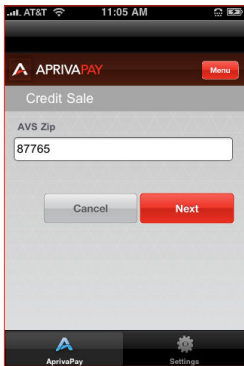


AprivaPay for iPhone - Quick Reference Guide

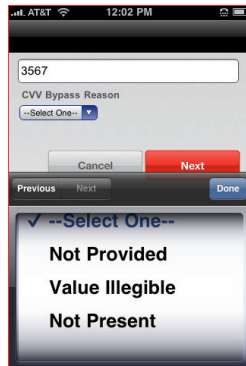
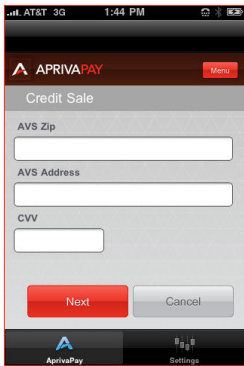
This Quick Reference Guide outlines the procedures for performing the most common credit transactions on the AprivaPay system. To access AprivaPay, you must enter the PIN you created during the AprivaPay activation process. If you do not know your PIN, contact Customer Care at (866)-277-4828.

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 transactions demonstrated in this guide.

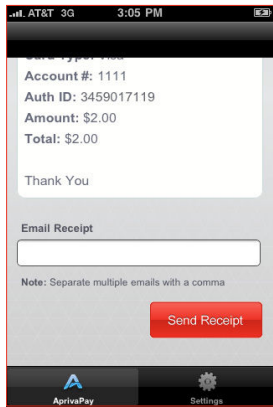
Signature Capture



Upon completing a transaction, AprivaPay prompts for your customer's signature.

Have your customer sign the on-screen signature line, and then tap Submit. Note: This prompt can be bypassed by tapping Submit without a signature.

Transaction Receipts



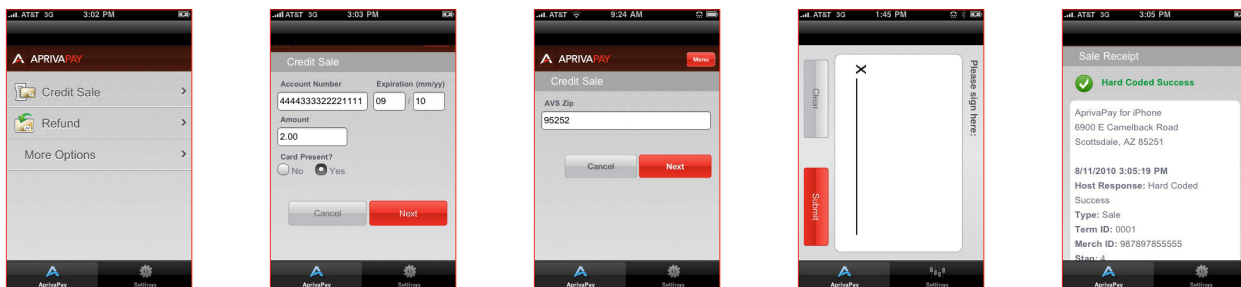
AprivaPay allows you to e-mail receipts to your customers. When the transaction receipt appears on screen, you can enter your customer's e-mail address at the bottom and send the receipt.

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:

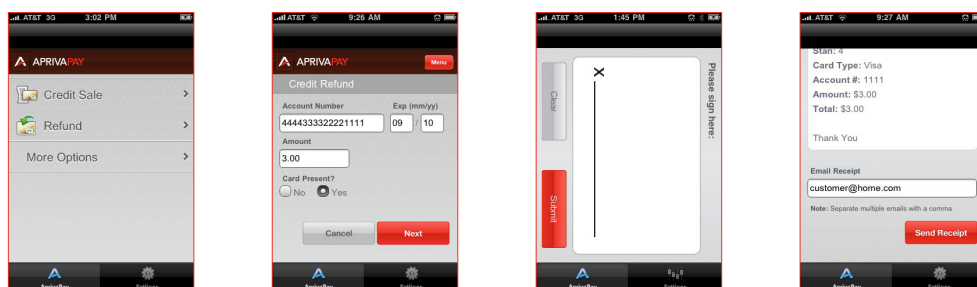
1. On the Home screen, tap Credit Sale.
2. Enter the customer's Account Number, Expiration, and Amount, and then tap Next.
3. Enter your customer's zip code in the AVS Zip box, and then tap Next.
4. Have your customer sign for the transaction, and then tap Submit.
5. In the E-mail Receipt box, enter the customer's e-mail address, and then tap Send Receipt.



Refund

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

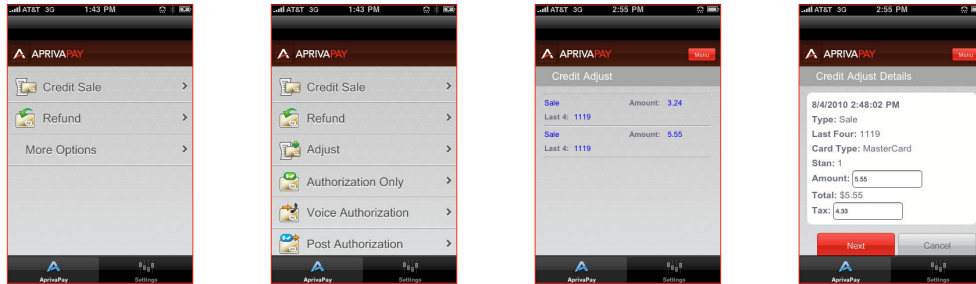
1. On the Home screen, tap Refund.
2. Enter the customer's Account Number, Expiration, and Amount, and then tap Next.
3. Have your customer sign for the transaction, and then tap Submit.
4. In the Email Receipt box, enter the customer's e-mail address, and then tap Send Receipt.



Adjust

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

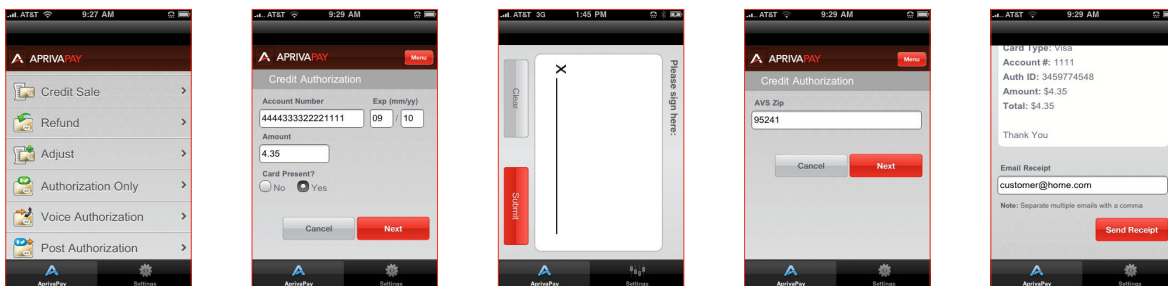
1. On the Home screen, tap More Options.
2. Tap Adjust.
3. Select the Last Four of the transaction to modify.
4. In the Base box, enter the new total, and then tap Adjust This Transaction.



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:

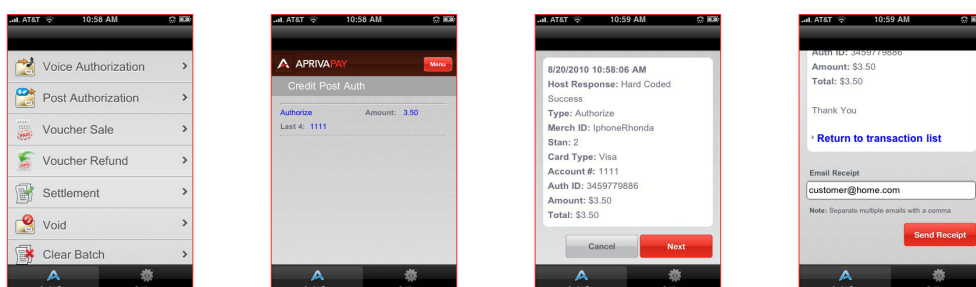
1. On the Home screen, tap More Options, and then tap Auth Only.
2. Enter the customer’s Account Number, Expiration, and Amount, and then tap Next.
3. Enter the customer’s AVS Zip, and then tap Next.
4. Have your customer sign for the transaction, and then tap Submit.
5. In the Email Receipt box, enter 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 Sale transaction by following these steps:

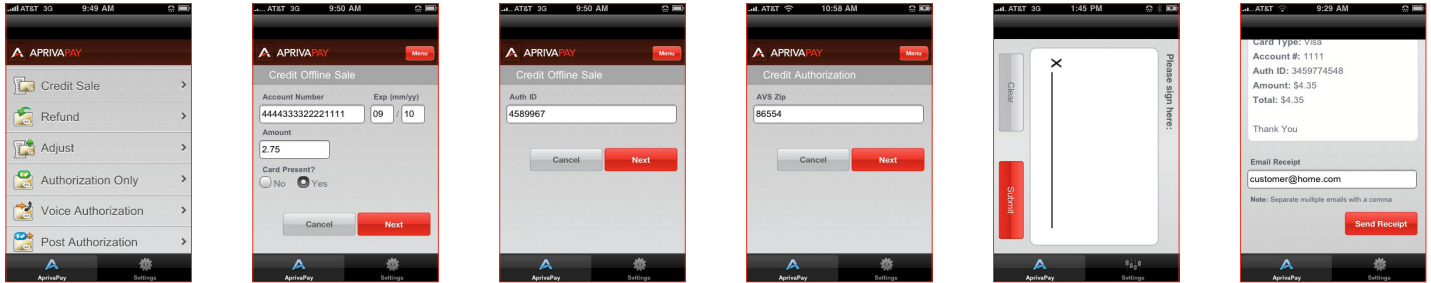
1. On the Home screen, tap More Options, and then tap Post Auth.
2. Tap to select the Last four of the transaction to post.
3. Tap Next.
4. In the Email Receipt box, enter the customer’s e-mail address, and then tap Send Receipt.



Voice Authorization

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

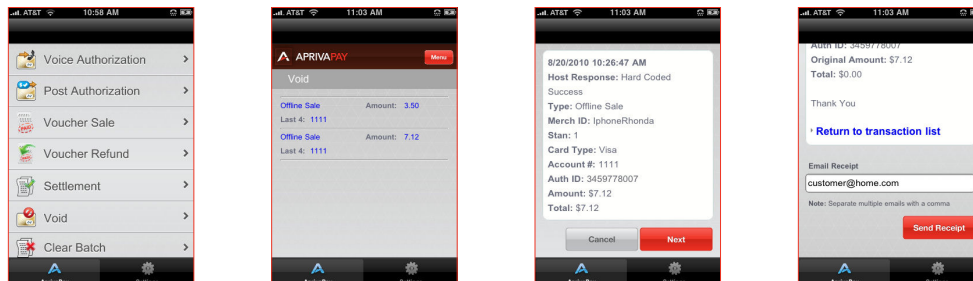
1. On the Home screen, tap More Options, and then tap Voice Auth.
2. Enter the customer's Account Number, Expiration, and Amount, and then tap Next.
3. Enter Auth ID, and then tap Next.
4. Enter AVS Zip, and then tap Next to process the transaction.
5. Have your customer sign for the transaction, and then tap Submit.
5. In the Email Receipt box, enter the customer's e-mail address, and then tap 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, tap More Options, and then tap Void.
2. Tap to select the Last 4 of the transaction to void.
3. Tap Next.
4. In the Email Receipt box, enter the customer's e-mail address, and then tap Send Receipt.



Settlement

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

1. On the Home screen, tap More Options, and then tap Settlement.
2. Tap Settle Batch.

