriva® BackOffice™, a secure, Web-based application enabling users to view reports and manage point-of-sale activities. As a user, it is your responsibility to assign and safeguard operator passwords and security roles to maintain the security of AprivaPay and BackOffice.

Apriva applications benefit merchants in a range of markets including:
- Retail and Point of Sale
- Commercial Sales and Service
- Field Service
- In-Home Sales and Service
- Taxi and Transportation Service
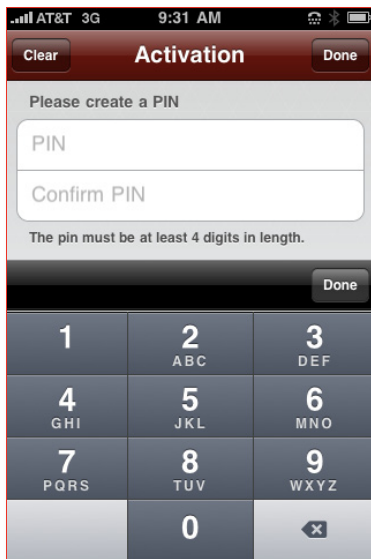
Table of Contents
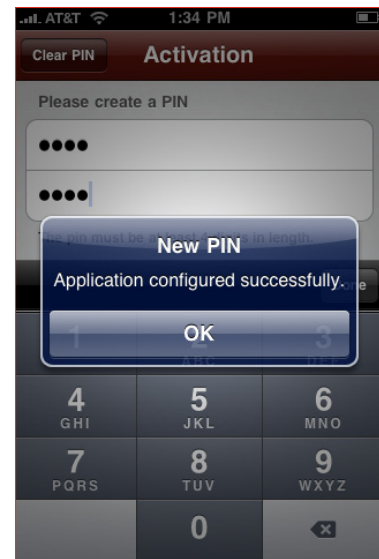
Getting Logged In

After you have successfully activated your account, you will be required to:

- Create a Personal Identification Number (PIN) for AprivaPay. NOTE: you will be required to enter your PIN each time you begin a new AprivaPay session.
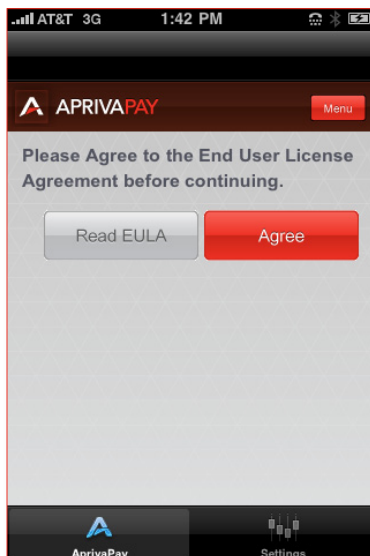- Accept the End User Licence Agreement

Create a PIN

Type your new PIN in the PIN box and Confirm PIN box, and then **tap Done**.
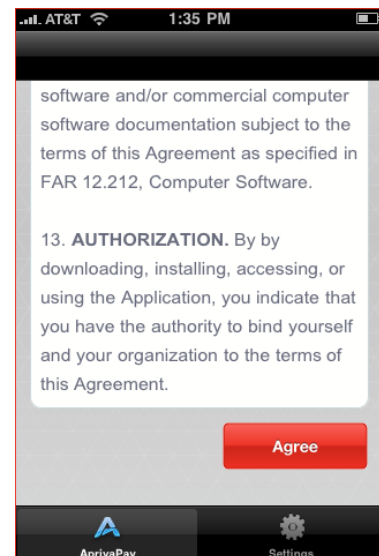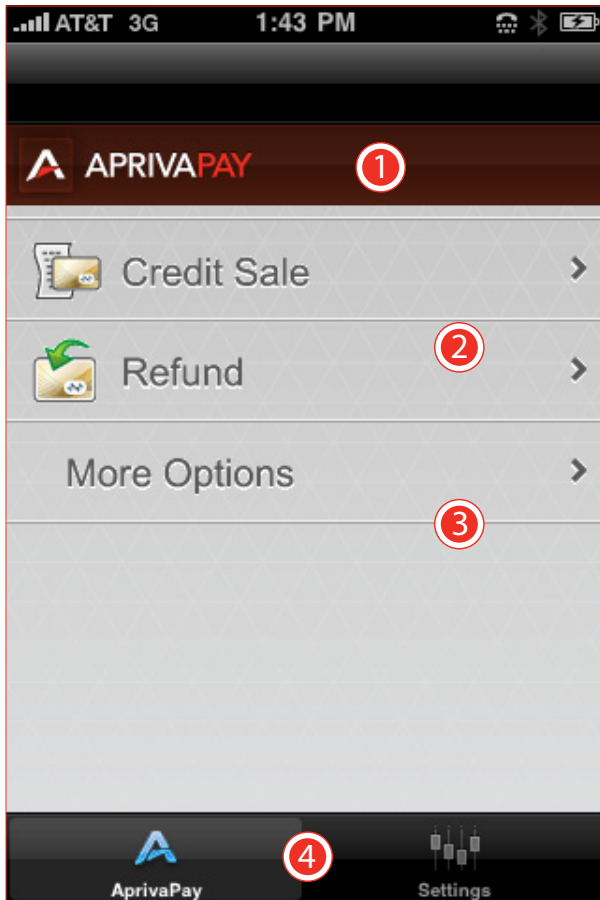

Tap OK.

Accept EULA

Tap Click Here to read the EULA.

Tap Agree to accept the terms and continue.

AprivaPay Screen Layout

AprivaPay Main Screen

AprivaPay Logo (1)

Tap the AprivaPay logo at the top of any screen to cancel a current transaction and return to the main screen.

Function Links (2)

Tap the transaction you want to use from the two most common transaction types on the main menu.

More Options (3)

Tap More Options to expand the list to all available transaction types.

Tab Bar (4)

Tap the Tab Bar to switch between the AprivaPay application and the AprivaPay Settings. For more information on Settings, please see, AprivaPay Settings on PAGE 7.

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Address Verification System (AVS) & Credit Verification Value (CVV) Prompting

If you are not using the Printer / MSR with your iphone, most transactions will require you to enter your customer's account number, expiration date, and transaction amount. In addition, you may be required to select whether or not the customer's credit card is present at the time of the transaction.

Card Present

If the customer's card is present during the transaction, enter the customer's Address Verification Service (AVS) Zip Code in the AVS Zip box.
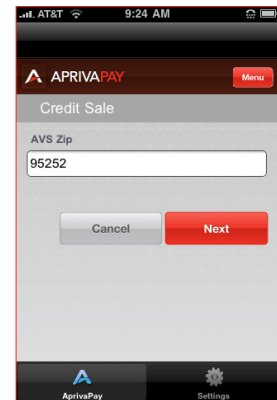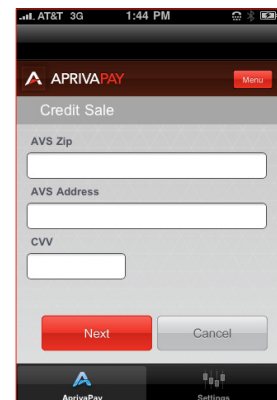
AVS Prompt Screen

Card Not Present

If the customer's card is not present during the transaction, enter the customer's AVS Zip Code, AVS Address, and Card Verification Value (CVV) in the CVV box. You may bypass the CVV if:
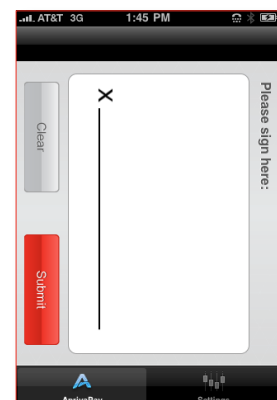
- The CVV is not provided
- The CVV is not legible
- The CVV is not present

CVV Prompt Screen

Virtual Signature Prompting

Upon completing a credit transation, you can capture your customer's signature using the Virtual Signature Prompt. Have your customer sign for the transaction, and then tap Submit.

Virtual Signature Screen

Retail Tip

Some transaction types within the AprivaPay application allow you to add a tip to retail transactions before sending to the processor for approval. Please contact your merchant service provider if you are interested in using this feature.
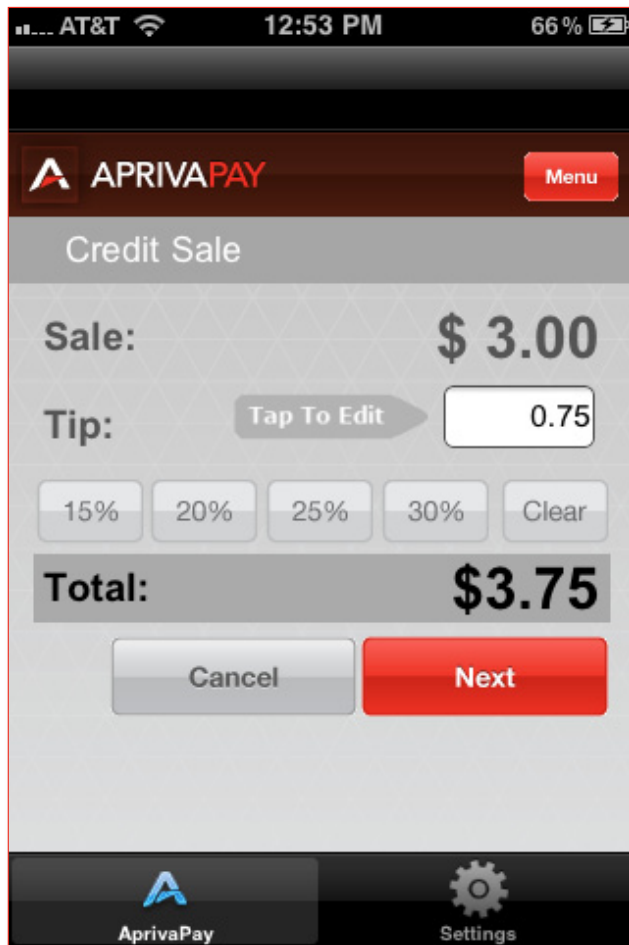
Retail Tip Prompt

Tip Amount
Use the pre-defined percentages, or tap the tip field to manually enter the tip amount.

Sales Total
The sales total will be automatically adjusted for you once a tip amount is entered.

Partial Authorization

AprivaPay will partially approve a transaction if a cardholder does not have enough credit on their prepaid credit card or gift card to cover the transaction amount. You may then allow the cardholder to pay the remaining balance owed with another card.

Note: This example is for a transaction amount of $8.27 where the first card being used only has a balance of $7.00 and a second card must be used for the remaining $1.27.
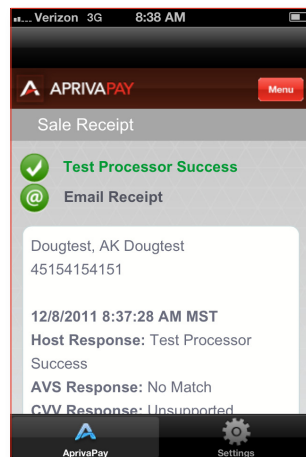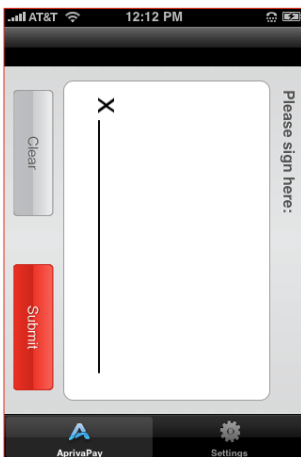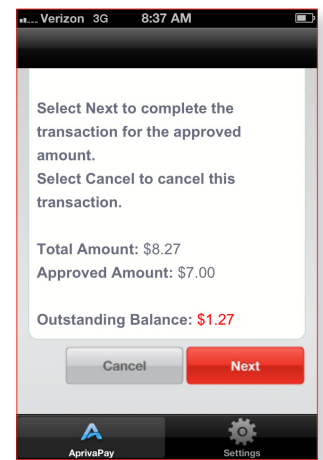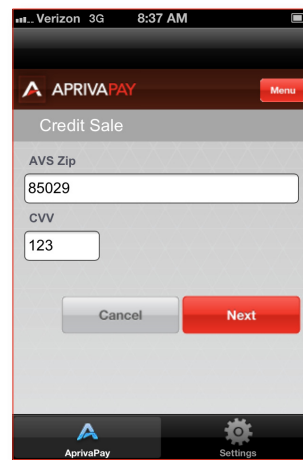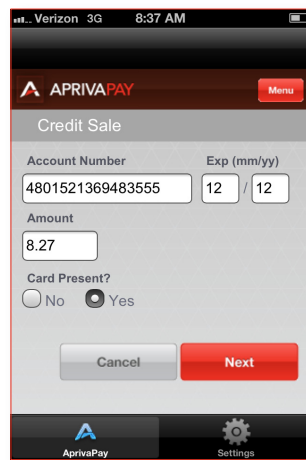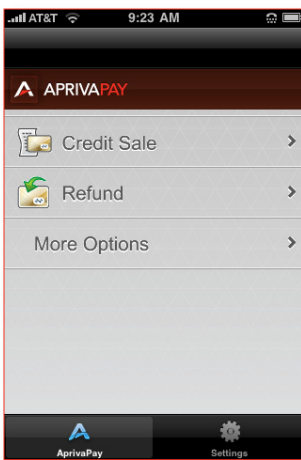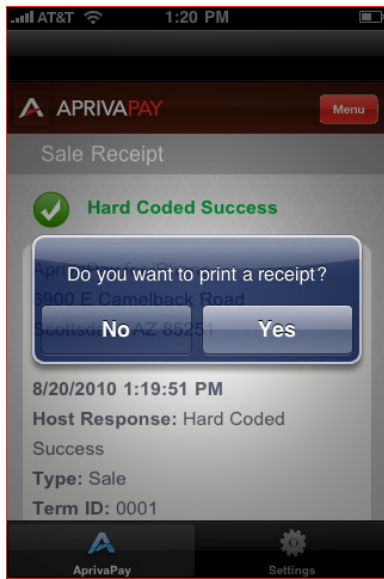

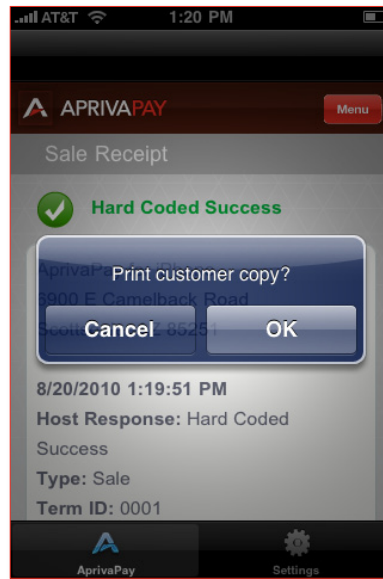After the first card transaction is complete, tap menu and process the next transaction for the remaining balance.
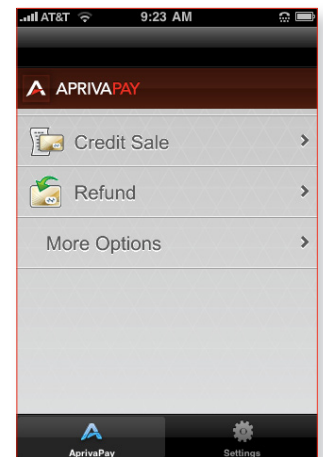
Printed Receipts

If you are using the Daily Systems Printer / MSR with your iPhone, you will be prompted to print receipt copies for each transaction.
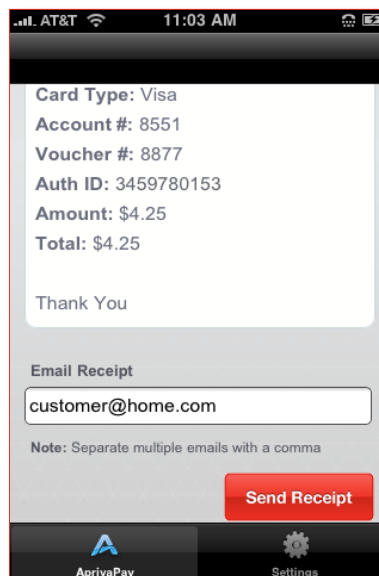

Merchant Receipt Prompt


Customer Receipt Prompt

E-mail Receipts

You can e-mail a receipt after you complete a transaction. In the E-mail Receipt box, enter the customer's e-mail address, and then tap Send. You may Enter multiple e-mail addresses separated by commas to send multiple receipts.


Virtual Receipt Screen

![APRIVAPAY™ logo]

Credit Transactions

This section of the guide provides instructions for processing the credit transactions available on AprivaPay. Note: the customer's card is defined as present for all transactions demonstrated in this guide.
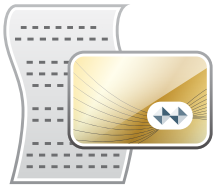
Credit Sale

Use the Credit Sale function to obtain authorization or decline of a credit card sale transaction.

1. Tap Credit Sale.
2. Enter Account Number, Expiration, and Amount, and then tap Next.
3. Enter your customer's ZIP code and CVV, and then tap Next.
4. Enter tip amount (if applicable), and then tap Next.
5. Have your customer sign the virtual receipt, and then tap Submit.
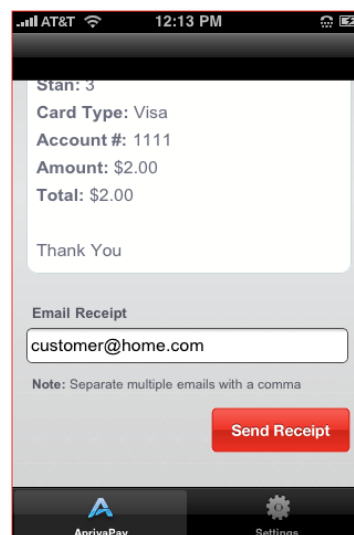6. In the Email Receipt box, enter the customer's e-mail address, and then tap Send Receipt.
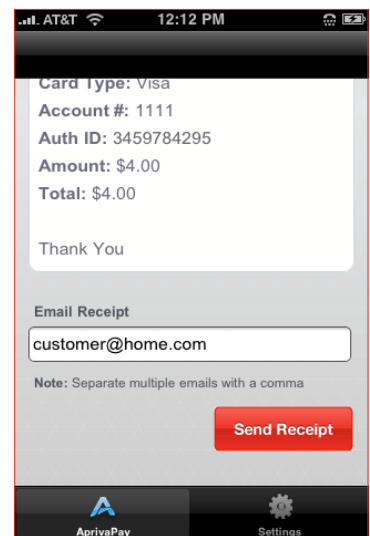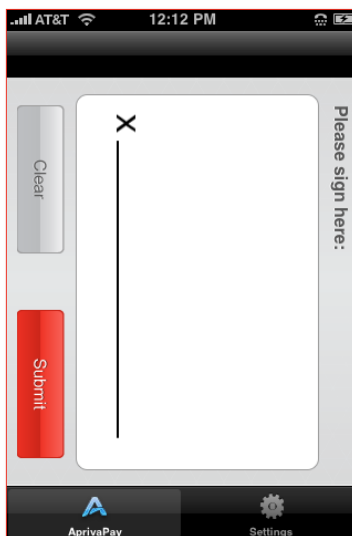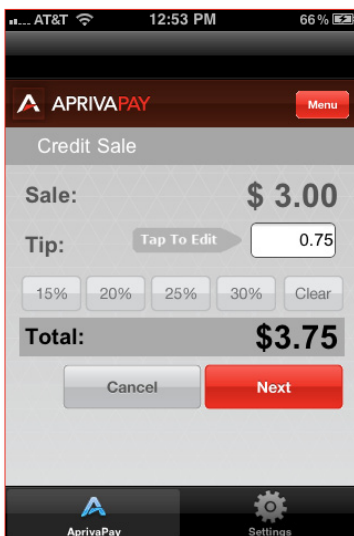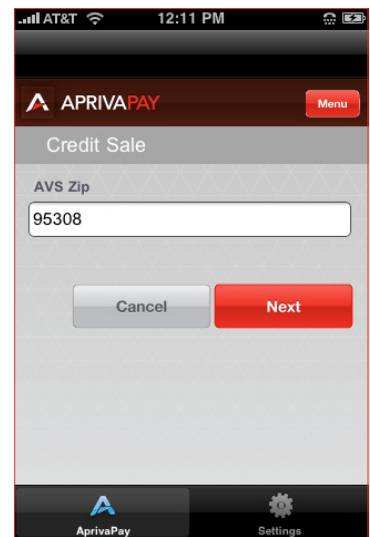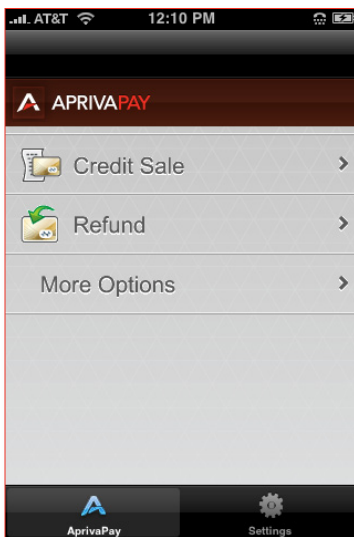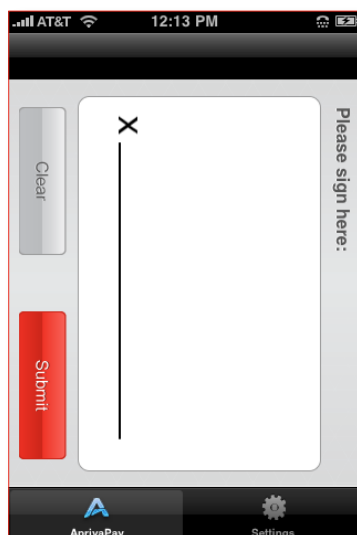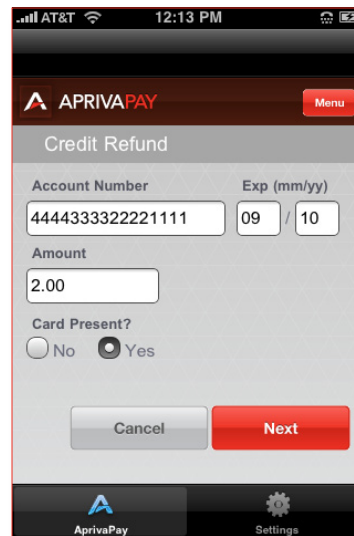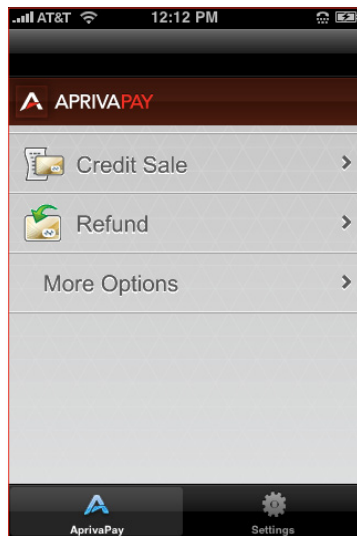
Credit Refund

Use the Credit Refund function to process a credit to a cardholder's account.

1. Tap Refund.
2. Enter Account Number, Expiration, and Amount, and then tap Next.
3. Have your customer sign for the transaction, and then tap Submit.
4. In the Email Receipt box, enter the customer's e-mail address, and then tap Send Receipt.

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Adjust

Use the Adjust function to change the sale amount of a previously approved credit transaction.

1. Tap More Options to expand the list of transaction types.
2. Tap Adjust.
3. Tap the Last Four of the transaction to adjust.
4. In the Amount box, enter the new amount, and then tap Adjust Transaction.
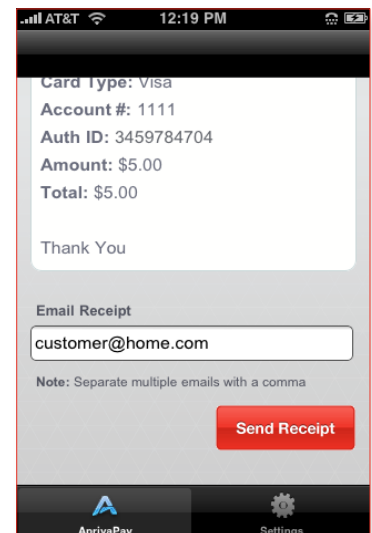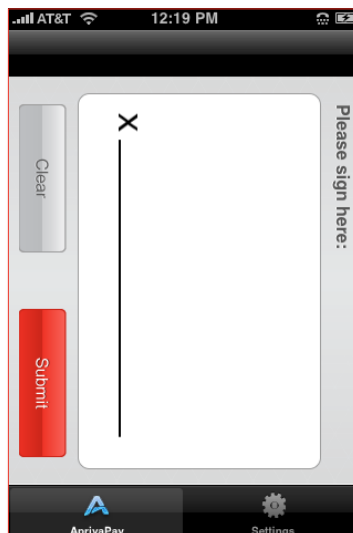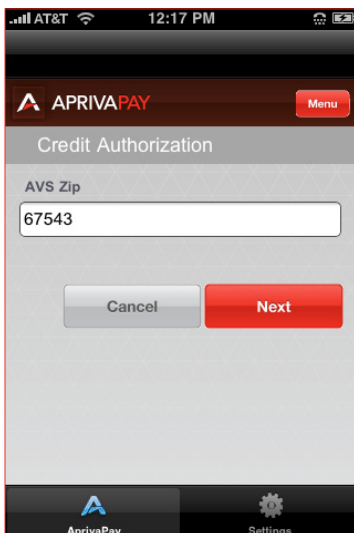5. In the Email Receipt box, enter the customer's e-mail address, and then tap Send Receipt.
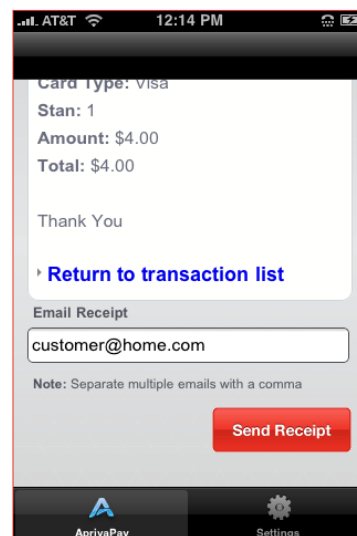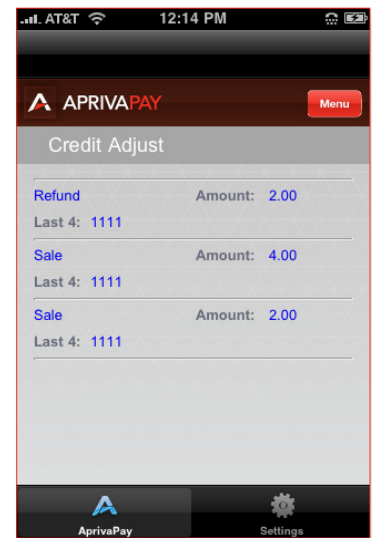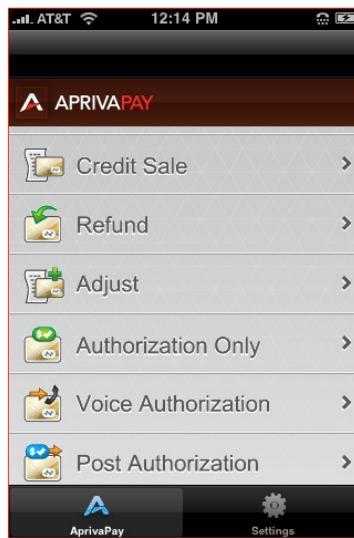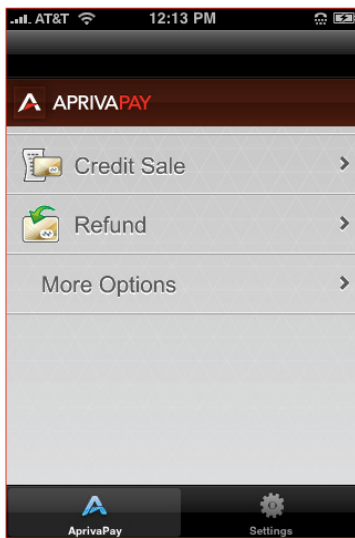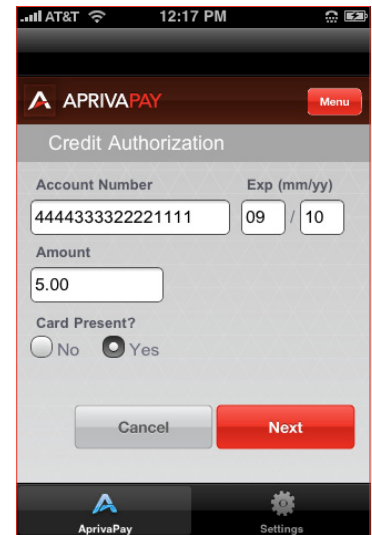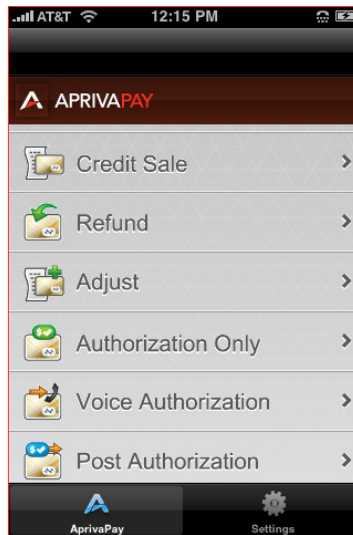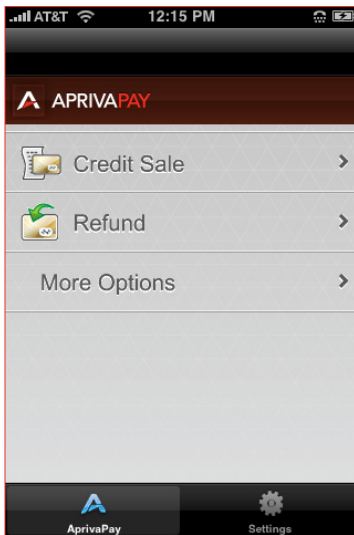
Authorization Only

Use the Authorization Only function to process a credit authorization without storing the transaction in the batch.

1. Tap More Options to expand the list of transaction types.
2. Tap Authorization Only.
3. Enter Account Number, Expiration, and Amount, and then tap Next.
4. Enter AVS Zip, and then tap Next.
5. Have your customer sign for the transaction, and then tap Submit.
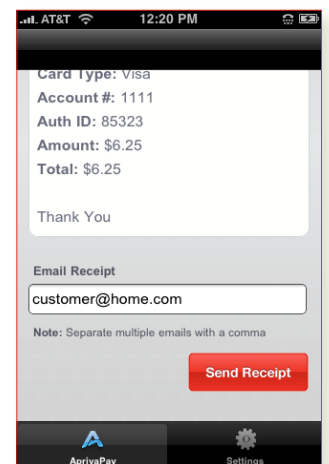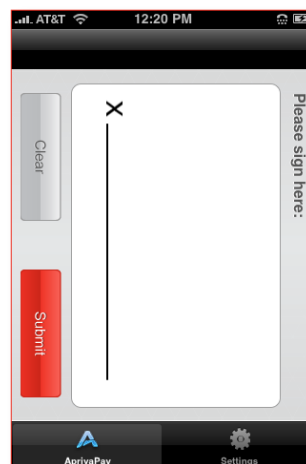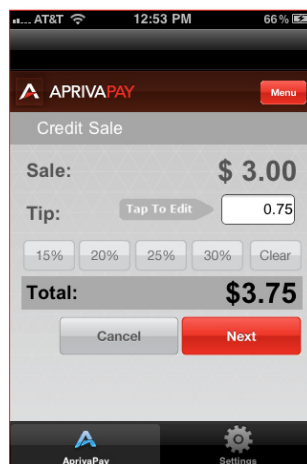6. In the Email Receipt box, enter the customer's e-mail address, and then tap Send Receipt.

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Voice Authorization

Use the Voice Authorization function to force a transaction to the open batch. Note: You will need to obtain Authorization ID from the merchant service provider prior to using this function.

1. Tap More Options to expand the list of transaction types.
2. Tap Voice Auth.
3. Enter Account Number, Expiration, and Amount, and then tap Next.
4. Enter Auth ID, and then tap Next.
5. Enter AVS Zip, and then tap Next.
6. Enter Tip Amount (if applicable), and then tap Next.
7. Have your customer sign the virtual receipt, and then tap Submit.
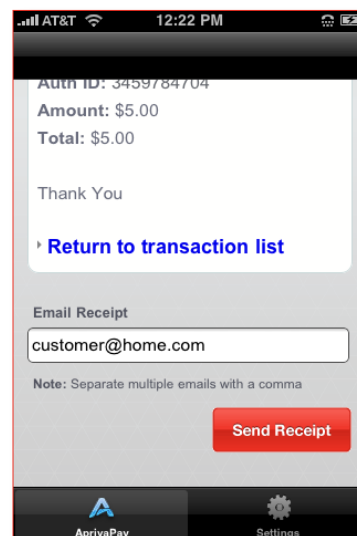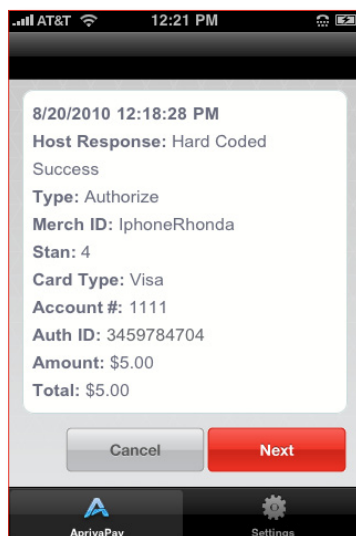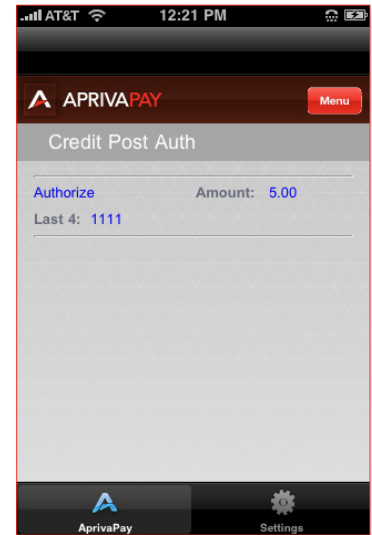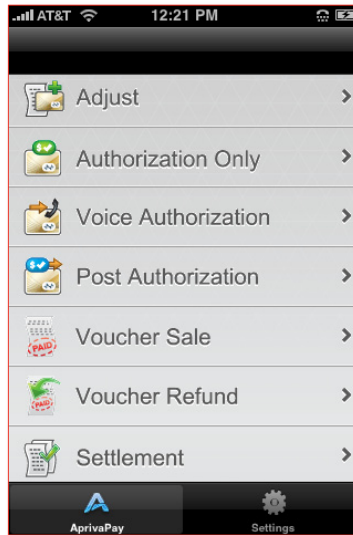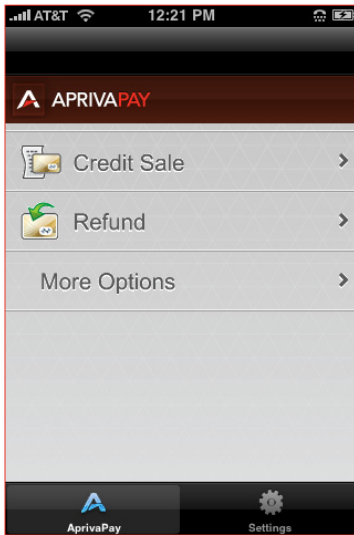8. In the Email Receipt box, enter the customer's e-mail address, and then tap Send Receipt.
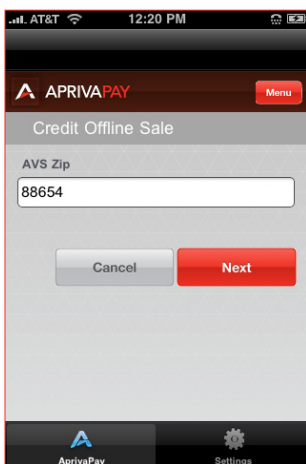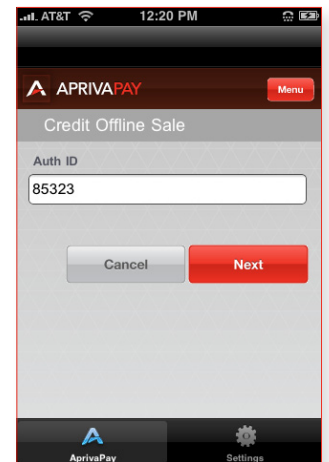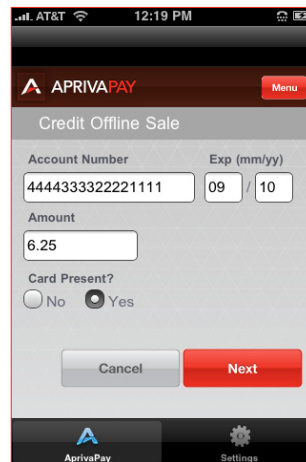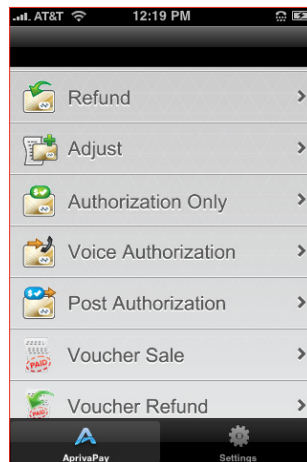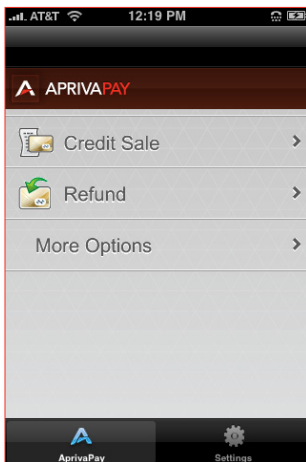
Post Authorization

Use the Post Authorization function to convert an Authorization Only transaction to a Post Authorization transaction added to the current batch.

1. Tap More Options to expand the list of transaction types.
2. Tap Post Auth.
3. Tap to select Last Four for the authorized transaction to convert.
4. Tap Post Auth This Transaction.
5. In the Email Receipt box, enter the customer's e-mail address, and then tap Send Receipt.

Voucher Sale

Use the Voucher Sale function to obtain Electronic Benefits Transfer (EBT) authorization or decline of a voucher sale transaction.

1. Tap More Options to expand the list of transaction types.
2. Tap Voucher Sale.
3. Enter Account Number, Expiration (optional), and Amount, and then tap Next.
4. Enter Auth ID, and Voucher Number, and then tap Next.
5. In the Email Receipt box, enter the customer's e-mail address, and then tap Send Receipt.
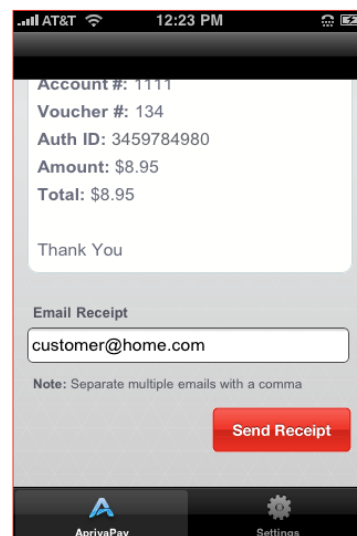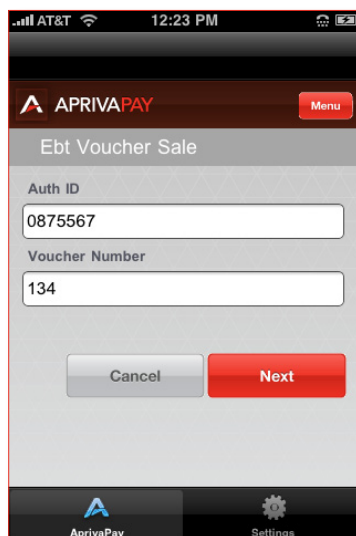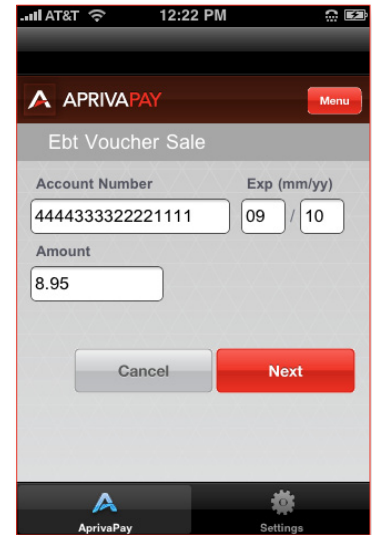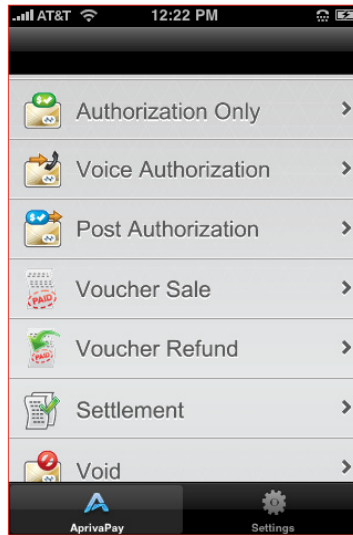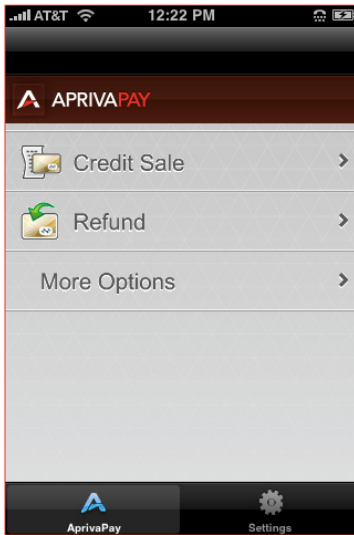
Voucher Refund

Use the Voucher Refund function to process a credit to a cardholder's Electronic Benefits Transfer (EBT) account.

1. Tap More Options to expand the list of transaction types.
2. Tap Voucher Refund.
3. Enter Account Number, Expiration (optional), and Amount, and then tap Next.
4. Enter Auth ID, and Voucher Number, and then tap Next.
5. In the Email Receipt box, enter the customer's e-mail address, and then tap Send Receipt.
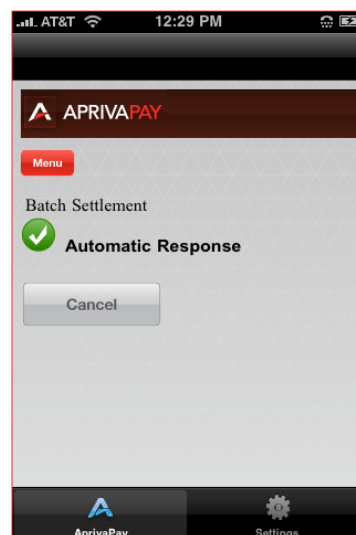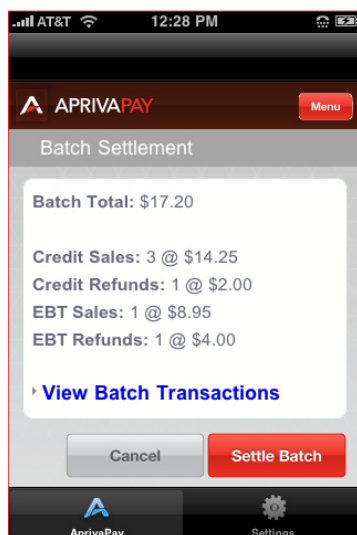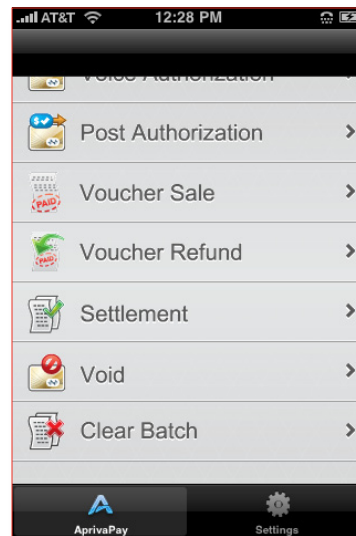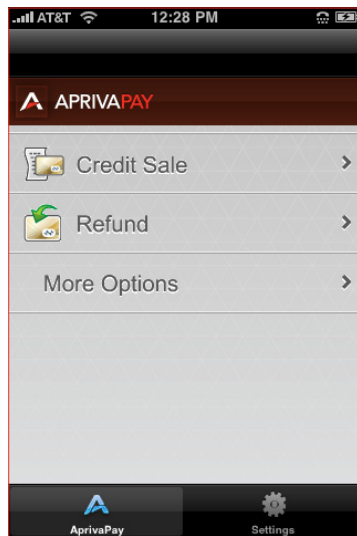
APRIVAPAY™
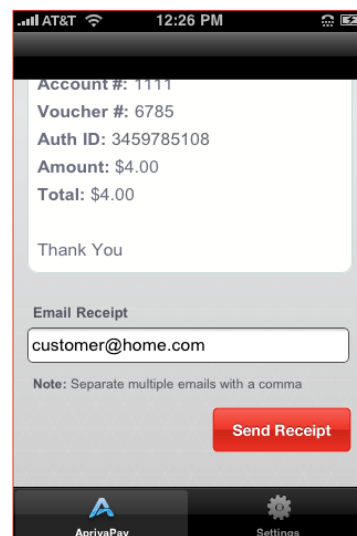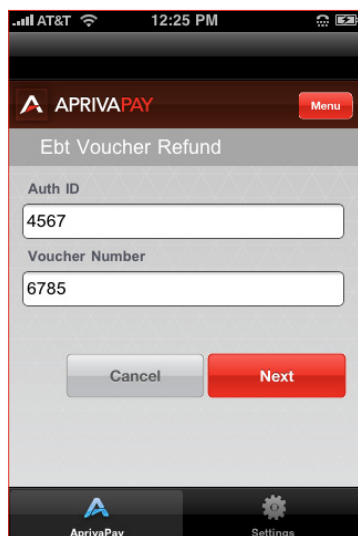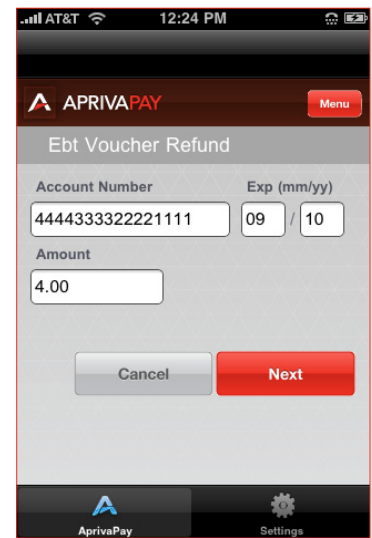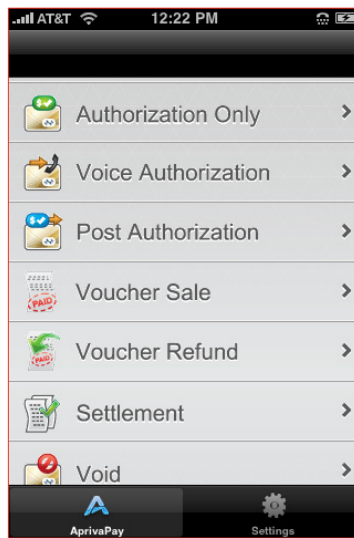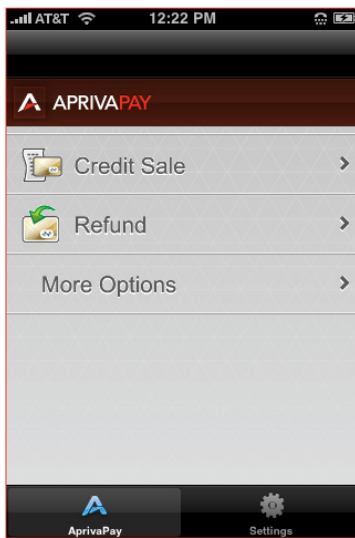
Settlement

Use the Settlement function to close an open batch for settlement of funds.

1. Tap More Options to expand the list of transaction types.
2. Tap Settlement.
3. Tap Settle Batch.

Void

Use the Void function to delete a previously approved credit card transaction within the current open batch.

1. Tap More Options to expand the list of transaction types.
2. Tap Void.
3. Tap to select Last Four for the transaction to void.
4. Tap Next.
5. In the Email Receipt box, enter the customer's e-mail address, and then tap Send Receipt.

NOTE: To void multiple transactions, click Return to transaction list and repeat step 3 and step 4.
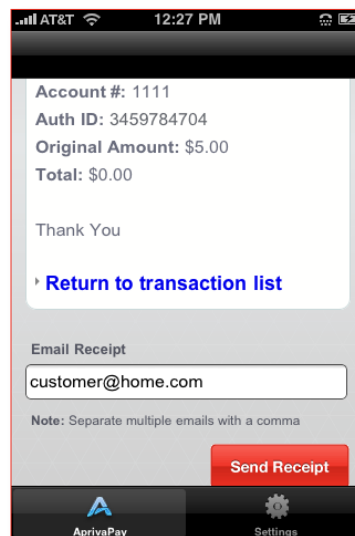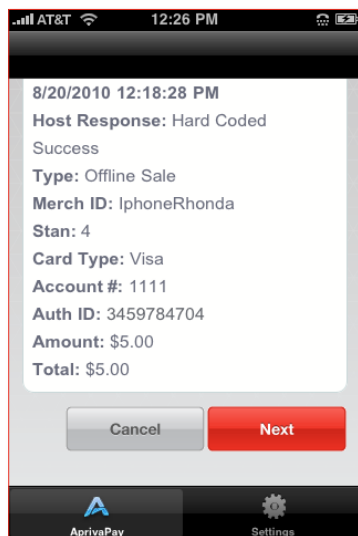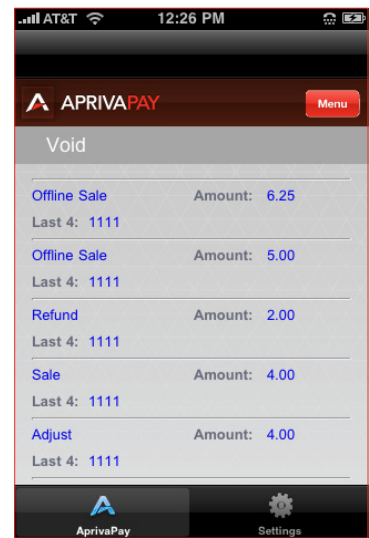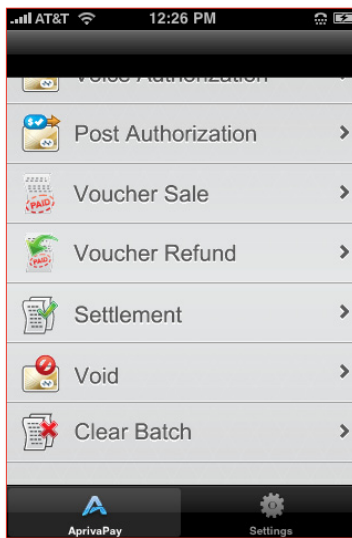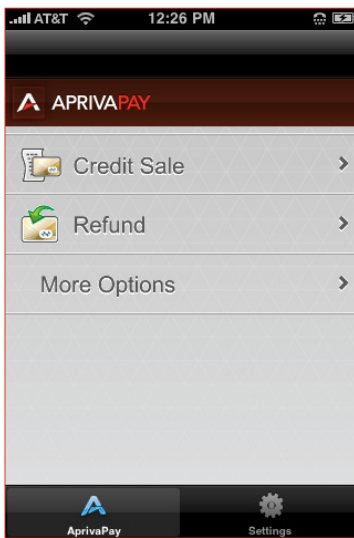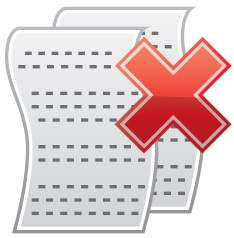
Clear Batch

Use the Clear Batch function to delete all transactions within a current batch.

Note: This function removes transaction data from permanent memory and can only be performed by Apriva Customer Care. Please contact Apriva Customer Care for assistance at (866) 277-4828.

1. Tap More Options to expand the list of transaction types.
2. Tap Clear Batch.
3. Tap Delete Batch.