

# APRIVA PAY™

## User Guide





Apriva 8501 North Scottsdale Road, Suite 110  
Scottsdale, Arizona 85253-2753  
USA

Telephone: (480) 421.1210

Fax: (480) 421.1211

[www.apriva.com](http://www.apriva.com)

Copyright © 2011 Apriva. All rights reserved.

Published in the United States of America.

This publication is proprietary to Apriva and intended solely for use by Apriva customers. No part of this publication may be reproduced or distributed for any purpose without the written permission of Apriva. The information provided herein is believed to be accurate and reliable. However, Apriva assumes no responsibility for its use, and reserves the right to make changes to the publication at any time without notice. This document applies to Apriva products and supporting software.

Apriva, AprivaPay and the Apriva logo are registered trademarks of Apriva.

Apriva has attempted throughout this publication to distinguish proprietary trademarks from descriptive terms by following the capitalization style of the manufacturer. Every effort is made to supply complete and correct information. Any error in identifying or reflecting proprietary marks or notices is inadvertent and unintentional.



## 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:

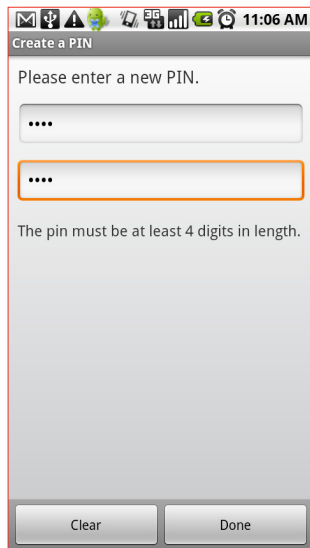
- Retail and Point of Sale
- Commercial Sales and Service
- Field Service
- In-Home Sales and Service
- Taxi and Transportation Service

## Getting Logged In

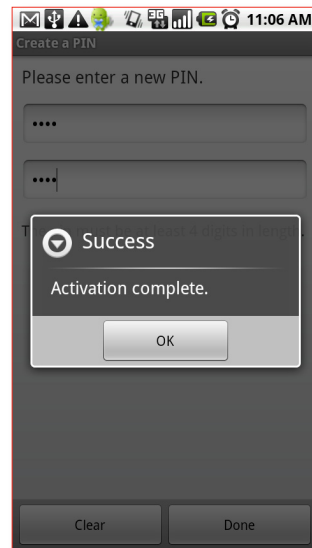
After you have successfully activated your account, you will be required to:

- 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

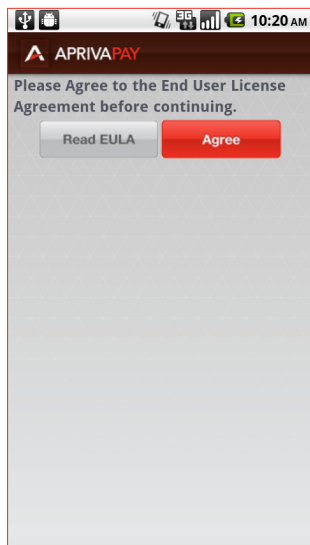


Type your new PIN in the PIN box and Confirm PIN box, and then tap Done.

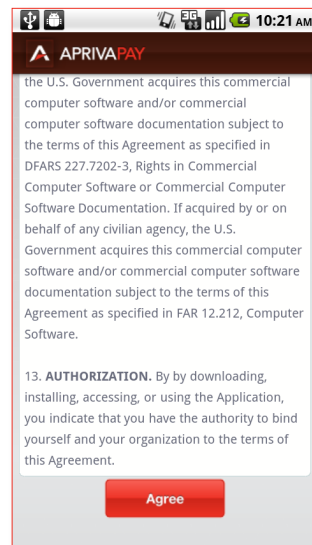


Tap OK.

## Accept EULA

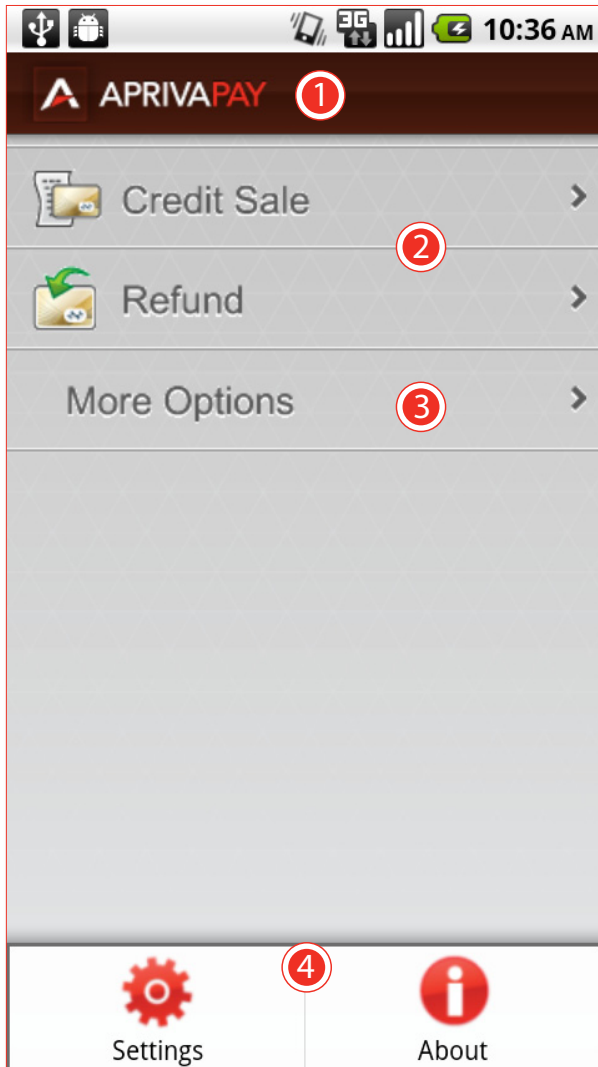


Tap Click Here to read the EULA.



Tap Agree to accept the EULA.

## 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.

### Settings (4)

Tap the Settings button on your Android device to display the settings and help menu. For more information on Settings, please see, AprivaPay Settings on PAGE 7.

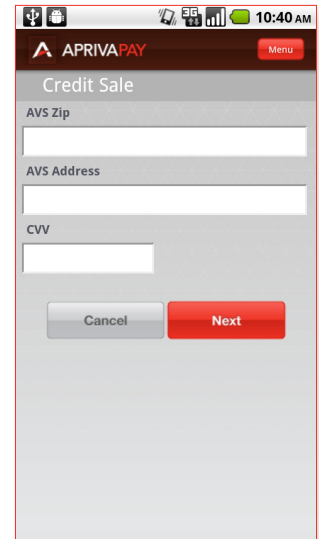
## Address Verification System (AVS) & Credit Verification Value (CVV) Prompting

If you are not using the Printer / MSR with your Android device, 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 Not Present

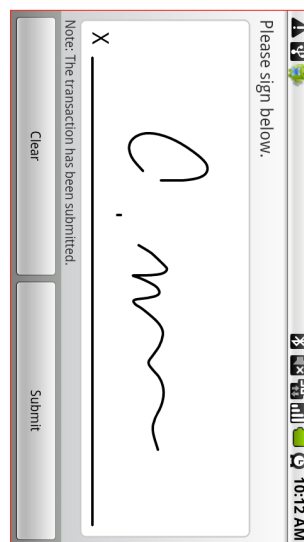
If the customer's card is not present during the transaction, enter the customer's AVS Zip Code, AVS Address, and Card Verification Value (CVV) in the CVV box. You may bypass the CVV if:

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



## Virtual Signature Prompting

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

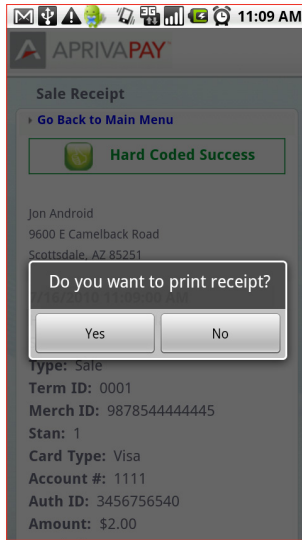


Virtual Signature  
Screen

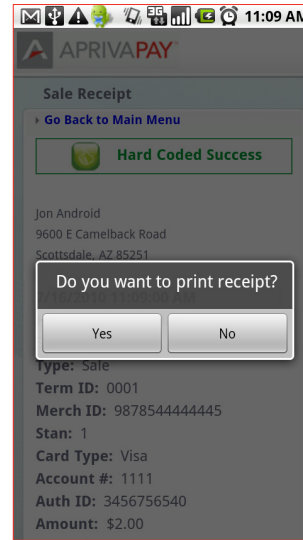
## Transaction Receipts

### Printed Receipts

If you are using a Printer / MSR with your device, you will be prompted to print receipt copies for each transaction.



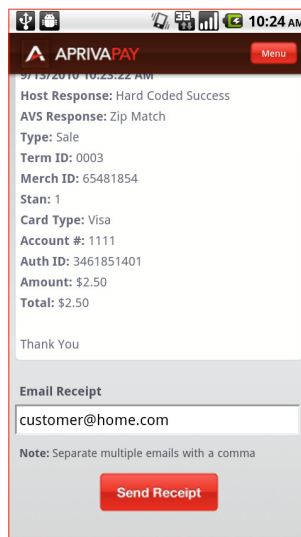
Merchant Receipt Prompt



Customer Receipt Prompt

### E-mail Receipts

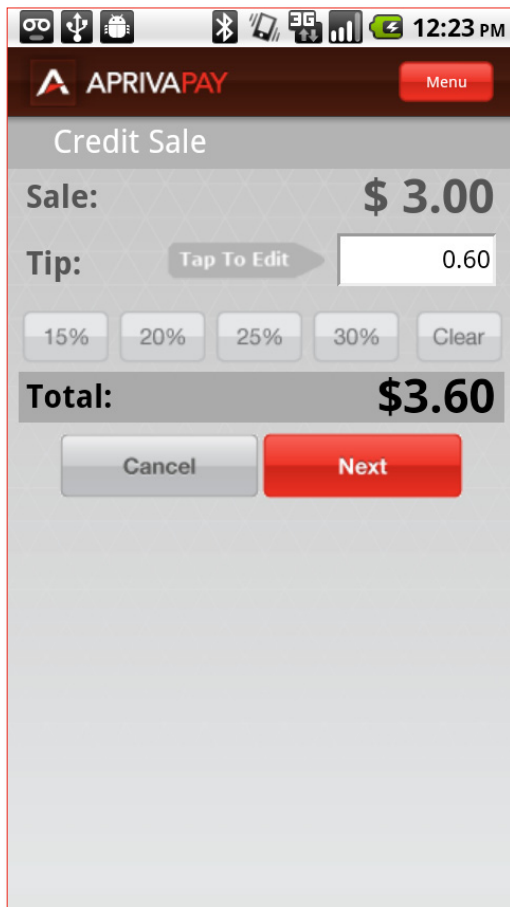
You can e-mail a receipt after you complete a transaction. In the E-mail Receipt box, enter the customer's e-mail address, and then tap Send. You may Enter multiple e-mail addresses separated by commas to send multiple receipts.



Virtual Receipt Screen

## 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.



12:23 PM

APRIVAPAY Menu

Credit Sale

Sale: \$ 3.00

Tip: Tap To Edit 0.60

15% 20% 25% 30% Clear

Total: \$3.60

Cancel Next

### 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.

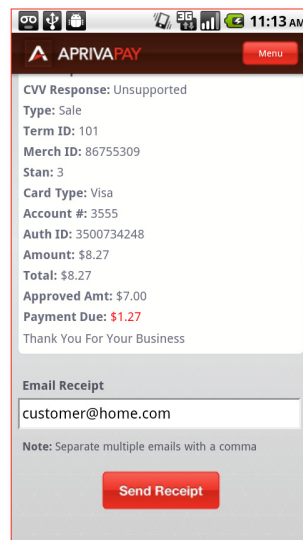
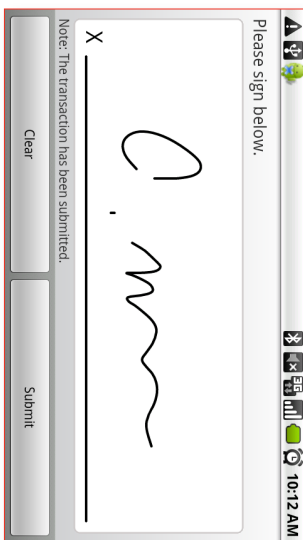
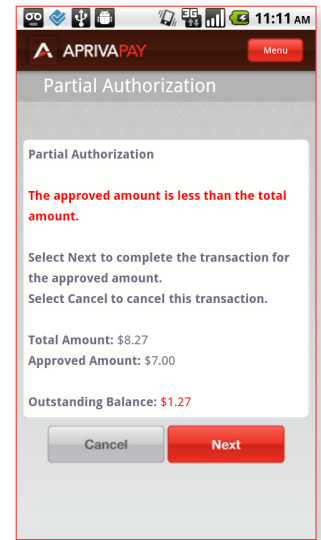
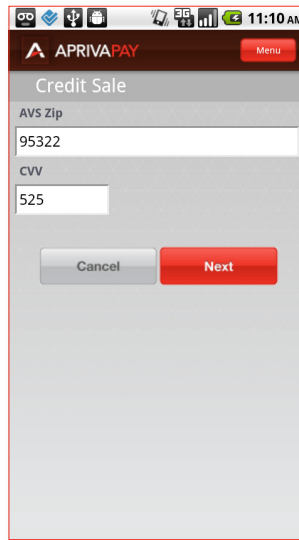
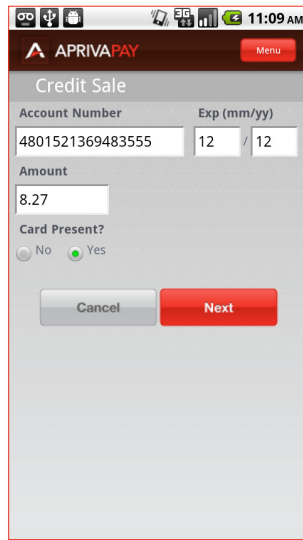
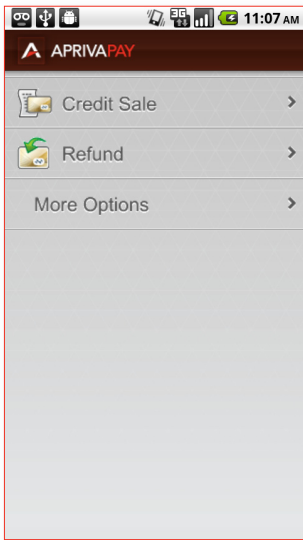
Retail Tip Prompt



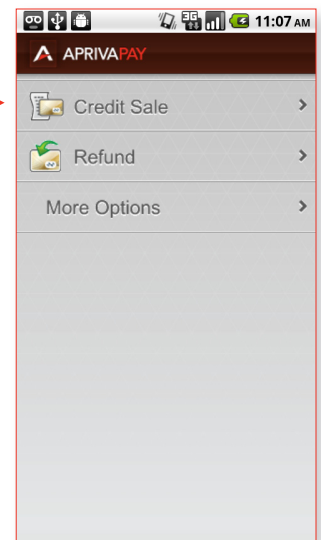
## Partial Authorization

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.

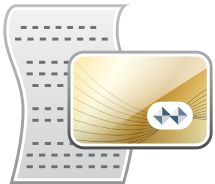


After the first card transaction is complete, tap menu and process the next transaction for the remaining balance.



## Credit Transactions

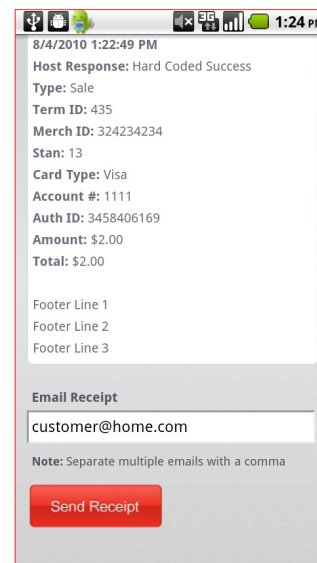
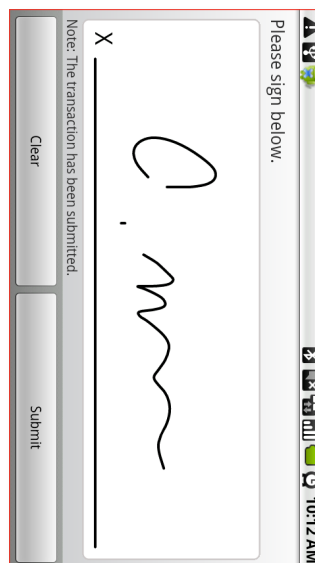
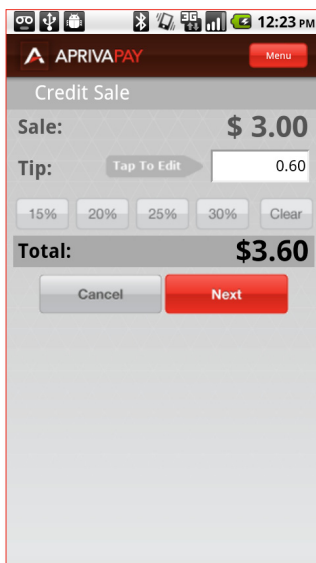
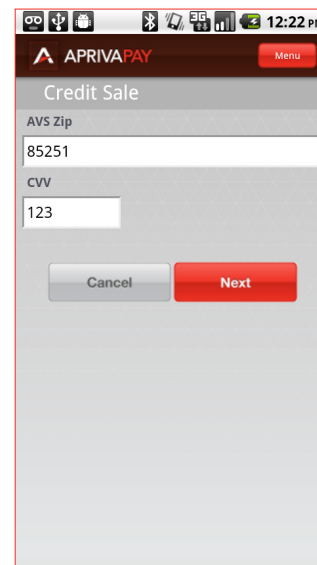
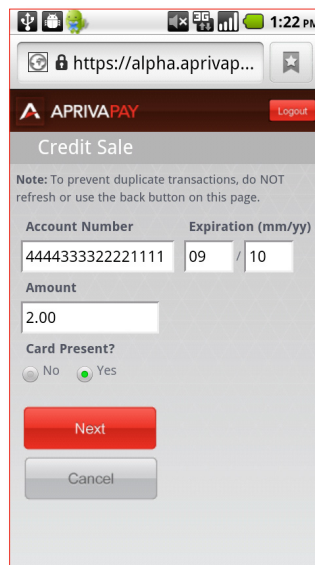
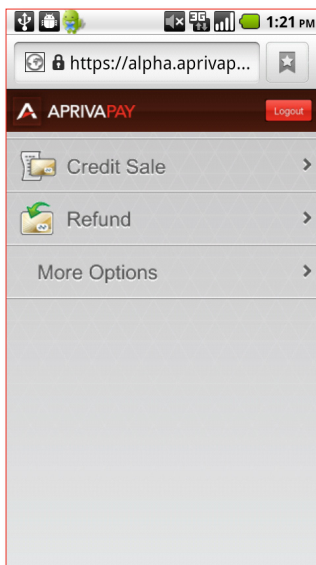
This section of the guide provides instructions for processing the credit transactions available on AprivaPay. Note: the customer's card is defined as present for all transactions demonstrated in this guide.



### 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.

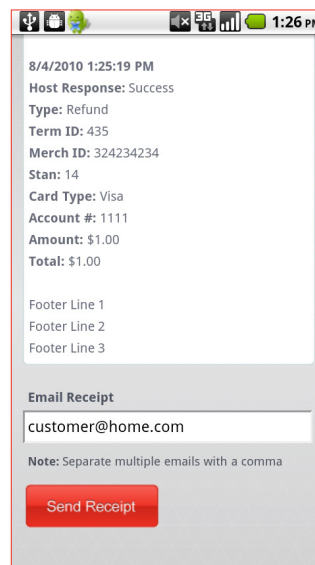
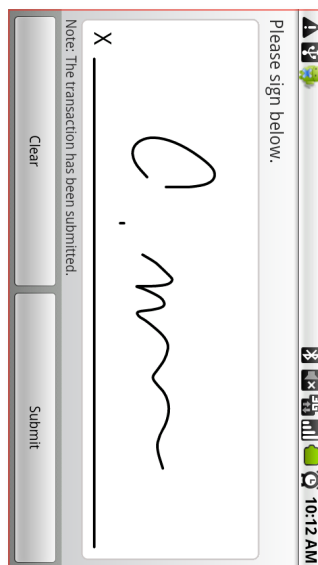
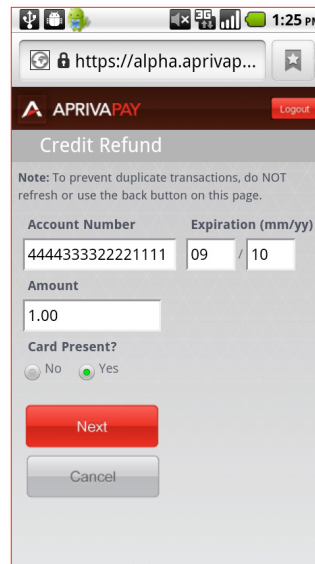
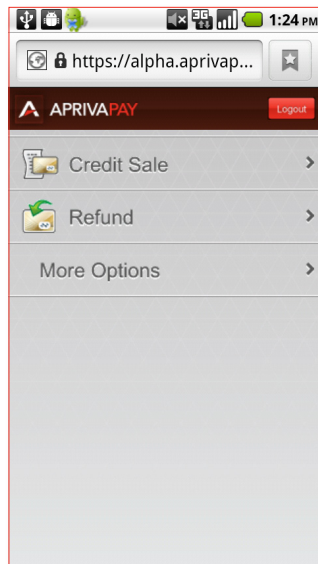


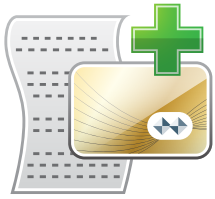


## Credit Refund

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 the virtual receipt, and then tap Submit.
4. In the Email Receipt box, enter the customer's e-mail address, and then tap Send Receipt.

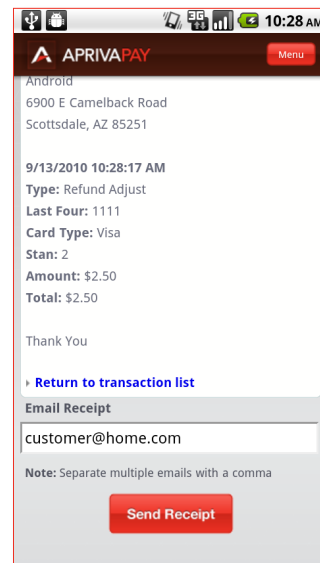
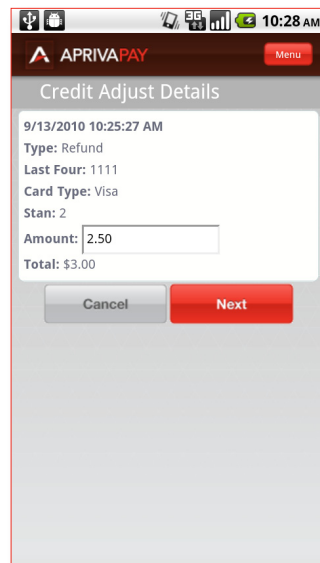
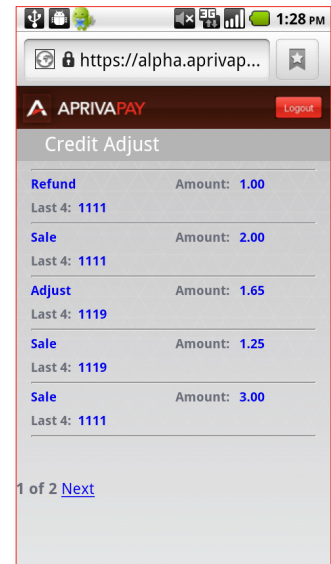
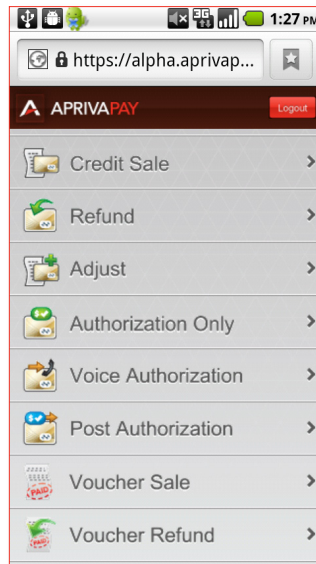
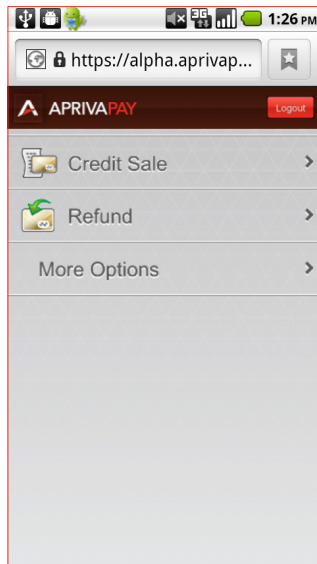




## Adjust

Use the Adjust function to 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.

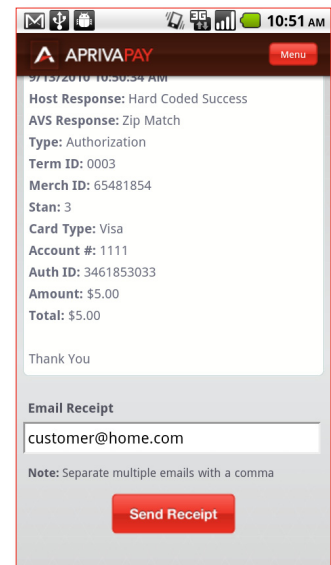
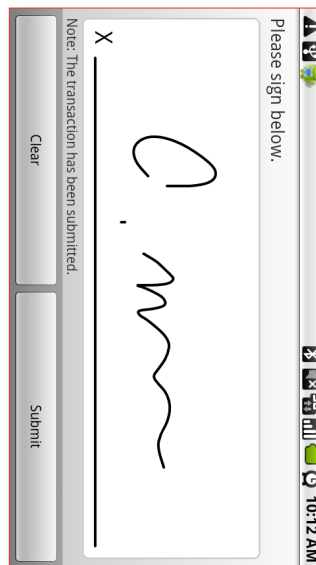
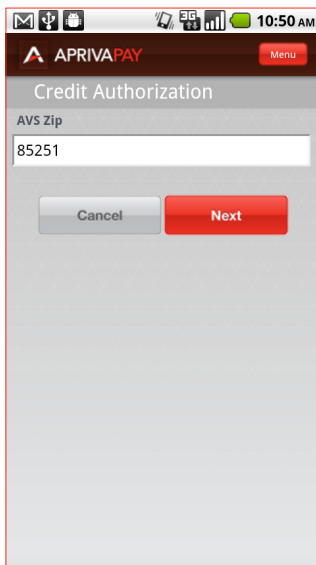
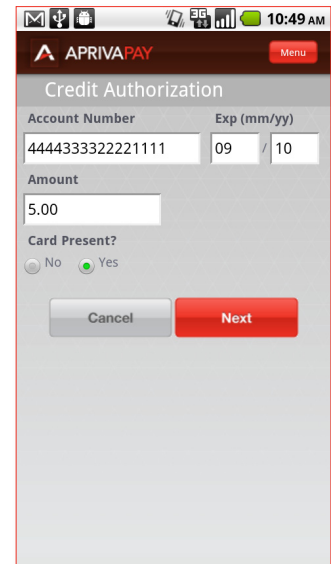
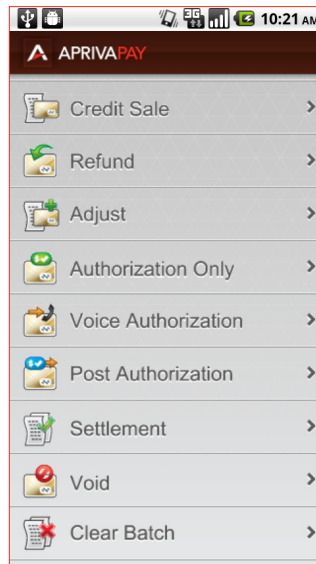
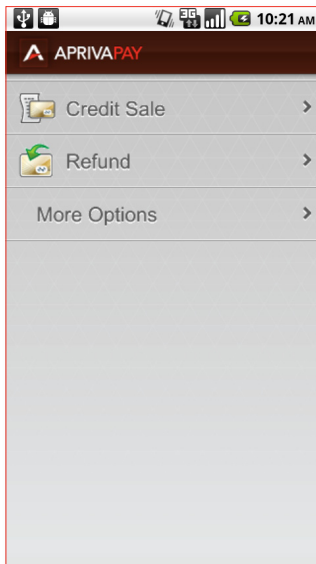




## Authorization Only

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 Auth Only.
3. Enter Account Number, Expiration, and Amount, and then tap Next.
4. Enter AVS Zip, AVS Address and CVV, 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.

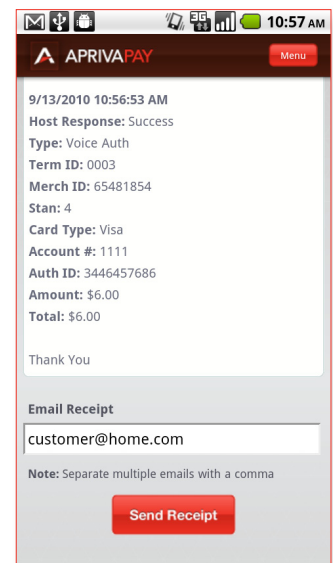
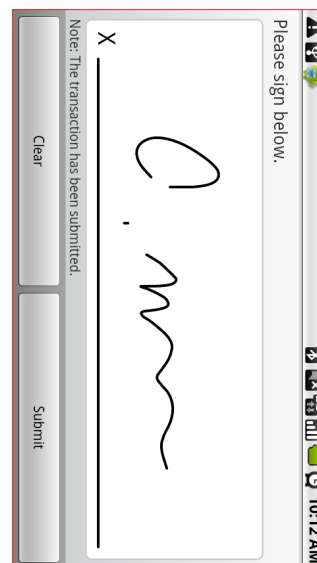
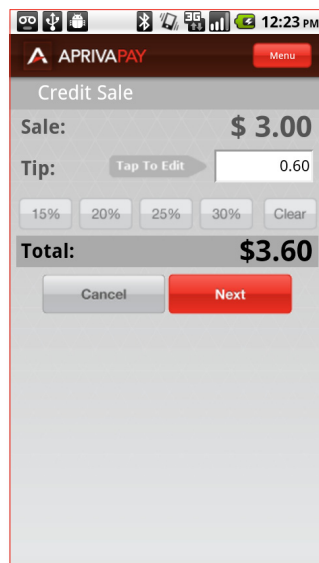
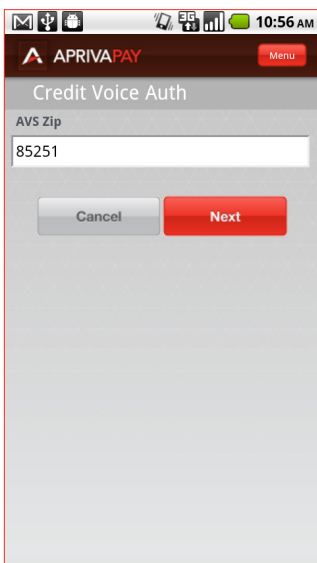
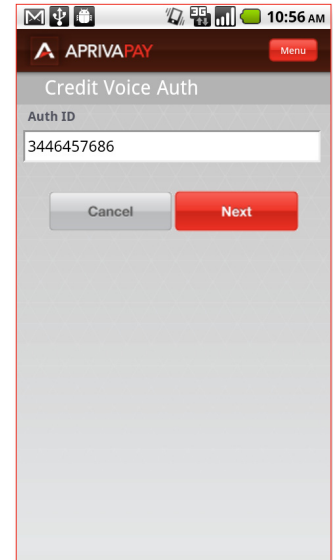
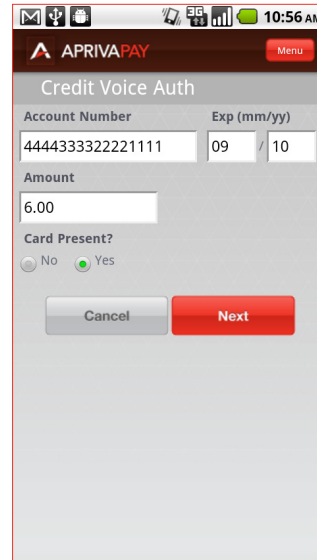
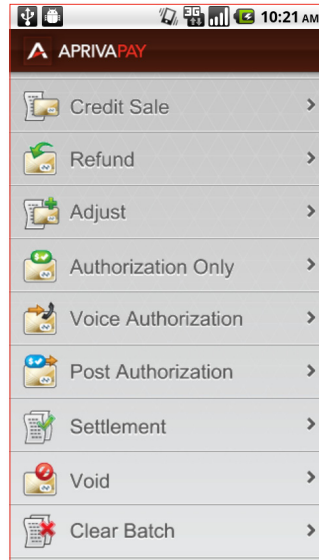
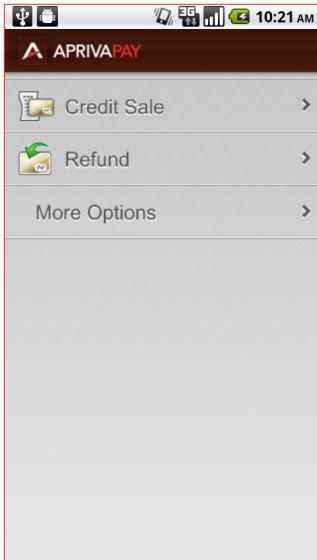




## Voice Authorization

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.

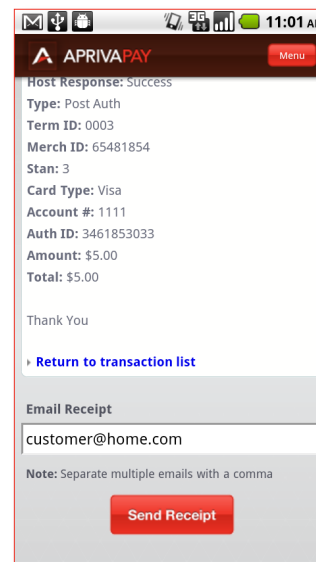
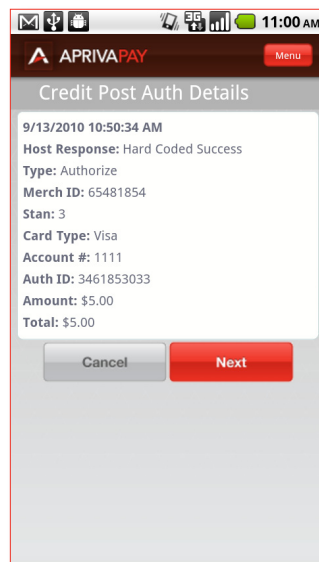
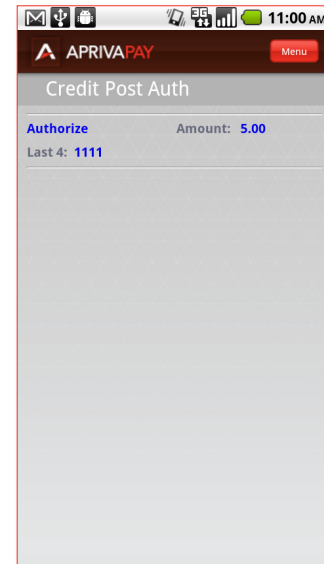
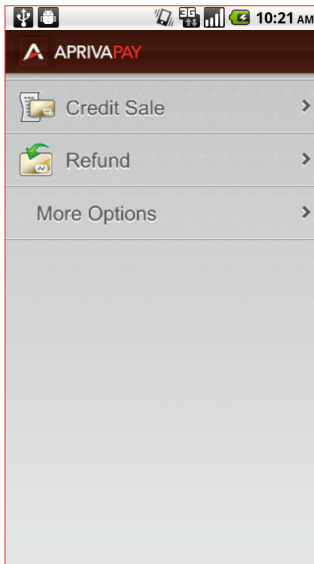




## Post Authorization

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.

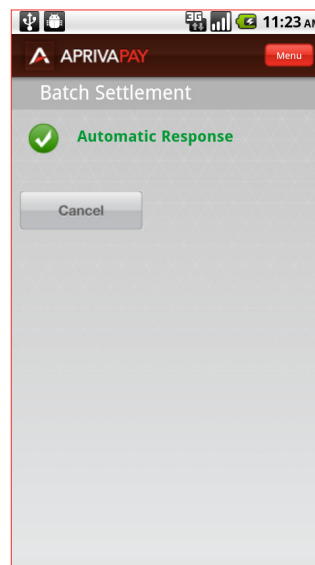
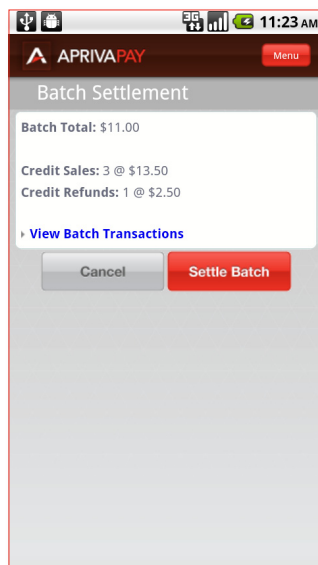
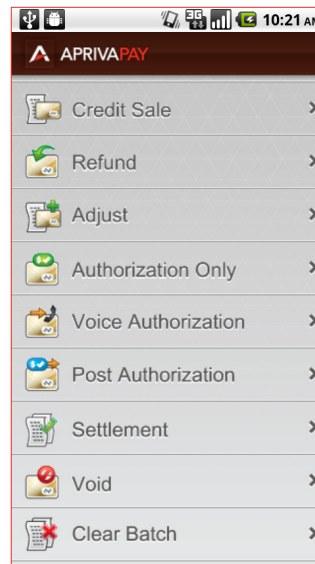
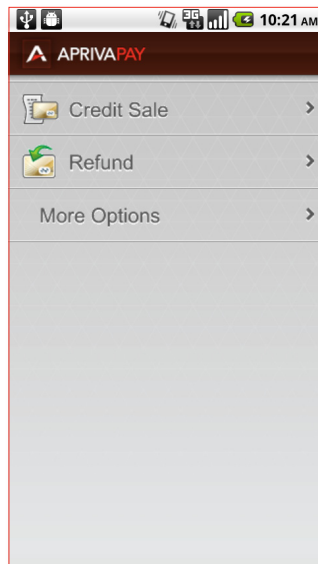




## Settlement

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

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



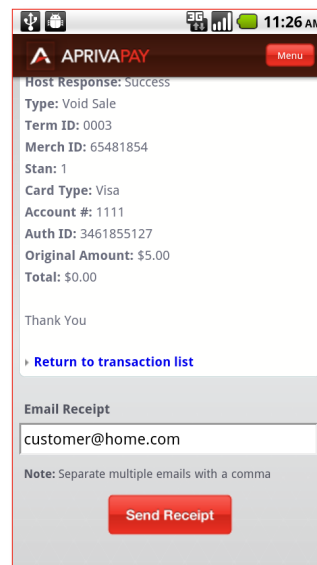
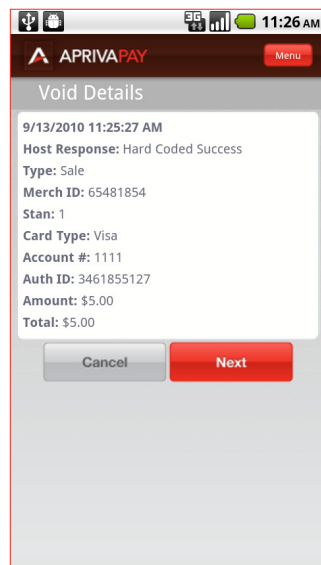
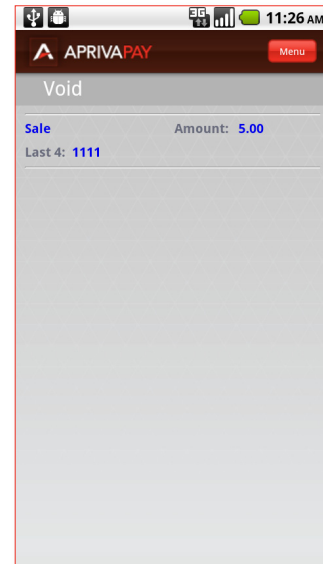
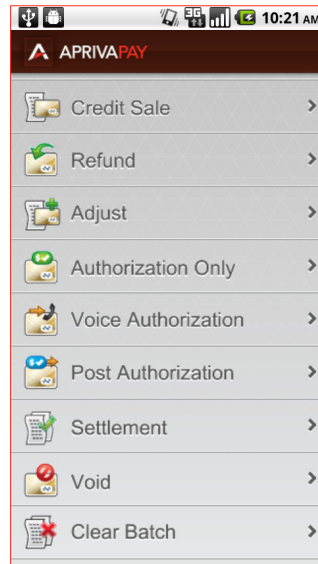
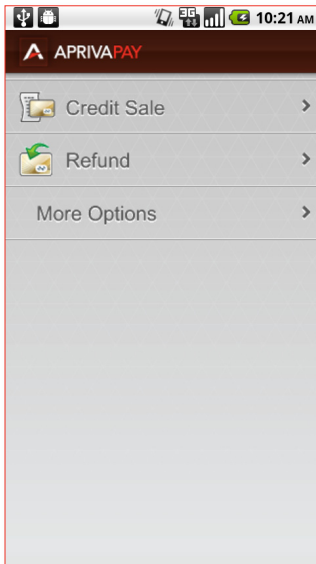




## Void

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

1. Click More Options to expand the list of transaction types.
2. Click Void.
3. Click to select Last Four for the transaction to void.
4. Click Void.
5. To void multiple transactions, click Next and repeat step 3 and step 4.





## Clear Batch

Note: This function removes data from permanent memory and can only be performed by Apriva Customer Care. To clear the batch, please contact Apriva Customer Care at (866) 277-4828.



8501 North Scottsdale Road, Suite 110  
Scottsdale, AZ 85253-2753  
[www.apriva.com](http://www.apriva.com)