



First Data

Mobile PayTM
for iPhone[®]

*iOS Version 6.0 or higher required

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Introduction

Overview

First Data Mobile Pay™ Solution turns an Apple 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.

First Data Mobile Pay has eight major functions:

Credit card sale (Swiped)	Digital receipt delivery
Credit card sale (Manually keyed)	Signature capture
Transaction refund	Inventory item setup
Transaction history report	Barcode scanner

Key Features

- Add items with set prices, descriptions and photos
- Data stored in cloud and shared across devices
- Barcode scanner
- Transaction reporting
- Cash transaction tracking and receipts
- Check Recording
- Sales history in app
- Sales tax and tip settings in app
- Auto-send receipts to merchant
- Option to print paper receipts
- Encrypted card reader

Getting Started

Download First Data Mobile Pay™

If you haven't downloaded the First Data Mobile Pay Solution app to your device you can do so by searching for First Data Mobile Pay Solution in the Apple App StoreSM.

Note: An iTunes® account is required to download apps from the Apple App Store. Please [click here](#) for more information on setting up an iTunes account.

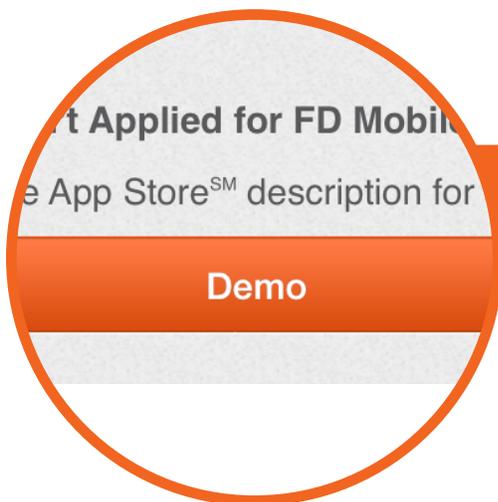
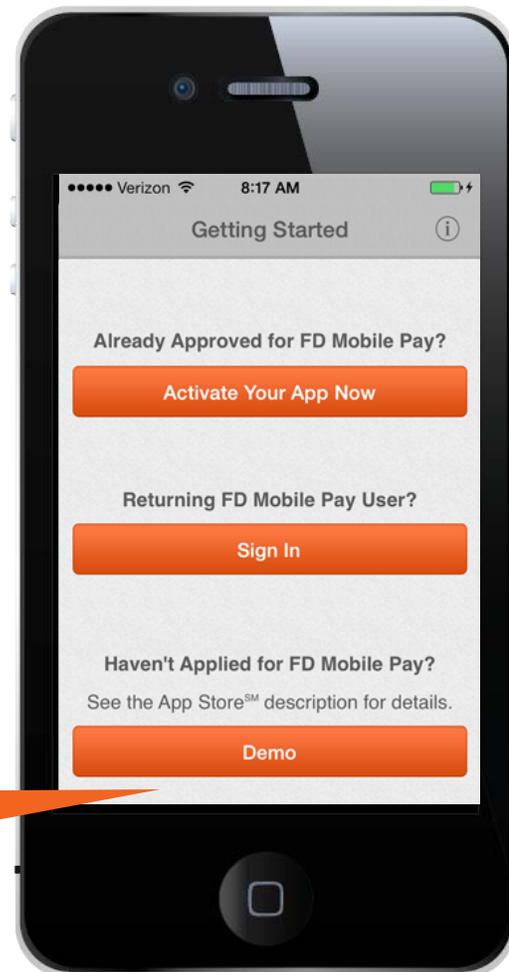


Click the icon above to visit the First Data Mobile Pay Solution App Store page.

Demo Mode

When you launch First Data Mobile Pay Solution for the first time, you may use Demo mode to familiarize yourself with all of the features available in First Data Mobile Pay Solution before activating your software. Once you activate your app, demo mode will no longer be available.

Please be advised that while in Demo mode, any inventory items that you add will not be saved and any transactions that you perform will not be processed.



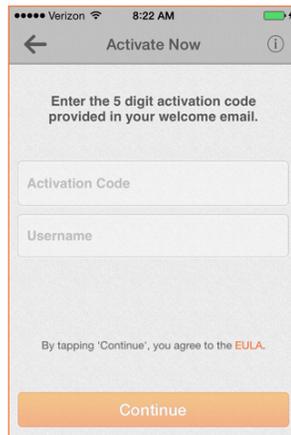
Getting Started

Activate First Data Mobile Pay™

To activate your app, you will need the 5 digit 'Activation Code' found in your welcome email along with your email address* that you used to sign up for First Data Mobile Pay.

*Note: For sub-users combine your activation code with the user name displayed in your activation email.

1. Launch First Data Mobile Pay.
2. Enter your 5 digit Activation Code.
3. Enter your Username (email address).
4. Tap Continue.



Security questions

If you ever need to reset your First Data Mobile Pay password, we will ask you a series of security questions to verify your identity. You will need to choose 3 questions and enter 3 answers.

1. Choose 3 security questions, and enter answers for your chosen questions.
2. Tap Activate Account.
3. Tap Get Started.

Choose a password

Next, you'll be prompted to create a password for your First Data Mobile Pay app. Passwords must have a minimum length of eight characters with at least one number and one letter.

1. Enter your new password.
2. Confirm your new password.
3. Tap Continue.

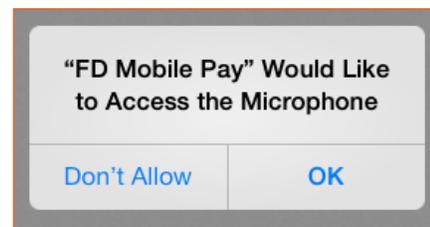
Card reader

If you are using a card reader with First Data Mobile Pay, simply plug the card reader into your device headphone jack.

IMPORTANT: iOS7 Card Reader Access Update

In order to swipe cards using the card reader on iOS 7.0+, you need to allow the application to access the microphone. After updating to iOS 7.0+ on your iPhone® or iPad®, do the following:

- Log in to the app. Plug in the card reader and you will be prompted to allow the application to access the microphone. Select OK.



If you skip this prompt you can also access your microphone settings as follows:

- Go to Settings> Privacy> Microphone. Turn First Data Mobile Pay to green.

If you are not using iOS 7.0+, no action is needed as you will continue to be able to swipe cards with the application. Please keep these instructions in mind if you do upgrade to iOS 7.0+.

Congratulations! You are now ready to process credit card transactions!

Getting Started

Administrator and Sub-user Roles

First Data Mobile Pay Solution now allows a business owner, or 'administrator' which is the default user account boarded to a merchant account, to have the ability, via a new feature within the settings drawer, to choose to control or not control various aspects of their associated users (sub-users) application settings. These controls, when 'auto-sync' (please refer to *Sync Settings*) is applied to an administrator, include the following:

- Tax settings controlled by administrator – Both administrators and sub-users can create and name tax rate instances (multiple can be applied). If auto-sync is turned on, the associated sub-users will only be able to access and utilize the admin created tax rates, additionally a sub-user can decide to turn a rate on or off in the context of a transaction, but cannot modify the associated rate or name if it is created by an admin.
- Turn on / off tips – Only an administrator can activate 'tip acceptance mode', When tips are turned on by an administrator, tips will be included in the transaction flow for their associated sub-users.
- Turn on carbon copy receipts and add recipients – Only an administrator can turn on and apply recipients to receipts of transactions that are carbon copy emailed or SMS text messaged, such as themselves or a company accountant.
- Turn on / off invoice number requirement – Only an administrator can enforce a custom invoice number policy for each transaction, making an invoice number required for a transaction processed by their associated sub-users if they choose. If this functionality is turned on and a sub-user does not enter an invoice number, the system will auto generate one.

Inventory Controlled by Administrator

Only the account administrator will be able to manage, modify and create inventory items for their user base. When an administrator creates, deletes or modifies an inventory item, their associated users (sub-users) will receive these changes to their device and the merchant portal in real time.

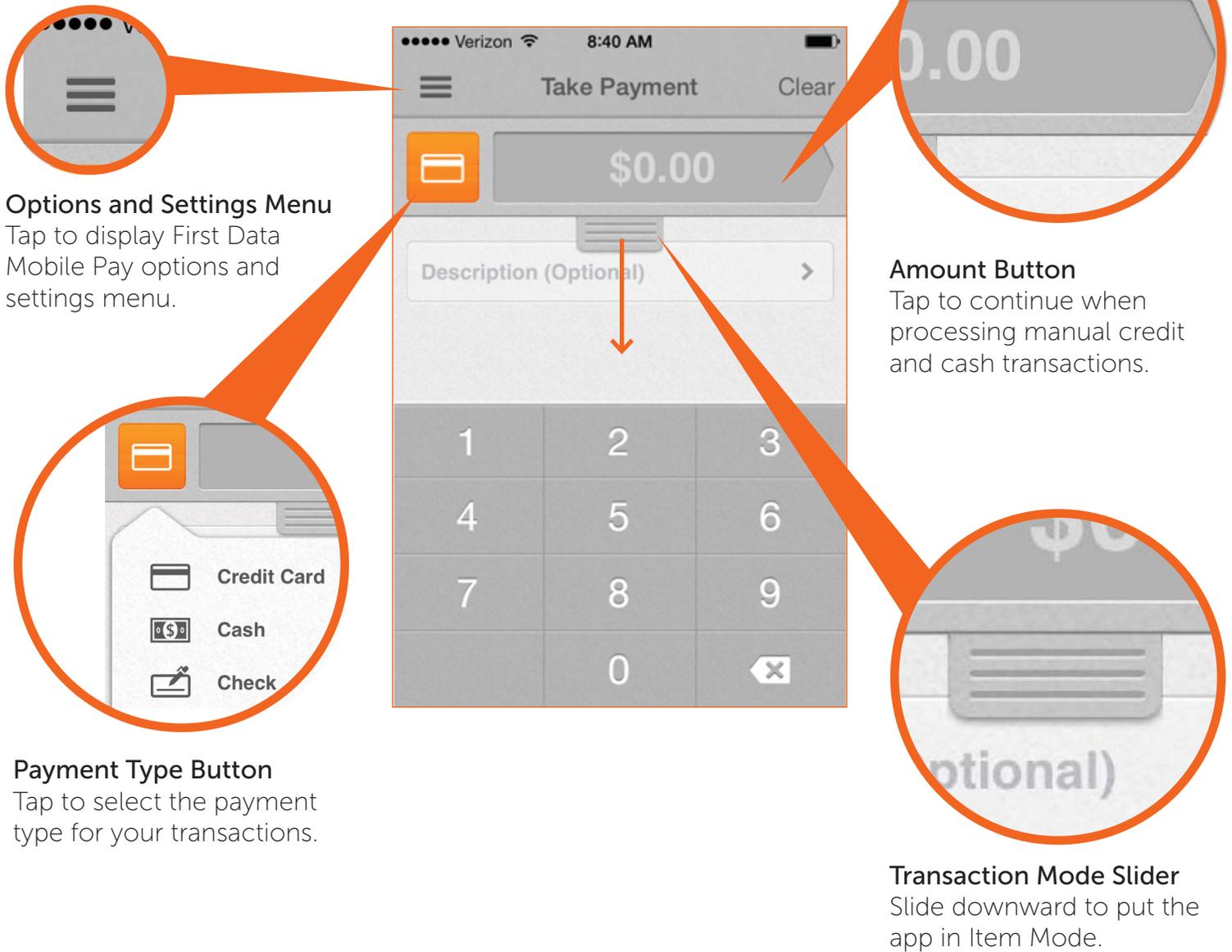
Please note that this functionality is not dependent on having auto-sync turned on.

Using First Data Mobile Pay™

Sale Screen Overview

The First Data Mobile Pay sale screen consists of 4 main components:

- Options and Settings Menu
- Payment Type Button
- Amount Button
- Transaction Mode Slider



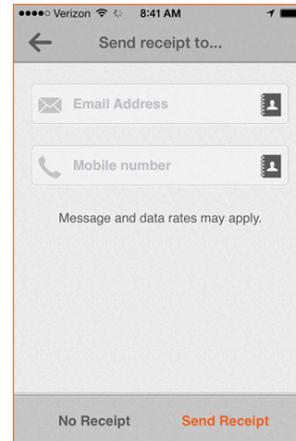
Using First Data Mobile Pay™

Email Receipts

After completing transactions, you have the ability to add a description to the transaction and send electronic receipts to your customers. You can send SMS receipts, email receipts or both.

Tap the Mobile number box, Email box, or both to send an electronic receipt.

 Tap the Contacts icon to select an SMS or email contact from your phonebook.



Receipt Options

Special Prompting

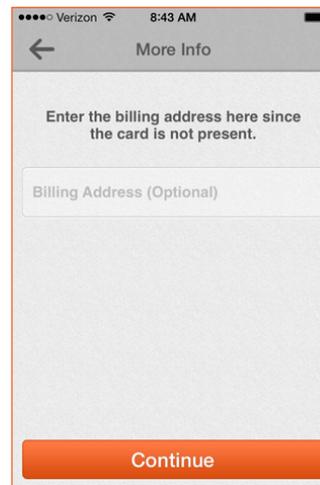
Some transactions will require you to enter additional information prior to processing.

AVS (Address Verification):

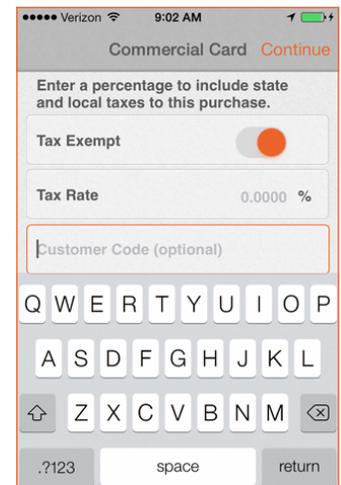
Whenever you process a manual sale with the card not present, you will be prompted to enter the billing address of your customer.

Commercial Cards:

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



AVS Prompt



Commercial Card Prompt

Options and Settings Menu

The options and settings menu allows you to manage inventory, view reports and configure many features within the First Data Mobile Pay application.

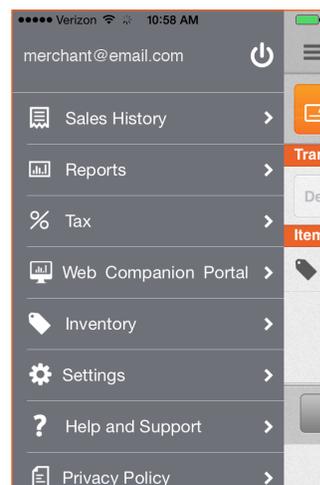
The following pages will describe each of the settings.

Help and Support

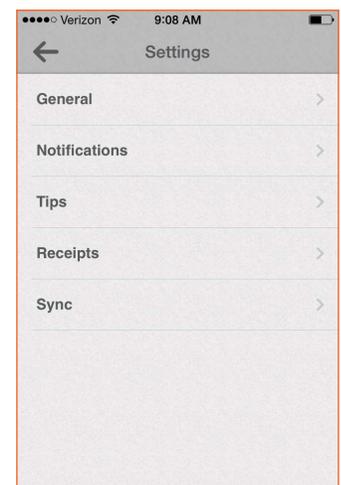
If you need help with First Data Mobile Pay, tap Help and Support.

Tap *Web Companion Portal* to access the Mobile Pay web portal.

To view our privacy policy, tap Privacy Policy.



Options and Settings

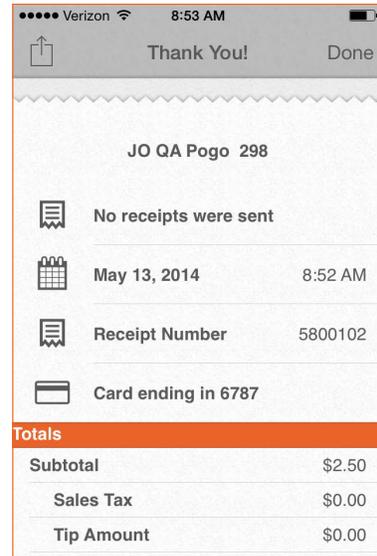


Settings

Using First Data Mobile Pay™

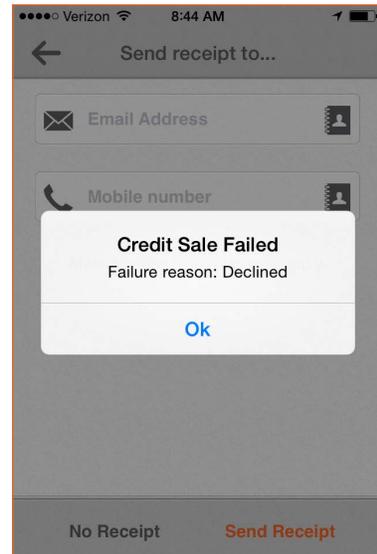
Approved Transaction

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



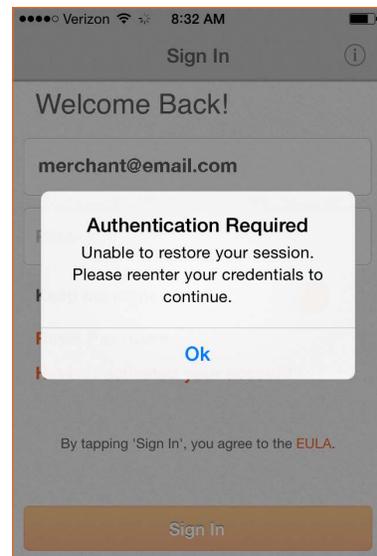
Declined Transaction

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.



Authentication Required

If you use multiple devices, you may be prompted to authenticate because users can only be logged into a single device at a time. This is especially true if you use the "Keep me logged in" option when logging into the app.



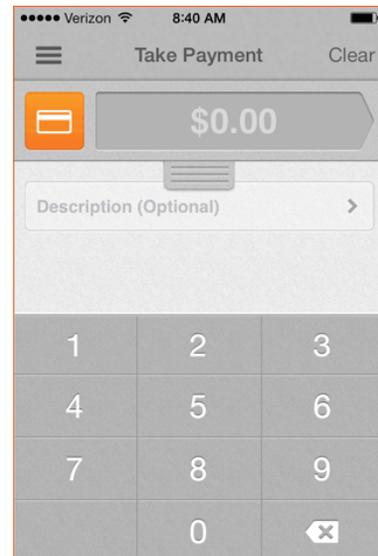
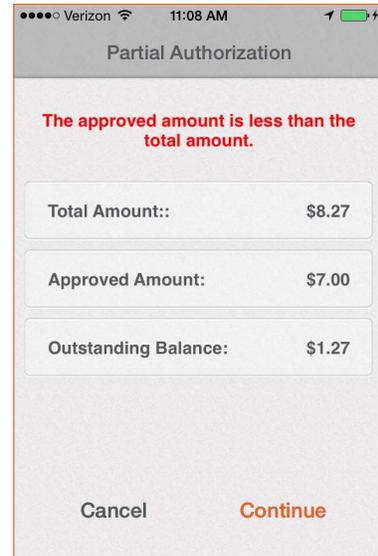
Using First Data Mobile Pay™

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.

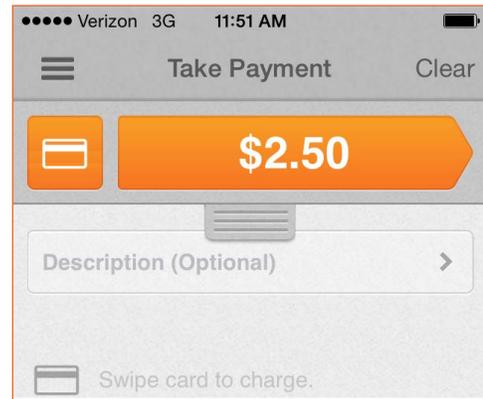
Note: This is completed in two separate transactions. The first transaction for the approved amount and a second transaction for the remaining balance.



Transactions

Credit Card Sale (Quick Mode)

1. Enter the transaction amount, and then swipe your customer's card.

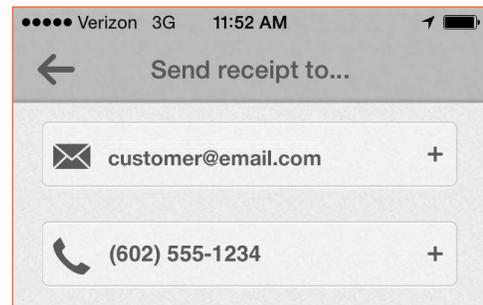


2. Ask your customer to sign for the transaction, and then tap Complete Purchase.

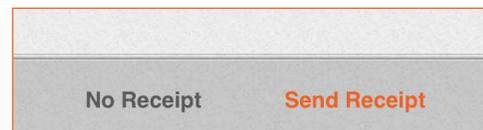


Enter your customer's Email address, Mobile number, or both in the boxes.

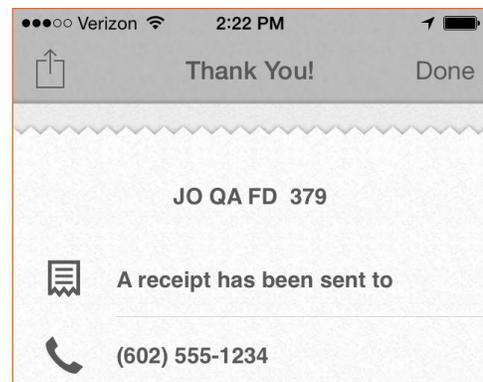
Note: After entering an email address or phone number, you may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



3. Tap Send Receipt.



4. Tap Done to return to the sale screen.

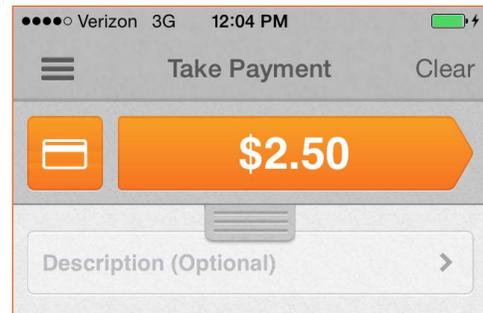


Transactions

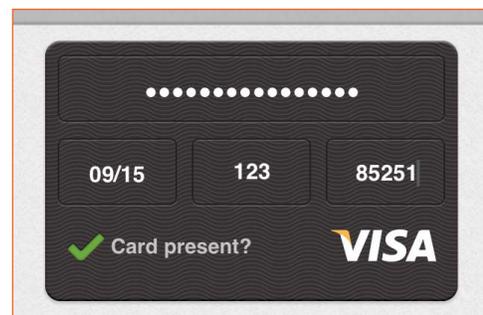
Manual Credit Card Sale (Quick Mode)

You can still take a payment if the card does not swipe correctly, the card is not present, or you do not have your card reader with you. You can manually enter the customer's payment card information on your mobile device. Please remember that if you manually enter card information, you accept a higher risk of a chargeback. When a card does not swipe correctly, we suggest that you ask the customer for another card for payment. Follow these steps to process a manual credit card sale:

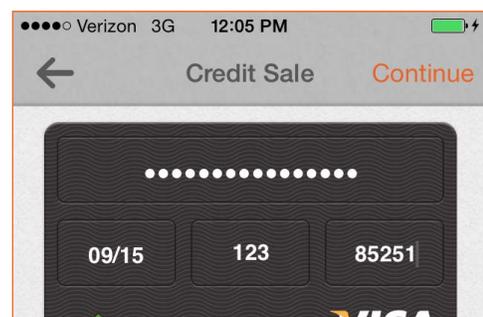
1. Enter the transaction amount, and then tap the Amount button.



2. 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.



3. Tap Continue.



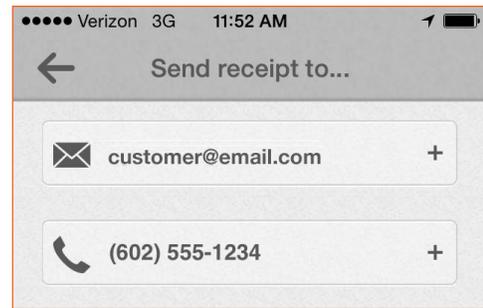
4. Ask your customer to sign for the transaction, and then tap Complete Purchase.



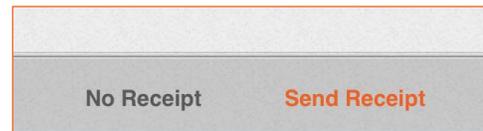
Transactions

5. Enter your customer's Email address, Mobile number, or both in the boxes.

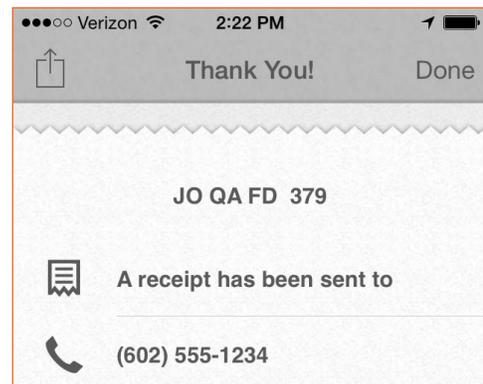
Note: After entering an email address or phone number, you may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



6. Tap Send Receipt.



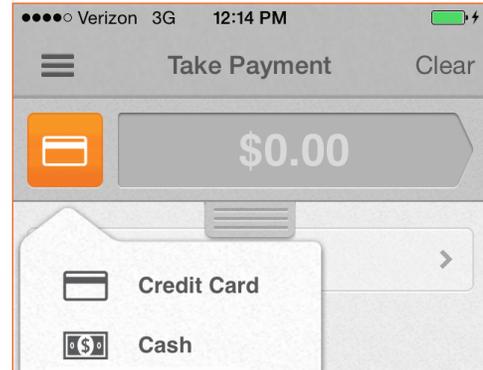
7. Tap Done to return to the sale screen.



Transactions

Cash Sale (Quick Mode)

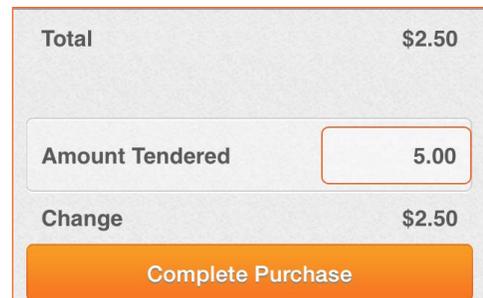
1. Tap the Payment Type icon, and then tap Cash.



2. Enter the transaction amount, and then tap the Amount button.

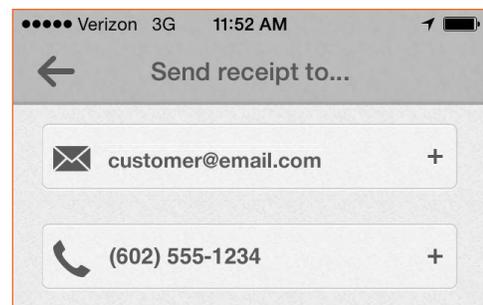


3. Enter the amount tendered in the box, and then tap Complete Purchase.



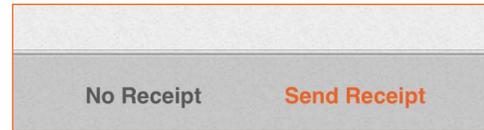
Enter your customer's Email address, Mobile number, or both in the boxes.

Note: After entering an email address or phone number, you may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.

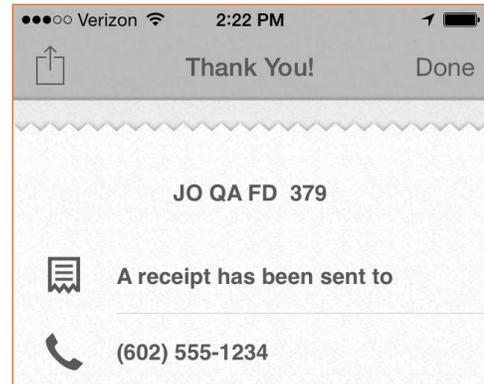


Transactions

5. Tap Send Receipt.



6. Tap Done to return to the sale screen.

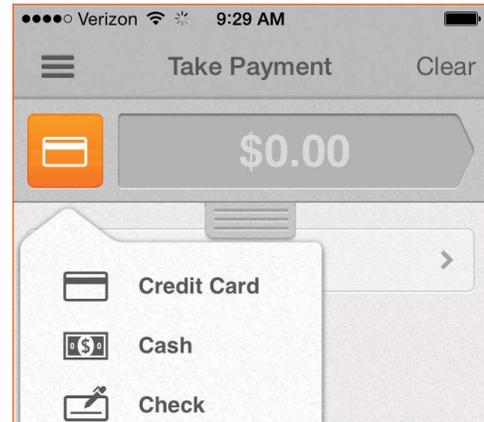


Transactions

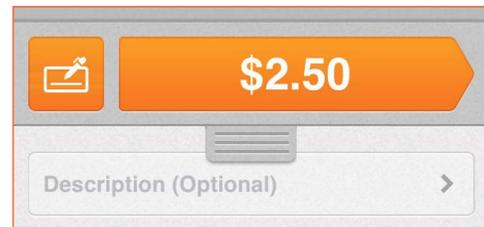
Check Sale (Quick Mode)

Note: This transaction only records the check transaction. You will still need to deposit the check at your bank for funding.

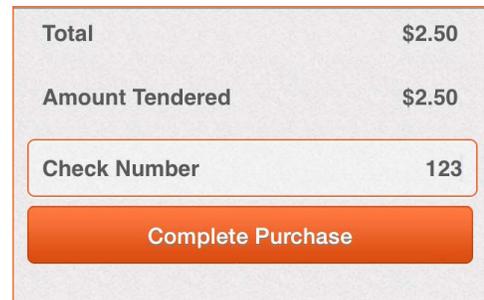
1. Tap the Payment Type icon, and then tap Check.



2. Enter the transaction amount, and then tap the Amount button.

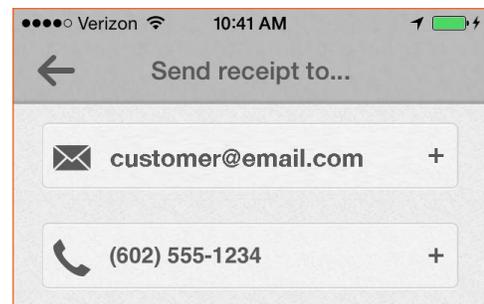


3. Enter customer's check number in the box, and then tap Complete Purchase.



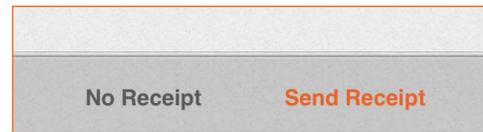
4. Enter your customer's Email address, Mobile number, or both in the boxes.

Note: After entering an email address or phone number, you may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.

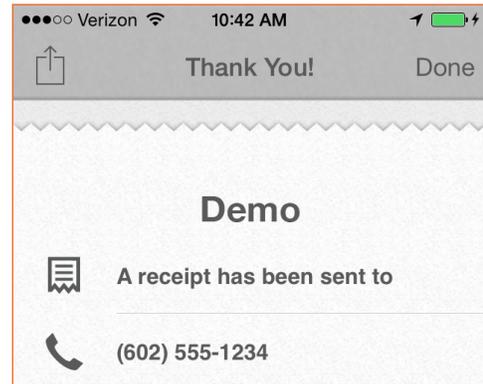


Transactions

5. Tap Send Receipt.



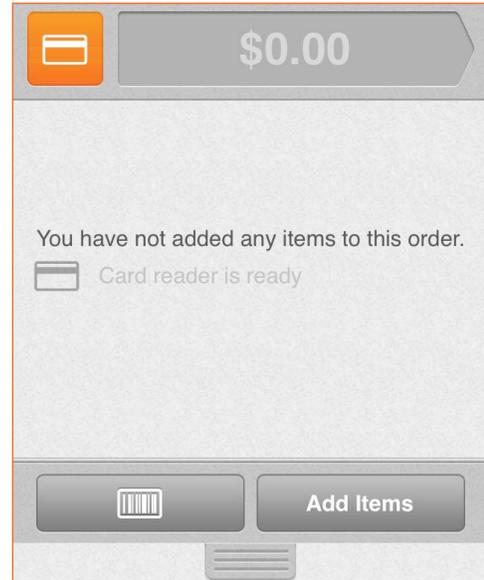
6. Tap Done to return to the sale screen.



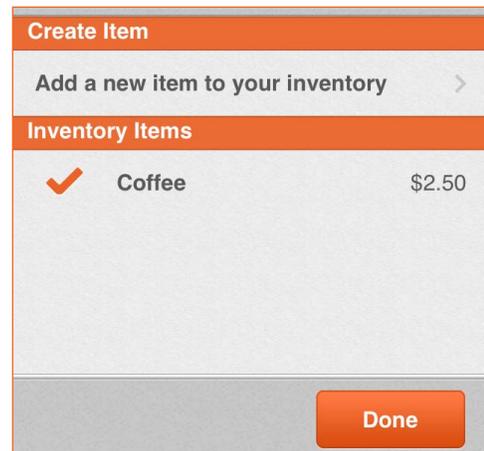
Transactions

Credit Card Sale (Item Mode)

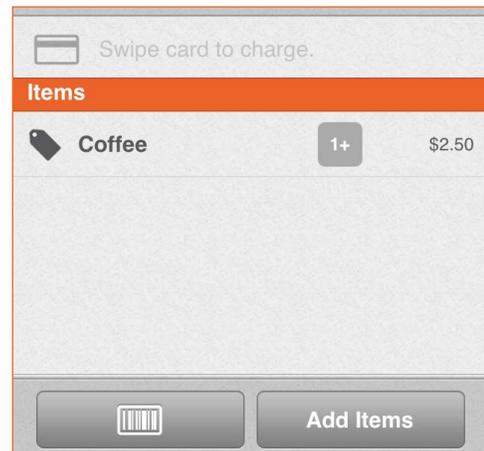
1. Tap Add Item.



2. Select the items to sell, and then tap Done.



3. Swipe your customer's card.



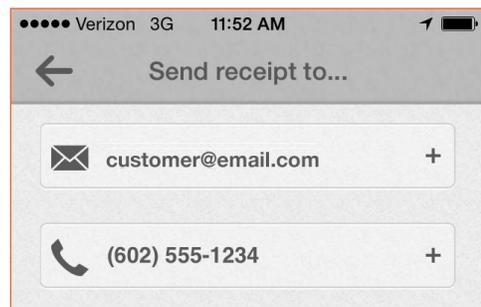
Transactions

4. Ask your customer to sign for the transaction, and then tap Complete Purchase.

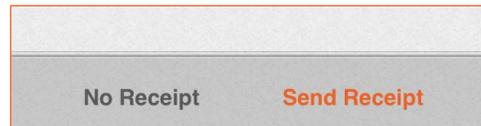


5. Enter your customer's Email address, Mobile number, or both in the boxes.

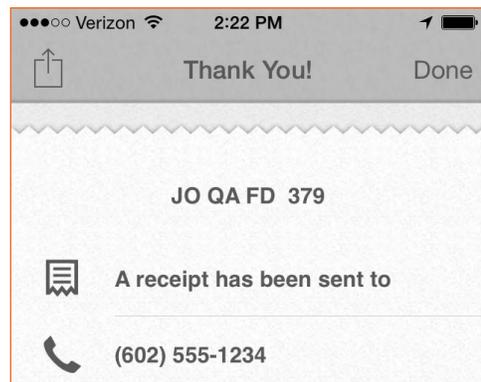
Note: After entering an email address or phone number, you may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



6. Tap Send Receipt.



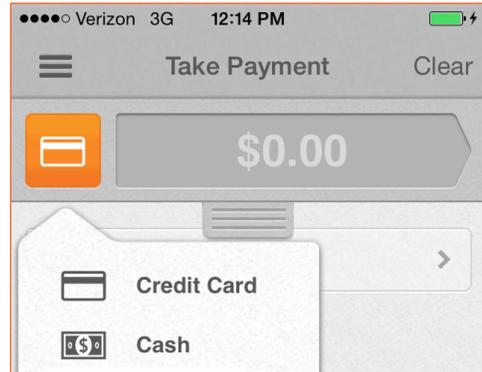
7. Tap Done to return to the sale screen



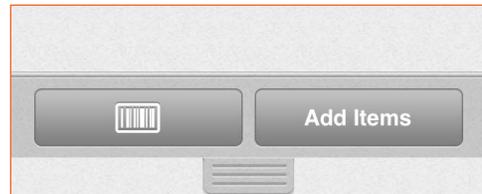
Transactions

Cash Sale (Item Mode)

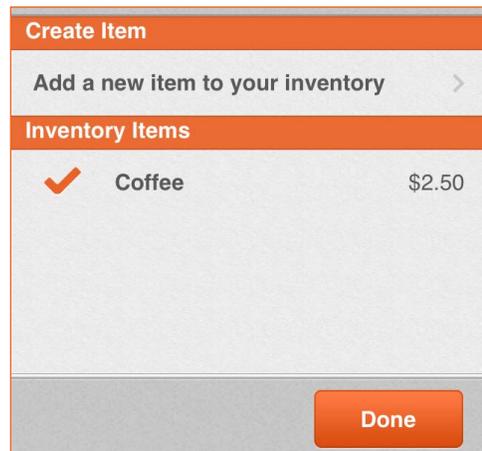
1. Tap the Payment Type icon, and then tap Cash.



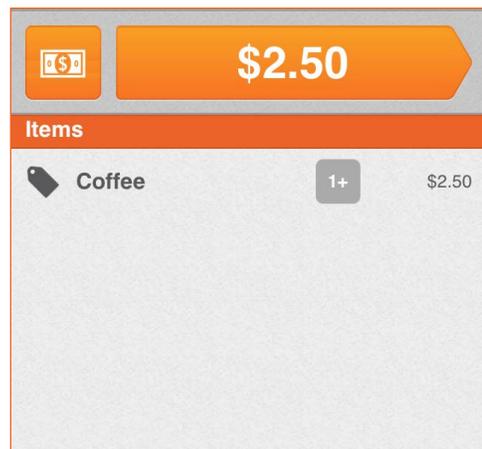
2. Tap Add Item.



3. Select the items to sell, and then tap Done.



4. Tap the Amount button.
NOTE: To change the quantity of items, tap the item count.



Transactions

5. Enter the amount tendered in the box, and then tap Complete Purchase.

Total	\$2.50
Amount Tendered	5.00
Change	\$2.50
Complete Purchase	

6. Enter your customer's Email address, Mobile number, or both in the boxes.

Note: After entering an email address or phone number, you may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.

Verizon 3G 11:52 AM

← Send receipt to...

✉ customer@email.com +

☎ (602) 555-1234 +

7. Tap Send Receipt.

No Receipt **Send Receipt**

8. Tap Done to return to the sale screen.

Verizon 2:22 PM

📄 Thank You! Done

JO QA FD 379

📄 A receipt has been sent to

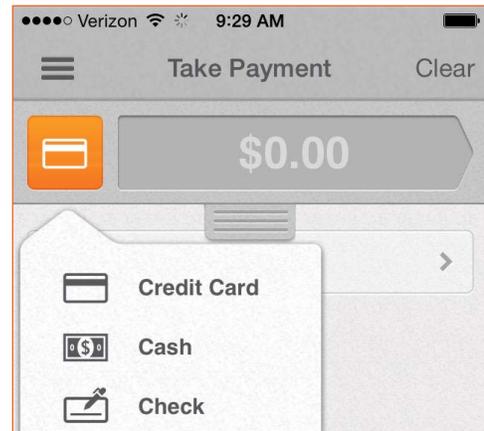
☎ (602) 555-1234

Transactions

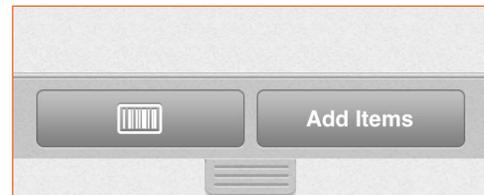
Check Sale (Item Mode)

Note: This transaction only records the check transaction. You will still need to deposit the check at your bank for funding.

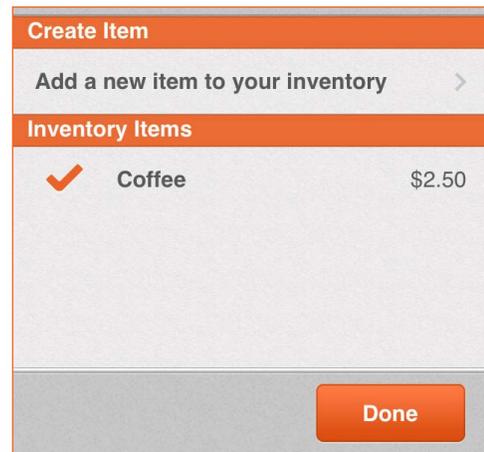
1. Tap the Payment Type icon, and then tap Check.



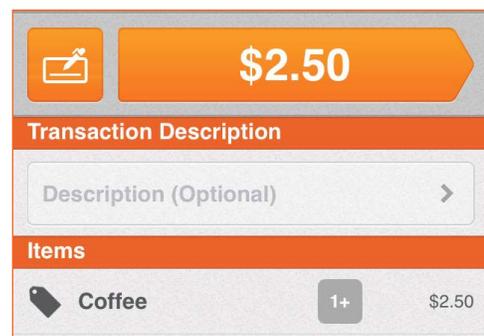
2. Tap Add Item.



3. Select the items to sell, and then tap Done.

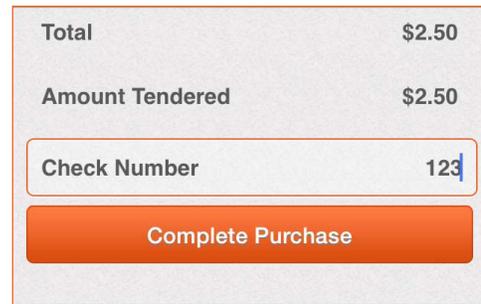


4. Tap the Amount button.
NOTE: To change the quantity of items, tap the item count.



Transactions

5. Enter the Check Number in the box, and then tap Complete Purchase.



A screenshot of a mobile application interface for completing a purchase. It features a summary table with two rows: 'Total' and 'Amount Tendered', both valued at '\$2.50'. Below the table is a text input field labeled 'Check Number' containing the value '123'. At the bottom is a prominent orange button labeled 'Complete Purchase'.

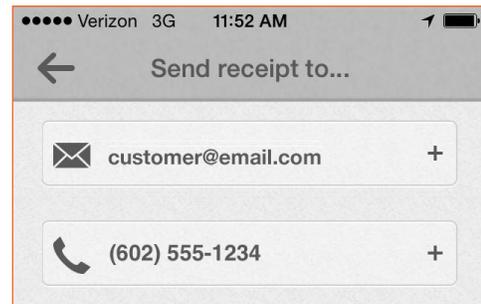
Total	\$2.50
Amount Tendered	\$2.50

Check Number 123

Complete Purchase

6. Enter your customer's Email address, Mobile number, or both in the boxes.

Note: After entering an email address or phone number, you may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



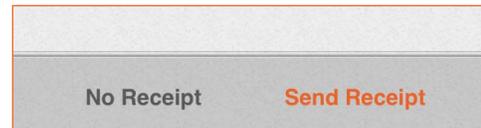
A screenshot of a mobile application interface titled 'Send receipt to...'. It shows two input fields: one for an email address 'customer@email.com' and one for a phone number '(602) 555-1234'. Each field has a plus sign icon to its right, indicating that multiple recipients can be added.

Send receipt to...

customer@email.com +

(602) 555-1234 +

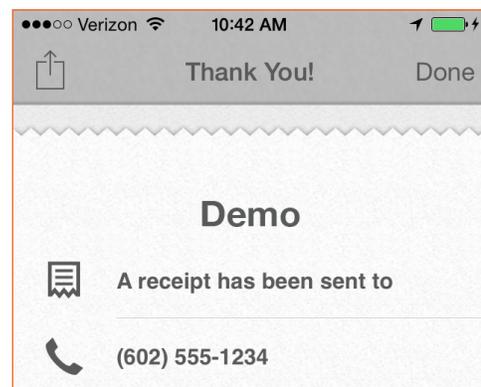
7. Tap Send Receipt.



A screenshot showing two buttons: 'No Receipt' and 'Send Receipt'. The 'Send Receipt' button is highlighted in orange.

No Receipt Send Receipt

8. Tap Done to return to the sale screen.



A screenshot of a mobile application interface titled 'Thank You!'. It features a share icon, a 'Done' button, and a large heading 'Demo'. Below the heading is a message: 'A receipt has been sent to' followed by the phone number '(602) 555-1234'.

Thank You! Done

Demo

A receipt has been sent to

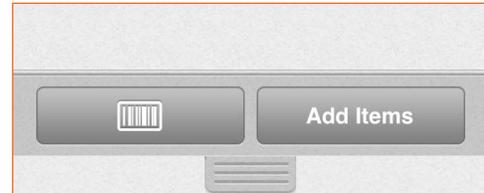
(602) 555-1234

Transactions

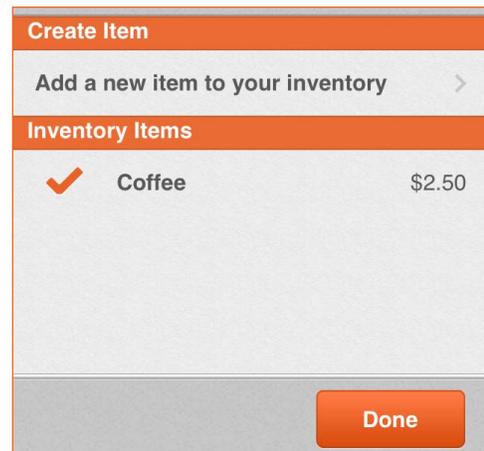
Manual Credit Card Sale (Item Mode)

You can still take a payment if the card does not swipe correctly, the card is not present, or you do not have your card reader with you. You can manually enter the customer's payment card information on your mobile device. Please remember that if you manually enter card information, you accept a higher risk of a chargeback. When a card does not swipe correctly, we suggest that you ask the customer for another card for payment. Follow these steps to process a manual credit card sale:

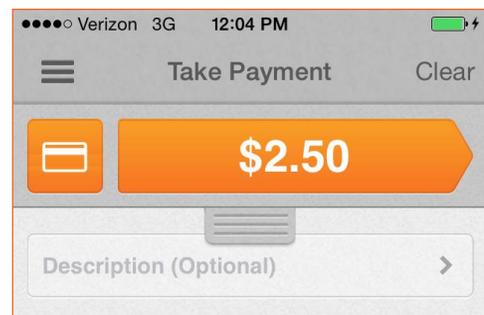
1. Tap Add Item.



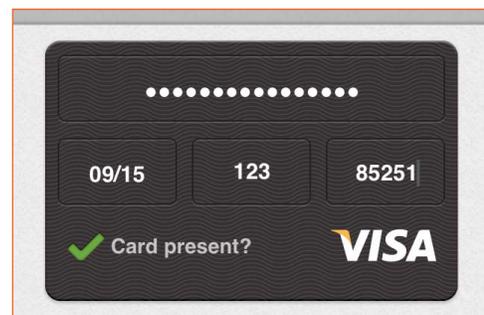
2. Select the items to sell, and then tap Done.



3. Tap the Amount button.

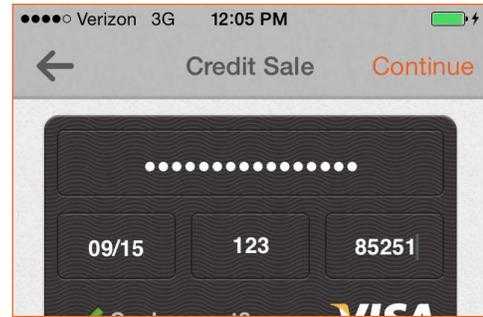


4. Enter your customer's credit card number, expiration date, CVV, and Zip Code. You must also select whether the customer's credit card is present or not. If it is not present, you will be prompted to enter your customer's billing statement house number.



Transactions

5. Tap Continue.

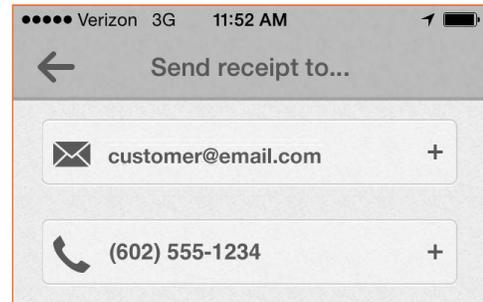


6. Ask your customer to sign for the transaction, and then tap Complete Purchase.

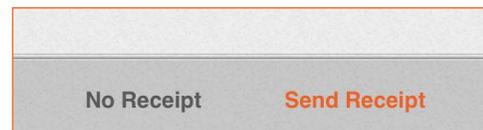


Enter your customer's Email address, Mobile number, or both in the boxes.

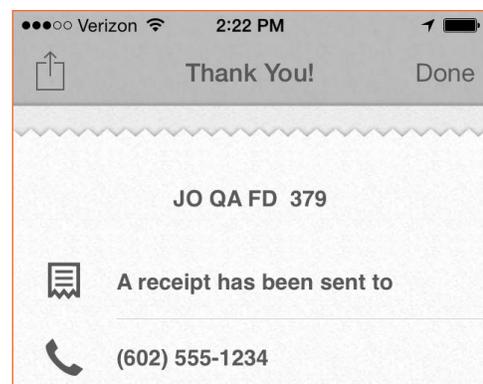
Note: After entering an email address or phone number, you may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



8. Tap Send Receipt.



9. Tap Done to return to the sale screen.

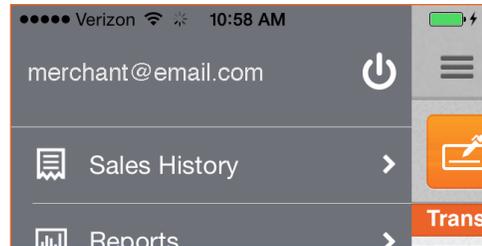


Transactions

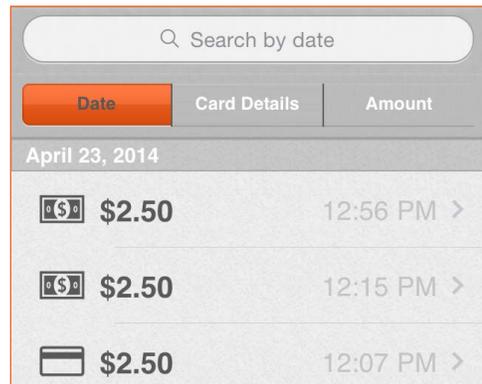
Refund (Simple Mode)

NOTE: Refunds can only be performed by account administrators.

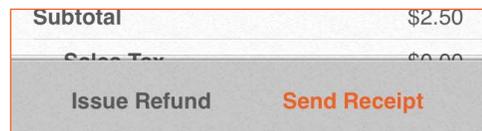
1. Tap Options and then tap Sales History.



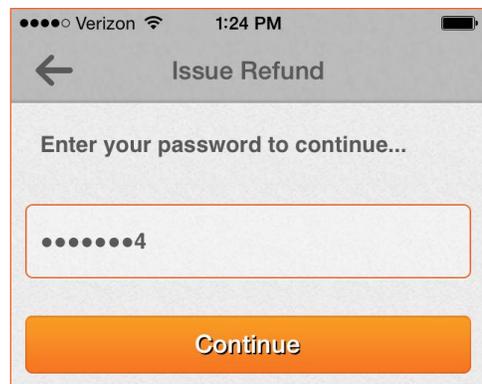
2. Select Transaction.



3. Tap Issue Refund.



4. Enter password, and then tap Continue.
NOTE: This is the account Administrator password.

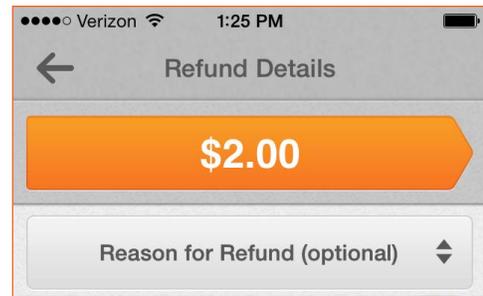


5. Enter new subtotal to reflect the refund in the Subtotal box, and then tap the Amount button.



Transactions

6. Select a reason for the refund (optional), and then tap the orange Amount button.

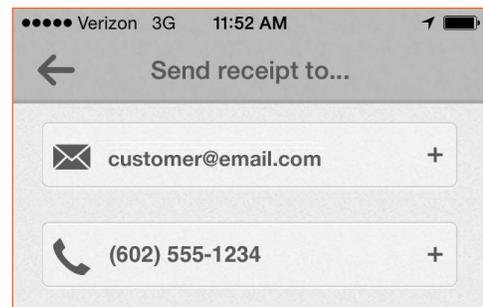


7. If refunding to a credit card, ask your customer to sign for the transaction, and then tap Complete Refund.

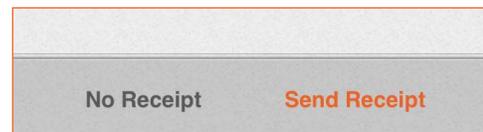


8. Enter your customer's Email address, Mobile number, or both in the boxes.

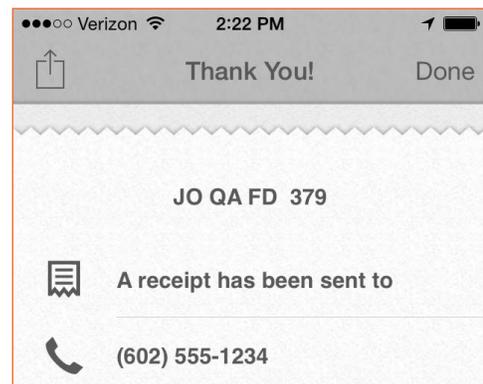
Note: After entering an email address or phone number, you may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



9. Tap Send Receipt.



10. Tap Done to return to the sale screen.

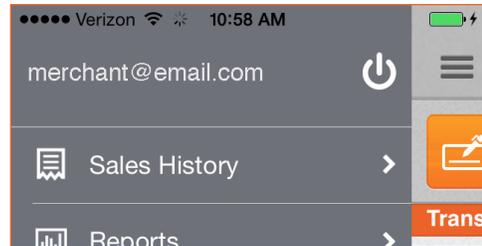


Transactions

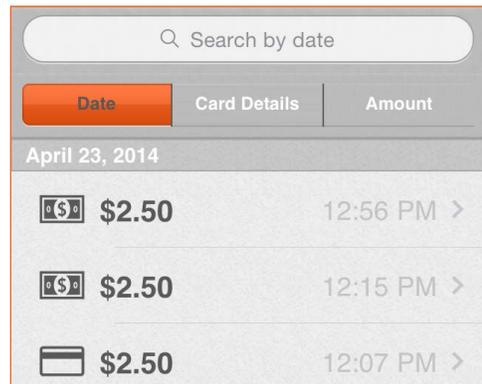
Refund (Item Mode)

NOTE: Refunds can only be performed by account administrators.

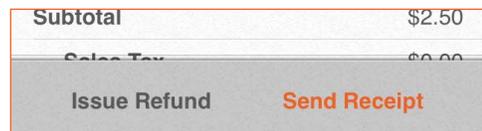
1. Tap Options and then tap Sales History.



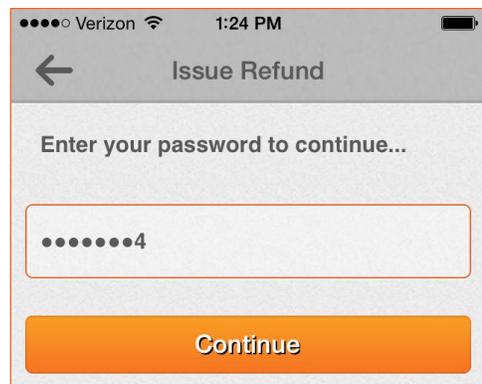
2. Select Transaction.



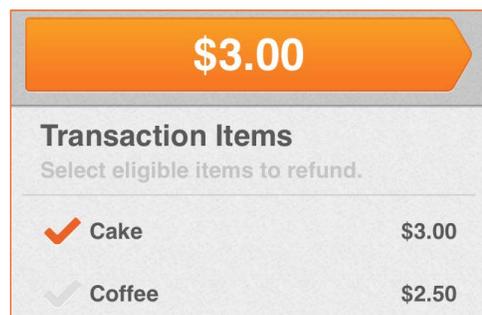
3. Tap Issue Refund.



4. Enter password, and then tap Continue.
NOTE: This is the account Administrator password.

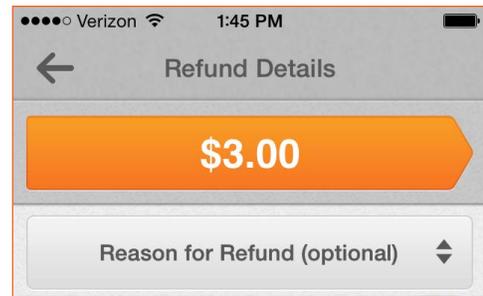


5. Select the items to refund, and then tap the Amount button.



Transactions

6. Select a reason for the refund (optional), and then tap the orange Amount button.

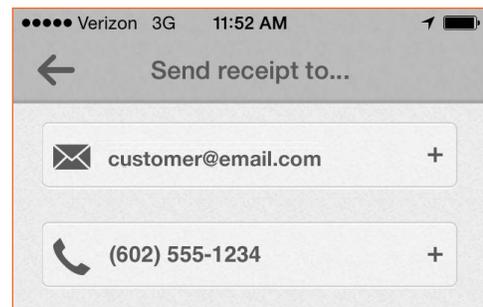


7. If refunding to a credit card, ask your customer to sign for the transaction, and then tap Complete Refund.

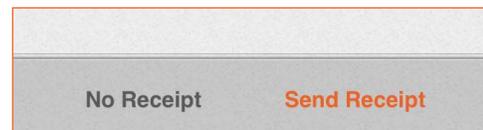


8. Enter your customer's Email address, Mobile number, or both in the boxes.

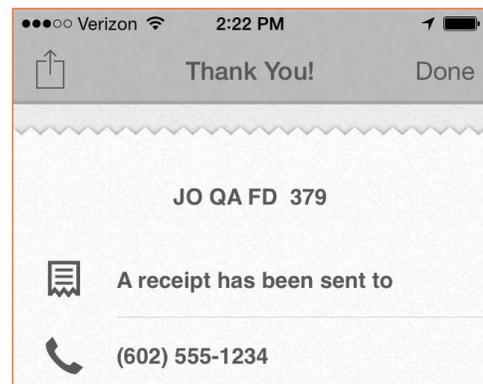
Note: After entering an email address or phone number, you may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



9. Tap Send Receipt.



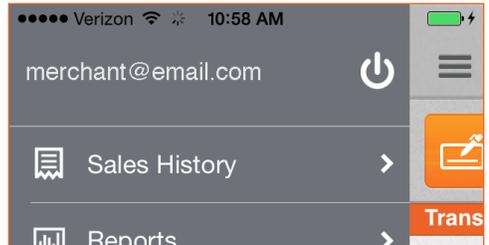
10. Tap Done to return to the sale screen.



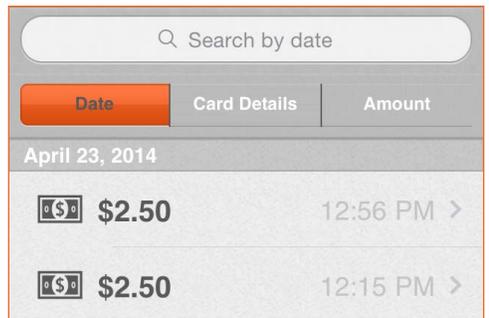
Transactions

Resend Receipt

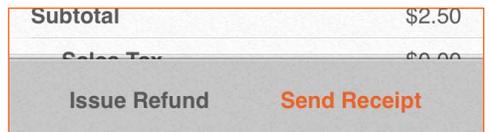
1. Tap Options and then tap Sales History.



2. Select Transaction.

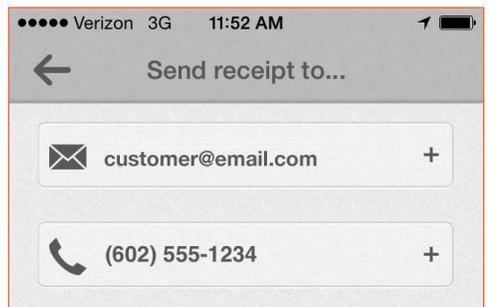


3. Tap Send Receipt.

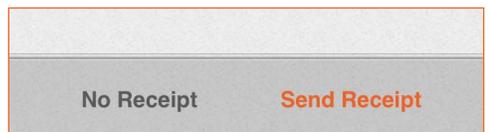


Enter your customer's Email address, Mobile number, or both in the boxes.

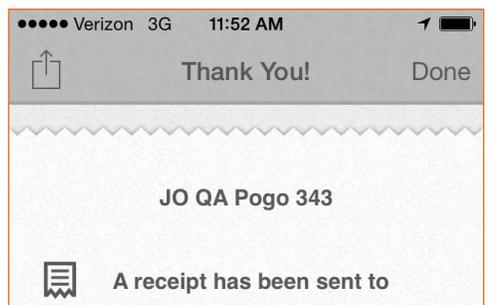
Note: After entering an email address or phone number, you may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



5. Tap Send Receipt.



6. Tap Done to return to the sale screen.



Inventory Maintenance

Note: Only account administrators can perform inventory maintenance.

Add New Items

Inventory items allow you to quickly choose items you'd like to sell during a transaction. When adding new items, you can assign an item name, photo, price, tax option, description and a UPC bar code.

1. Tap Settings.
2. Tap Inventory.
3. Tap (+).
4. Enter the item details, and then tap Create.

Modify Existing Items

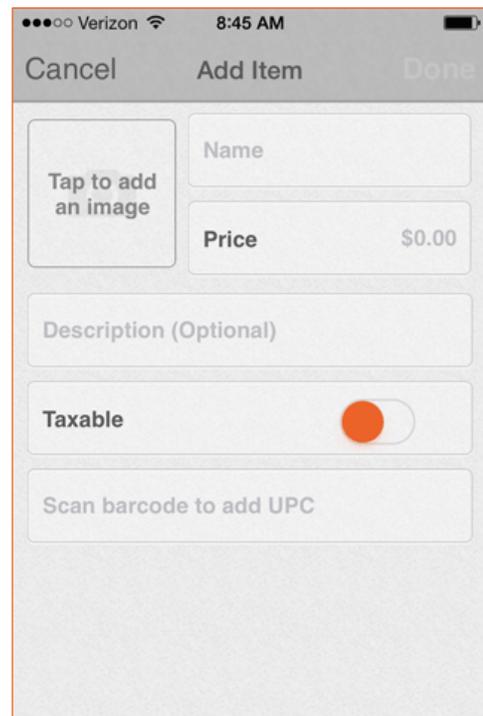
You can modify existing items in your inventory:

1. Tap Settings.
2. Tap Inventory.
3. Select an item to modify.
4. Modify item.
5. Tap Done.

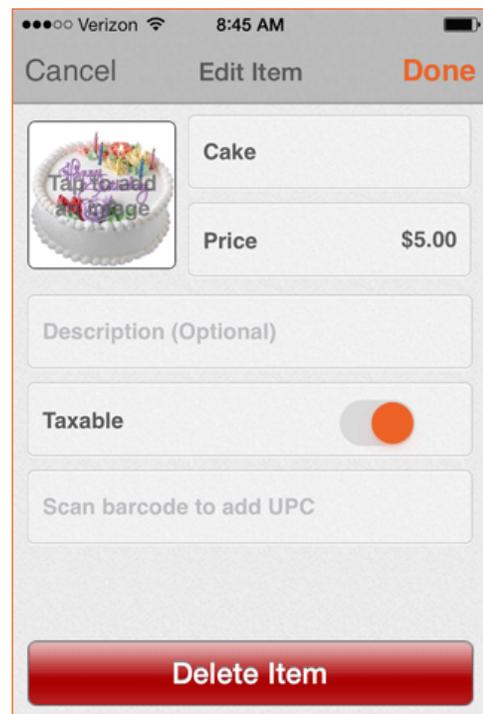
Delete Items

You can remove items that are no longer needed in your inventory:

1. Tap Settings.
2. Tap Inventory.
3. Select the item to remove.
4. Tap Delete Item.



Add Item Window



Modify or Delete Items

Backup and Restore Inventory

Backup and Restore Items

Note: Backup and Restore are administrator functions and cannot be performed by sub-users.

Once you have added items to your inventory, you can backup or restore items to/from one of your other iOS devices. This feature makes it easy for you to make all items available for sale on multiple devices. As an example, if you decide to use an additional device for your daily sales, you can simply restore items to the new device without having to enter all of the items a second time.

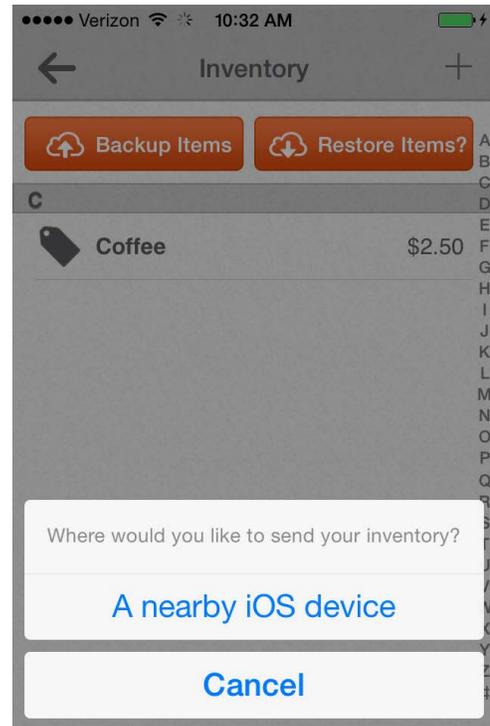
The inventory is automatically synced to the cloud when the administrator creates, deletes or modifies inventory items. Their associated users (sub-users) will receive these changes to their devices in real time.

Backup Items:

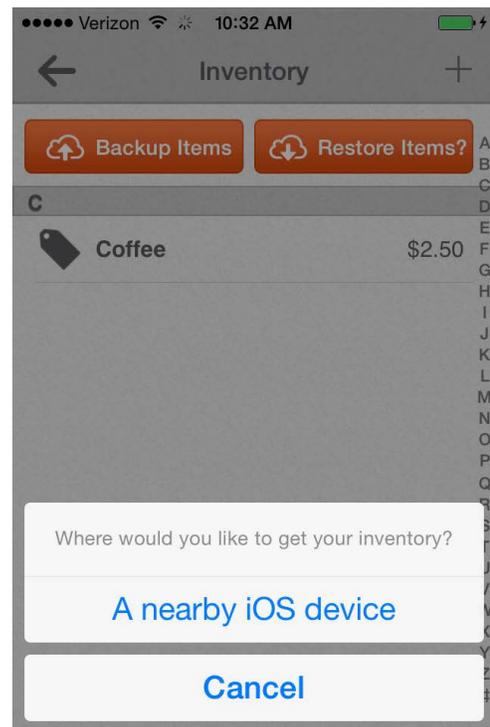
1. Tap *Options*.
2. Tap *Inventory*.
3. Tap *Backup Items*.
4. Tap *A nearby iOS device* to backup your inventory to one of your other iOS devices. If you use this option, Bluetooth must be enabled on both devices. Follow the on-screen prompts on both devices to complete the inventory backup.

Restore Items:

1. Tap *Options*.
2. Tap *Inventory*.
3. Tap *Restore Items*.
4. Tap *A nearby iOS device* to restore your inventory from one of your other iOS devices. If you use this option, Bluetooth must be enabled on both devices. Follow the on-screen prompts on both devices to complete the inventory restore.



Backup Items



Restore Items

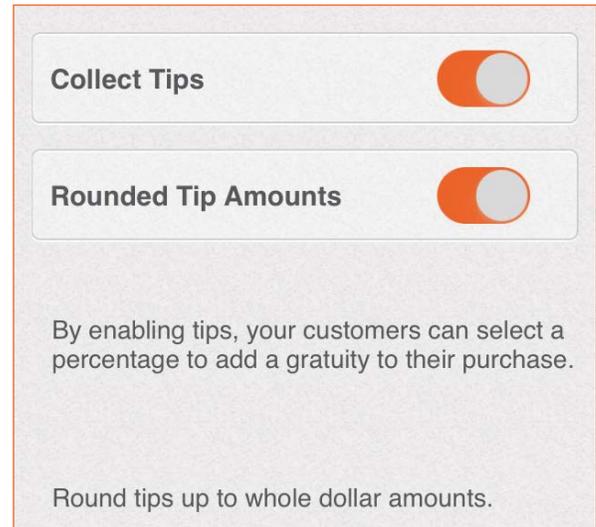
Settings

There are many settings that you can configure within First Data Mobile Pay™. All settings are accessed by tapping the Options menu, and then tapping Settings.

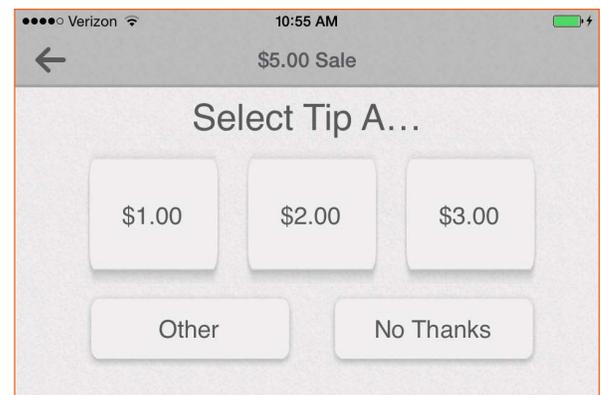
Tips

You may enable tips (gratuities) that allow your customer to add a gratuity to your sales transactions. To enable tips:

1. Tap Options.
2. Tap Settings.
3. Tap Tips.
4. Turn Collect Tips on or off using the slider. When you enable tipping, your customer will be able to add a gratuity when they sign for their payment.
5. Additionally, you may enable Rounded Tips to round tips up to whole dollar amounts.



Collect Tips & Smart Tip Amounts slider



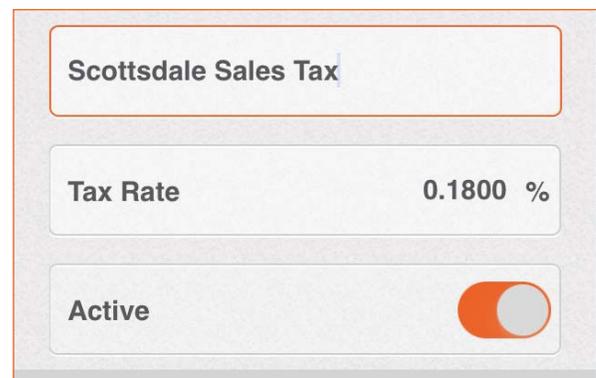
Tip Prompt

Tax

You may enable adding a sales tax percentage to your transactions:

1. Tap Options.
2. Tap Tax.
3. Tap the '+' icon.
4. Type a name for the tax rate, enter a percentage, and then tap Done.

Note: Multiple tax rates can be configured and turned on. All active taxes will be applied to items marked as taxable at checkout. Use the Active slider to turn them on or off.



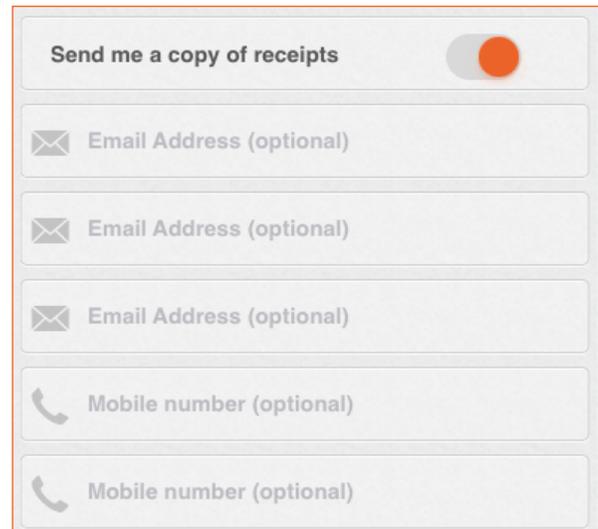
Add Sales Tax slider & Tax Rate

Settings

Receipts

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

1. Tap Options.
2. Tap Settings.
3. Tap Receipts.
4. Turn the *Send me a copy of receipts* slider on, and then enter up to 3 email addresses and/or mobile numbers.

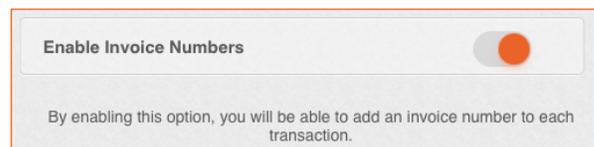


Receipts email & mobile numbers

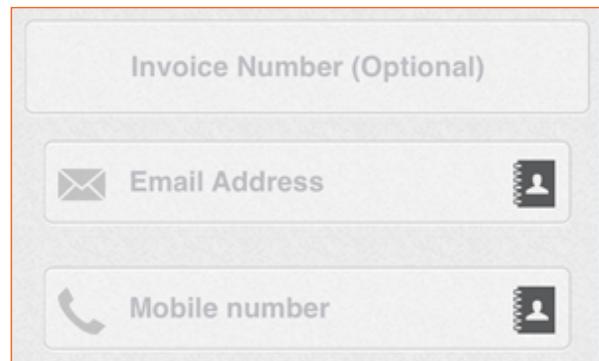
Invoice Numbers

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 Options.
2. Tap Settings.
3. Tap General.
4. Turn invoice numbers on or off using the slider.



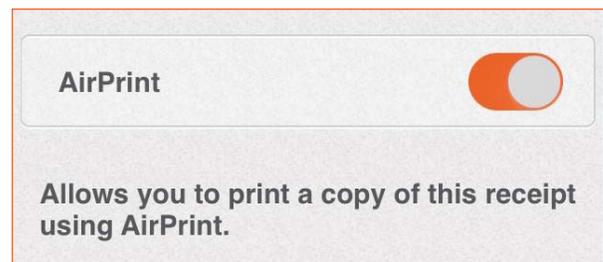
Invoice Number slider



Invoice Number in transaction

AirPrint™

After processing a transaction, you can print receipts on your printer. NOTE: you will need to configure your printer prior to printing your transaction receipts. For help with configuring your printer, please see the [AirPrint setup and troubleshooting website](#).



AirPrint Option

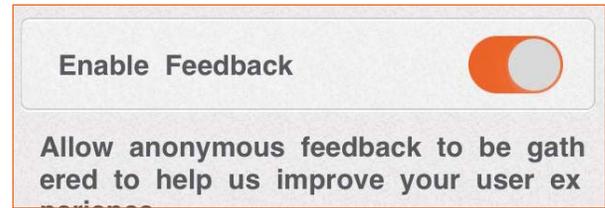
1. Tap Options.
2. Tap Settings.
3. Tap General.
4. Turn AirPrint on or off using the slider.

Settings

Feedback

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

1. Tap Options.
2. Tap Settings.
3. Tap General.
4. Turn Feedback on or off using the slider.

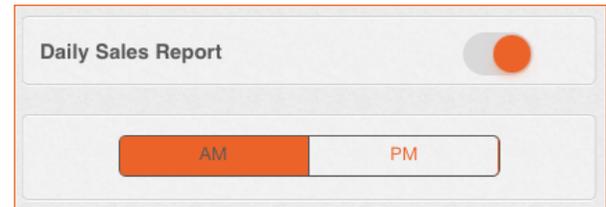


Feedback Option

Notifications

If you would like a Daily Sales Report notification sent to your device, enable notifications:

1. Tap Options.
2. Tap Notifications.
3. Turn Daily Sales Report on or off using the slider and select AM or PM for delivery time.

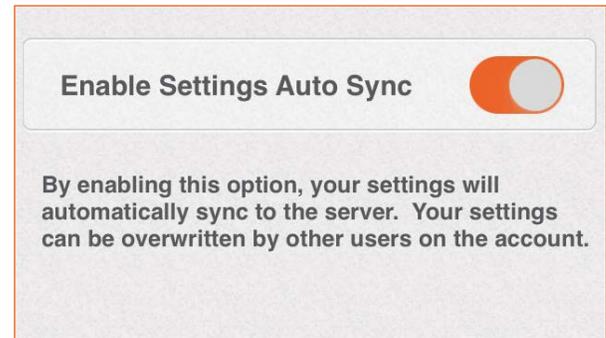


Daily Sales Report Slider

Sync Settings

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 Options.
2. Tap Settings.
3. Tap Sync.
4. Turn Auto Sync on or off using the slider.



Sync Settings

Where auto sync cloud settings are turned on, a sub-user will not be able to make modifications to these settings as they are controlled by the administrator. Where auto sync settings are not turned on, the associated account sub-users can modify these settings independently, however these settings will be local to their device and will not be shared with other users associated with their account.

Auto sync settings apply to:

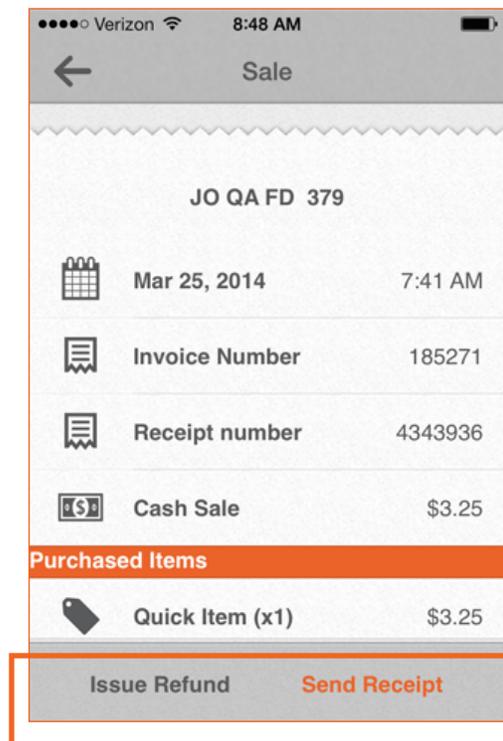
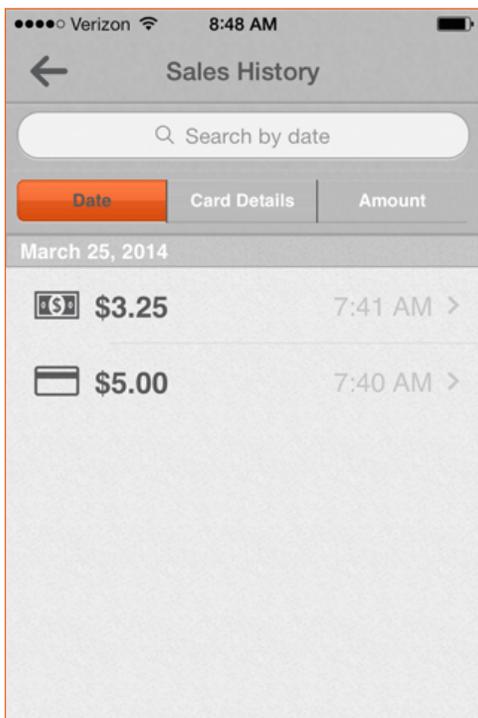
- Tax Settings
- Receipt Settings
- Tip Settings
- Invoice Numbers

Reports

Sales History

The Sales History allows you to search and review your transaction history. This report allows you to search by Date, Card Details (last 4 credit card numbers) and transaction amount. To run a sales history report:

1. Tap Options.
2. Tap Sales History.
3. Select Date, Card Details or Amount.
4. Enter your search criteria in the search box. NOTE: when searching by date, use the on-screen calendar to select the date, and then tap Done.
5. Tap a transaction from the results list to see the details of the transaction.



NOTE: Issue Refund or Resend Receipt

You may issue refunds or resend receipts directly from this screen.

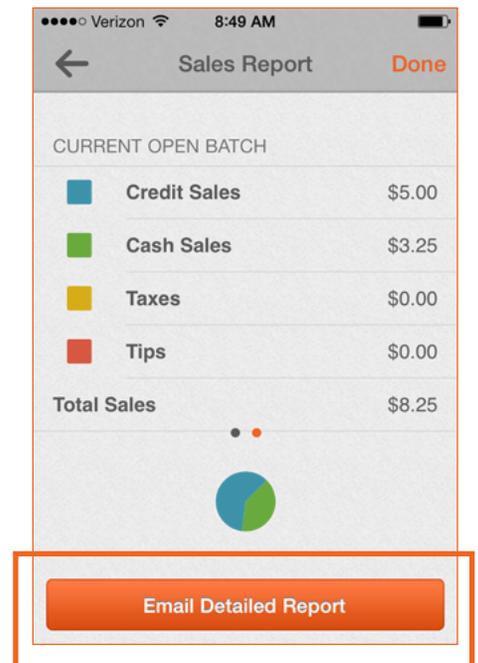
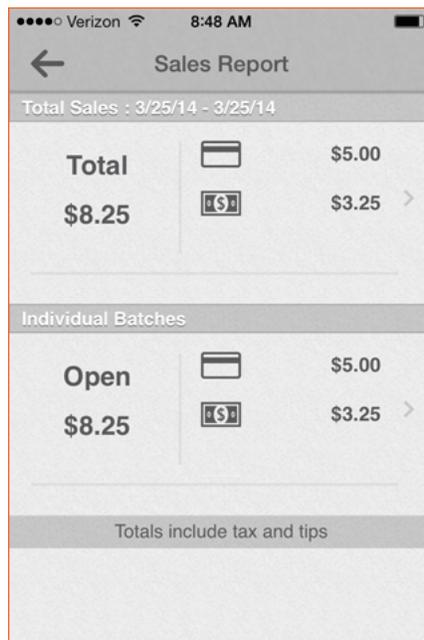
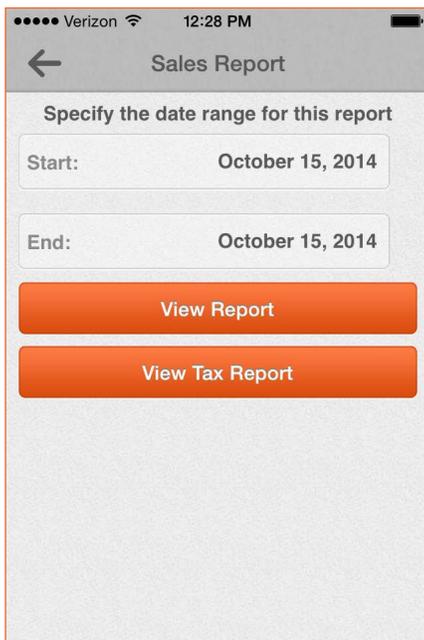
NOTE: Administrator password is required to Issue Refunds.

Reports

Total Sales Report

The total sales report summarizes credit, cash, tax and tip totals. This report can be emailed to a recipient of your choice. To run a total sales report:

1. Tap Options.
2. Tap Reports.
3. Select a start date and an end date using the on-screen calendar.
4. Tap View Report.
5. Tap a batch from the list to display the details.



Email Detailed Report

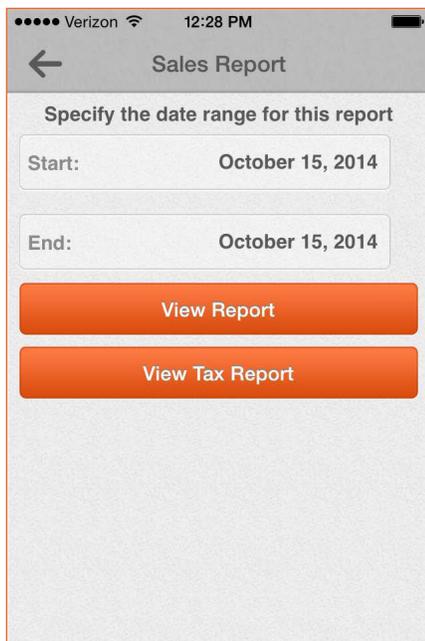
1. Tap Email Detailed Report.
2. Enter the recipient email address, and then tap Done.

Reports

Sales Tax Report

The sales tax report allows you to view tax totals by date range that are categorized by your configured tax rates.

1. Tap Options.
2. Tap Reports.
3. Select a start date and an end date using the on-screen calendar.
4. Tap View Tax Report.



The screenshot shows the 'Sales Report' screen on a mobile device. At the top, there is a back arrow and the title 'Sales Report'. Below the title, the instruction 'Specify the date range for this report' is displayed. There are two input fields: 'Start:' with the value 'October 15, 2014' and 'End:' with the value 'October 15, 2014'. At the bottom, there are two orange buttons: 'View Report' and 'View Tax Report'.



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 <i>Reset Password</i> 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.
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 First Data Mobile Pay™.

866.277.4820