APRIVAPAY™

User Guide

USERNAME

newuser

PASSWORD

•••••••••••

Enter

APRIVA®

SECURITY. CONNECTIVITY. MOBILITY.™

APRIVAPAY™

Table Of Contents

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

Welcome to AprivaPay

AprivaPay is a browser-based application that allows processing credit card transactions on web-enabled mobile phones through a secure interface. This gives you the ability to accept card payments on-the-go through virtually any browser-based cell phone including iPhone®, Android™, Blackberry® and Windows Mobile®. In addition, users can view, print, and download both transaction data and batch data on the Apriva BackOffice application, Apriva's Web-based, point-of-sale management tool.

AprivaPay and Apriva BackOffice are secure Web applications that only authorized users may access. Before each session, users are required to log in with a user name and password. For your user login credentials and other useful information, refer to the Welcome Letter Apriva sent you during activation.
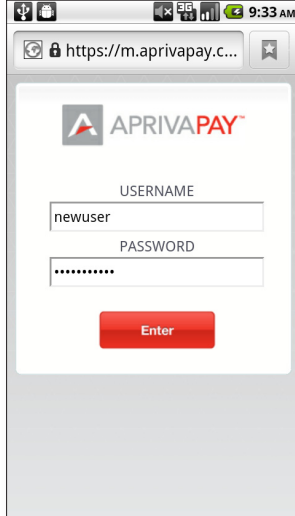
Contact Apriva Customer Care with questions regarding login credentials.
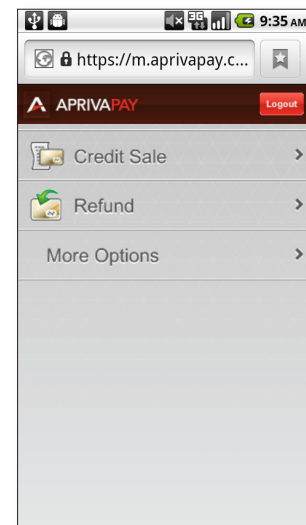(866) 277.4828
customercare@apriva.com

Logging In

1. Direct a mobile browser to: https://m.aprivapay.com
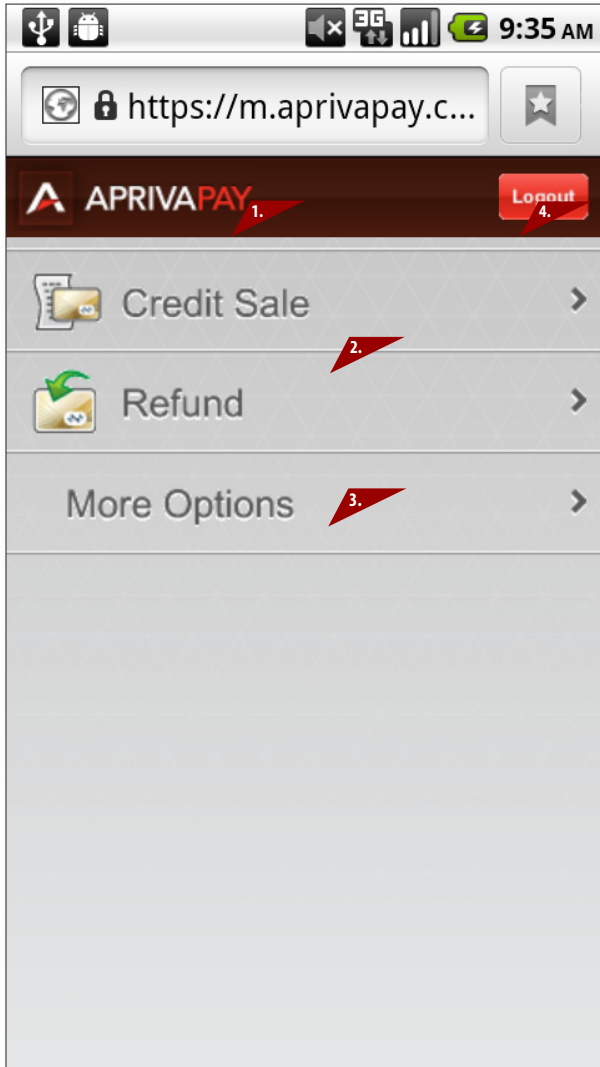2. Enter your **Username** and **Password,** and then click **Login**.

Login Screen

After you log in, the AprivaPay main menu appears.

Main menu

Mobile Online Terminal Homescreen

AprivaPay Logo (1)

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

Function Links (2)

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

More Options (3)

Click More Options to expand the list to all available transaction types.
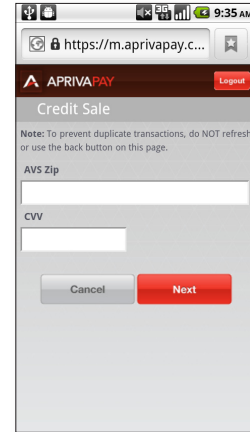
Logout Link (4)

Click the Logout link to quit the current AprivaPay session. Note: if you close the browser window without logging out, the system will lock your user name and you will be denied access for five minutes.

Transaction Prompting

Most transactions 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.
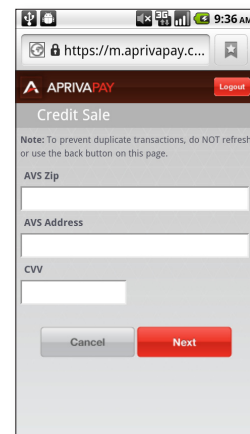

AVS Prompt Screen

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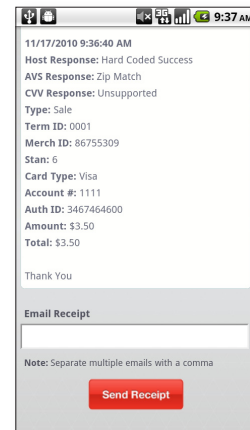- The CVV is not legible
- The CVV is not present

CVV Prompt Screen

Transaction 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 click Send.
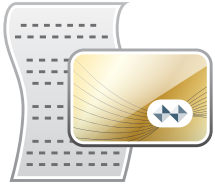
Multiple Receipts

Enter multiple e-mail addresses separated by commas to send multiple receipts.

Confirmation Screen

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.
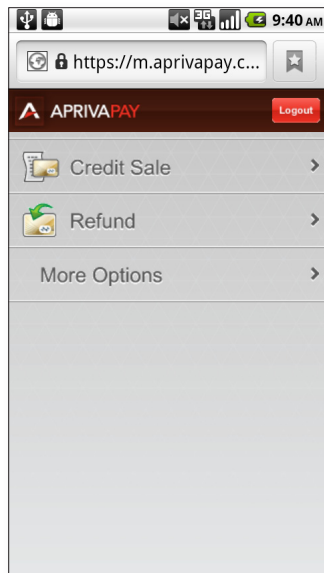
Credit Sale

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

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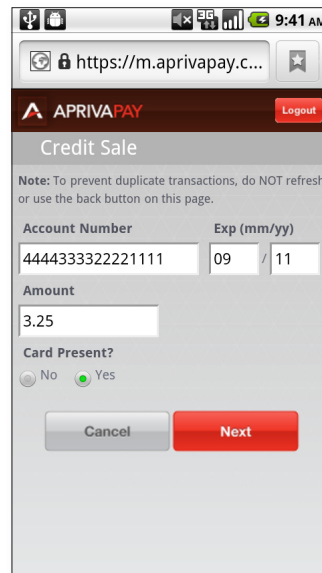
1.

2.

3.

4.

APRIVAPAY™

Credit Refund

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

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

1.

10:33 AM

https://m.aprivapay.c...

APRIVAPAY   Logout

Credit Sale

Refund
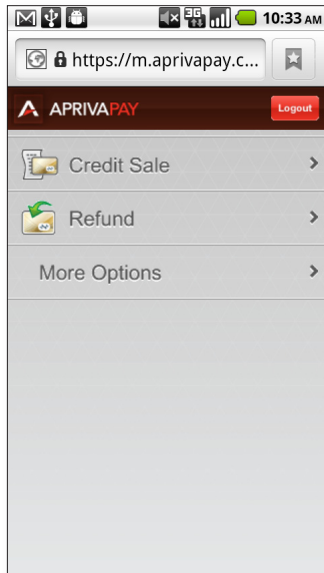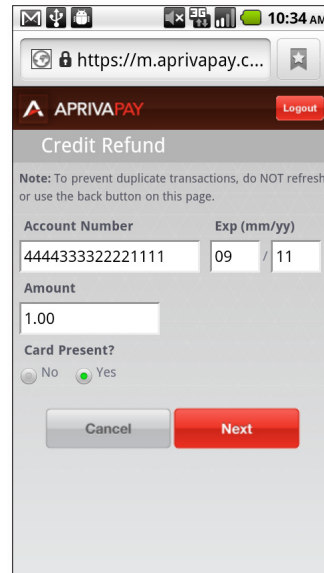
More Options

2.

10:34 AM

https://m.aprivapay.c...

APRIVAPAY   Logout

Credit Refund

Note: To prevent duplicate transactions, do NOT refresh or use the back button on this page.

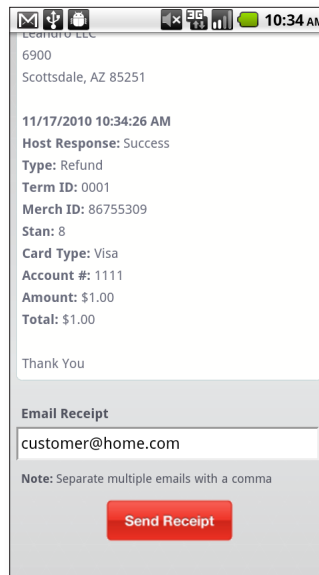**Account Number**   **Exp (mm/yy)**

4444333322221111   09 / 11

Amount

1.00

Card Present?
○ No   ● Yes

Cancel   Next

3.

10:34 AM

Leandro LLC
6900
Scottsdale, AZ 85251

11/17/2010 10:34:26 AM
Host Response: Success
Type: Refund
Term ID: 0001
Merch ID: 86755309
Stan: 8
Card Type: Visa
Account #: 1111
Amount: $1.00
Total: $1.00

Thank You

Email Receipt

customer@home.com

Note: Separate multiple emails with a comma
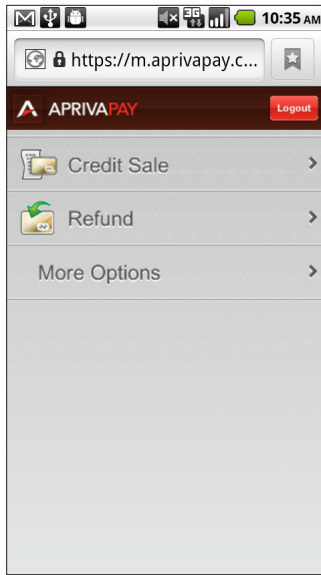
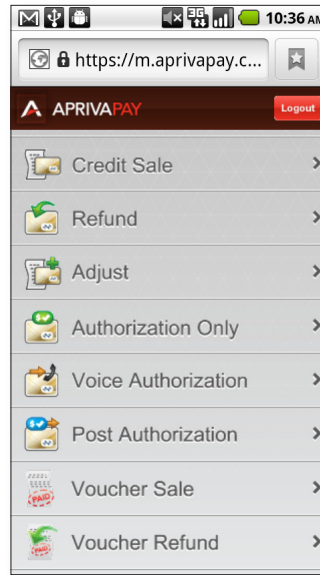Send Receipt

APRIVAPAY™
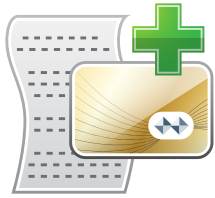
Adjust

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

1. Click **More Options** to expand the list of transaction types.
2. Click **Adjust**.
3. Click to select **Last Four** for the transaction to adjust.
4. In the **Base** box, enter the new amount, and then click **Adjust Transaction**.
5. In the **Email Receipt** box, enter the customer's e-mail address, and then click **Send Receipt**.
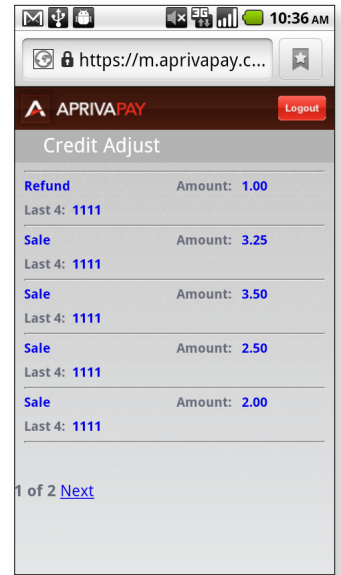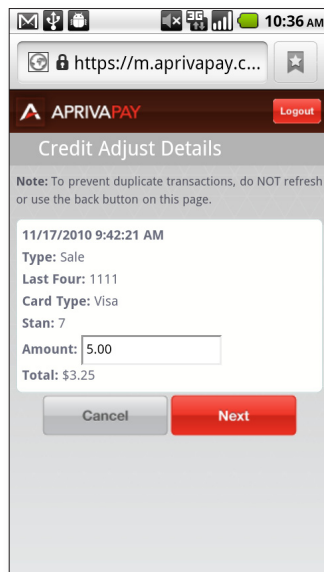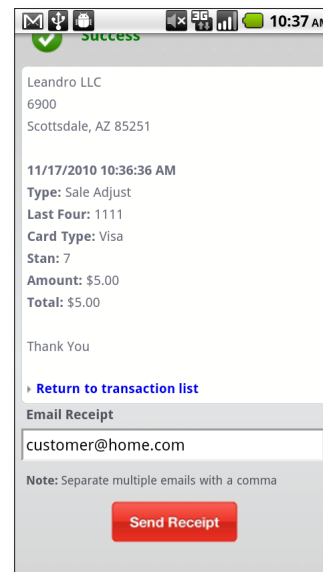
1.

10:35 AM
https://m.aprivapay.c...
APRIVAPAY   Logout
Credit Sale   >
Refund   >
More Options   >

2.

10:36 AM
https://m.aprivapay.c...
APRIVAPAY   Logout
Credit Sale   >
Refund   >
Adjust   >
Authorization Only   >
Voice Authorization   >
Post Authorization   >
Voucher Sale   >
Voucher Refund   >

3.

10:36 AM
https://m.aprivapay.c...
APRIVAPAY   Logout
Credit Adjust

Refund   Amount: 1.00
Last 4: 1111

Sale   Amount: 3.25
Last 4: 1111

Sale   Amount: 3.50
Last 4: 1111

Sale   Amount: 2.50
Last 4: 1111

Sale   Amount: 2.00
Last 4: 1111

1 of 2 Next

4.

10:36 AM
https://m.aprivapay.c...
APRIVAPAY   Logout
Credit Adjust Details

Note: To prevent duplicate transactions, do NOT refresh or use the back button on this page.

11/17/2010 9:42:21 AM
Type: Sale
Last Four: 1111
Card Type: Visa
Stan: 7
Amount: 5.00
Total: $3.25

Cancel   Next

5.

10:37 AM
Success

Leandro LLC
6900
Scottsdale, AZ 85251

11/17/2010 10:36:36 AM
Type: Sale Adjust
Last Four: 1111
Card Type: Visa
Stan: 7
Amount: $5.00
Total: $5.00

Thank You

› Return to transaction list

Email Receipt
customer@home.com

Note: Separate multiple emails with a comma
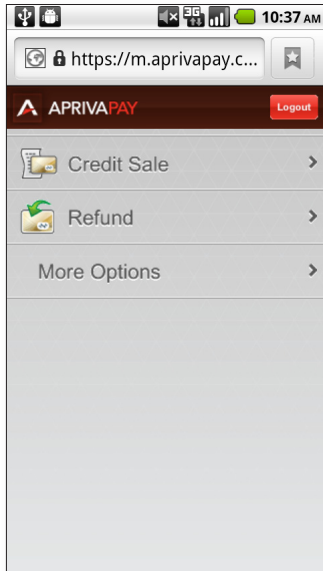
Send Receipt

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Authorization Only

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

1. Click **More Options** to expand the list of transaction types.
2. Click **Auth Only**.
3. Enter **Account Number**, **Expiration,** and **Amount**, and then click **Next**.
4. Enter **AVS Zip and CVV,** and then click **Next**.
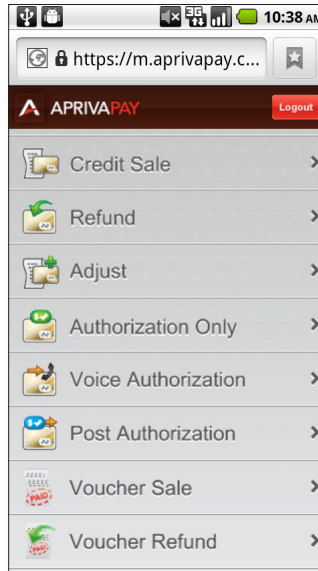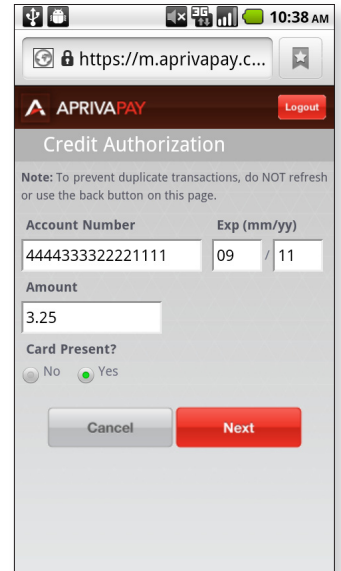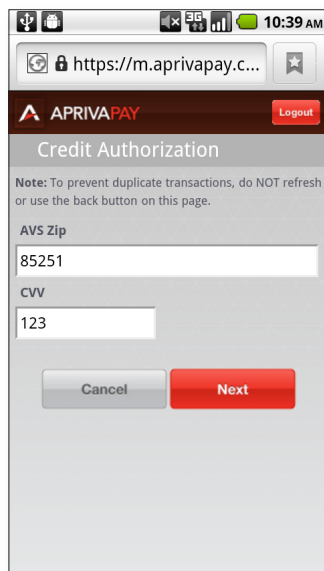5. In the **Email Receipt** box, enter the customer's e-mail address, and then click **Send Receipt**.

1.

2.

3.

4.

5.

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

1.

https://m.aprivapay.c...

APRIVAPAY   Logout

Credit Sale   >
Refund   >
More Options   >

2.

https://m.aprivapay.c...

APRIVAPAY   Logout

Credit Sale   >
Refund   >
Adjust   >
Authorization Only   >
Voice Authorization   >
Post Authorization   >
Voucher Sale   >
Voucher Refund   >

3.

https://m.aprivapay.c...

APRIVAPAY   Logout
Credit Voice Auth

Note: To prevent duplicate transactions, do NOT refresh or use the back button on this page.

Account Number   Exp (mm/yy)
4444333322221111   09 / 11
Amount
6.25
Card Present?
○ No   ● Yes

Cancel   Next

4.

https://m.aprivapay.c...

APRIVAPAY   Logout
Credit Voice Auth

Note: To prevent duplicate transactions, do NOT refresh or use the back button on this page.

Auth ID
4556446

Cancel   Next

5.

https://m.aprivapay.c...

APRIVAPAY   Logout
Credit Voice Auth

Note: To prevent duplicate transactions, do NOT refresh or use the back button on this page.

AVS Zip
85251

Cancel   Next

6.

Scottsdale, AZ 85251

11/17/2010 10:42:06 AM
Host Response: Success
Type: Voice Auth
Term ID: 0001
Merch ID: 86755309
Stan: 10
Card Type: Visa
Account #: 1111
Auth ID: 4556446
Amount: $6.25
Total: $6.25

Thank You

Email Receipt
customer@home.com

Note: Separate multiple emails with a comma

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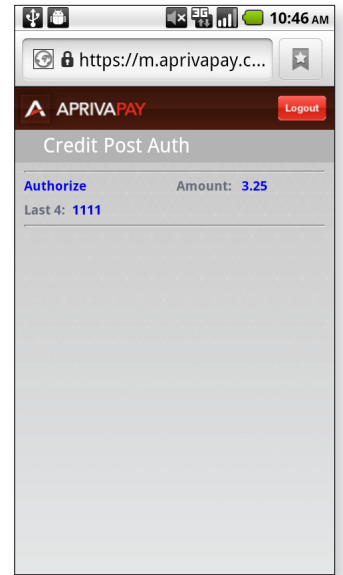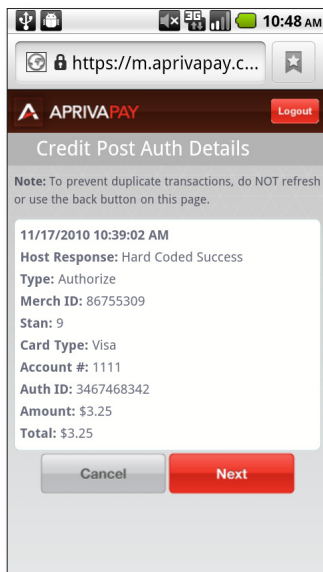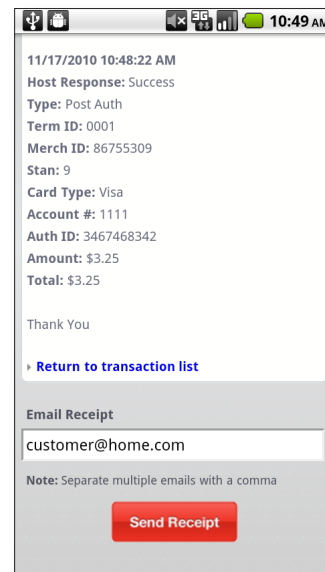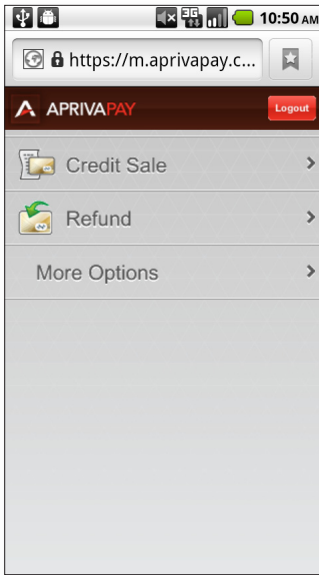5. In the **Email Receipt** box, enter the customer's e-mail address, and then click **Send Receipt**.

1.

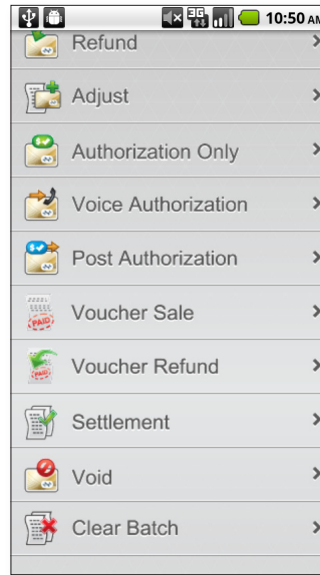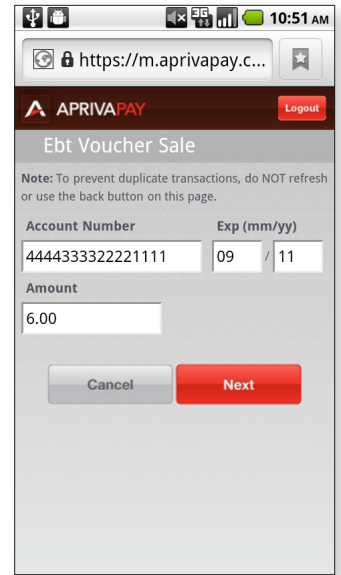
2.

3.

4.

5.

APRIVAPAY™
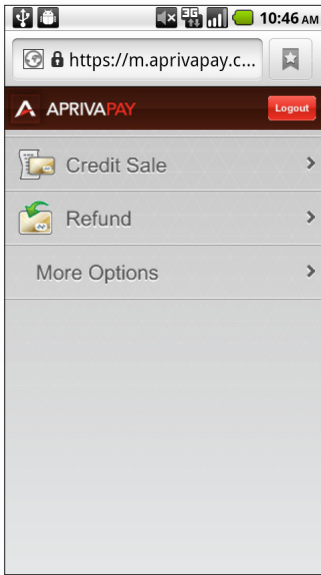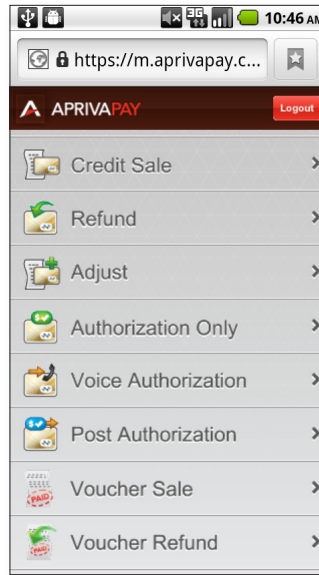
Voucher Sale

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

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

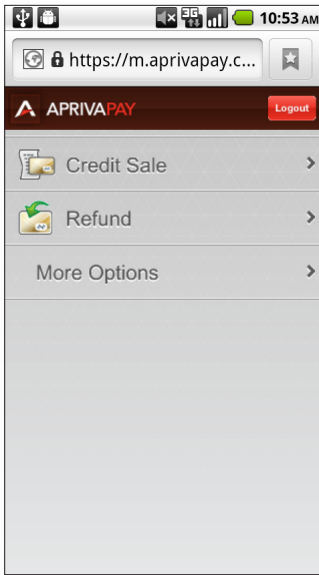**1.**

2.

3.

4.

5.

APRIVAPAY™

Voucher Refund

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

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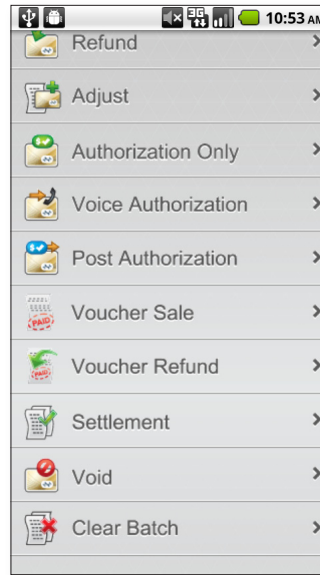
1.

https://m.aprivapay.c...

APRIVAPAY   Logout

Credit Sale >
Refund >
More Options >

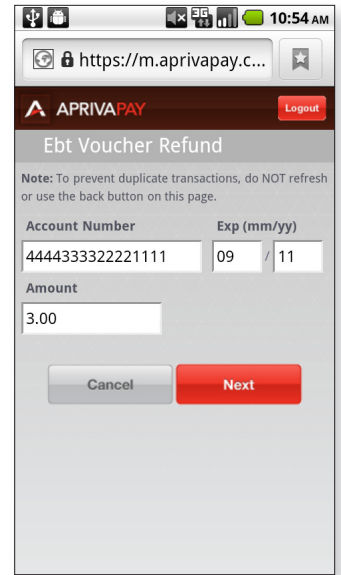**2.**

Refund >
Adjust >
Authorization Only >
Voice Authorization >
Post Authorization >
Voucher Sale >
Voucher Refund >
Settlement >
Void >
Clear Batch >

3.

https://m.aprivapay.c...
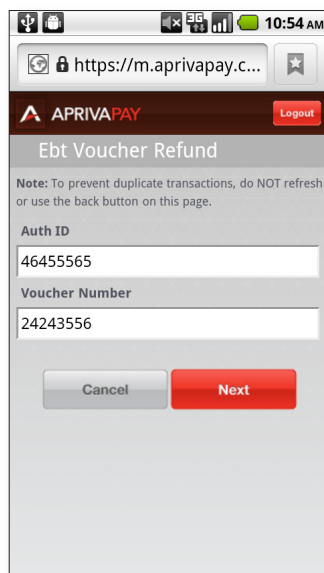
APRIVAPAY   Logout

Ebt Voucher Refund

Note: To prevent duplicate transactions, do NOT refresh or use the back button on this page.

Account Number   Exp (mm/yy)
4444333322221111   09 / 11

Amount
3.00

Cancel   Next

4.

https://m.aprivapay.c...
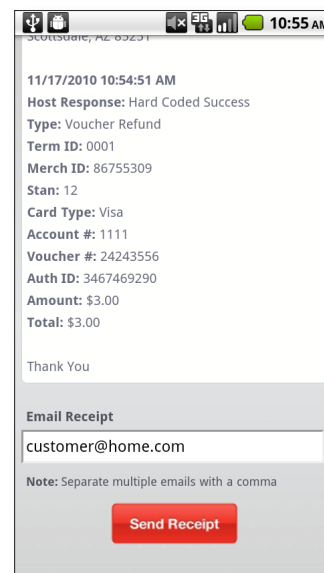
APRIVAPAY   Logout

Ebt Voucher Refund

Note: To prevent duplicate transactions, do NOT refresh or use the back button on this page.

Auth ID
46455565

Voucher Number
24243556

Cancel   Next

5.

Scottsdale, AZ 85251

11/17/2010 10:54:51 AM
Host Response: Hard Coded Success
Type: Voucher Refund
Term ID: 0001
Merch ID: 86755309
Stan: 12
Card Type: Visa
Account #: 1111
Voucher #: 24243556
Auth ID: 3467469290
Amount: $3.00
Total: $3.00

Thank You

Email Receipt
customer@home.com

Note: Separate multiple emails with a comma
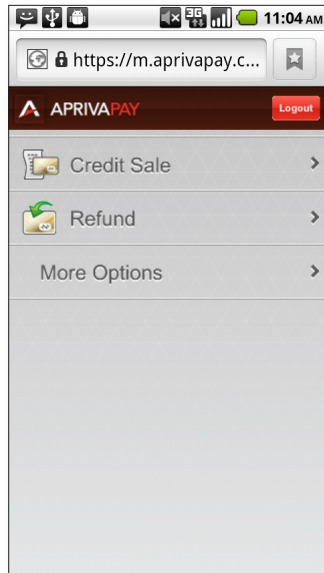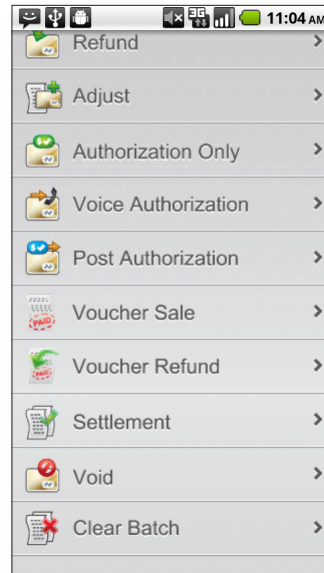
Send Receipt

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**.
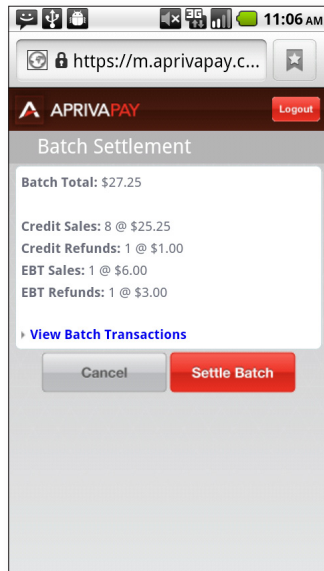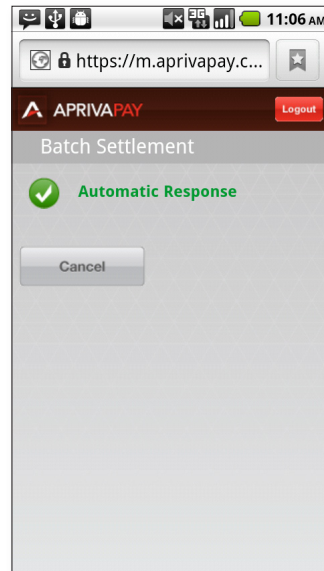3. Click **Settle Batch**.

1.

2.

3.

Batch Settlement

Batch Total: $27.25

Credit Sales: 8 @ $25.25
Credit Refunds: 1 @ $1.00
EBT Sales: 1 @ $6.00
EBT Refunds: 1 @ $3.00

▸ View Batch Transactions

Cancel Settle Batch

4.

Batch Settlement

Automatic Response

Cancel

Void

Use the Void function to delete a previously approved credit card transaction within the same processing batch and not settled with the processor.

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**.
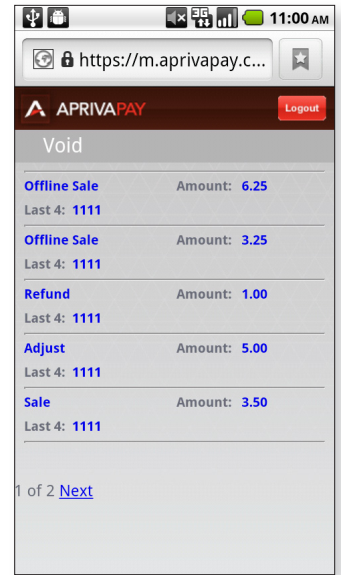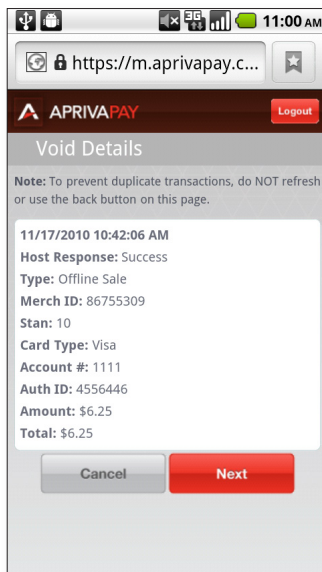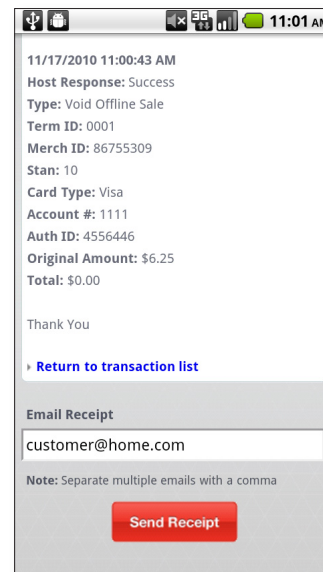5. To void multiple transactions, click **Next** and repeat step 3 and step 4.

1.

2.

3.

4.
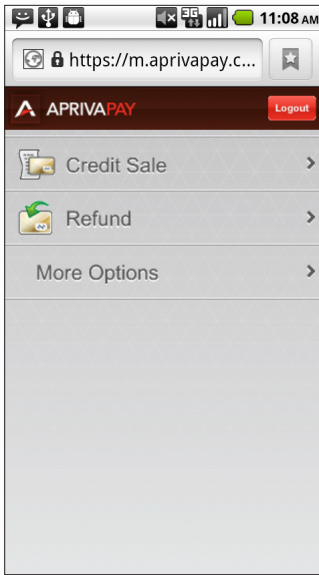
5.

APRIVA**PAY**™
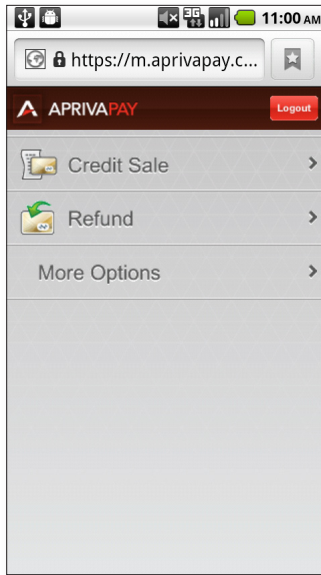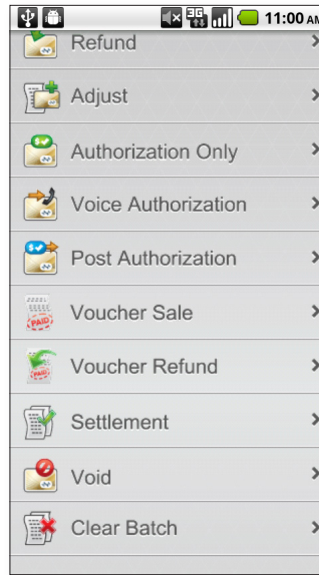
Clear Batch

Use the Clear Batch function to delete all transactions within a current batch.
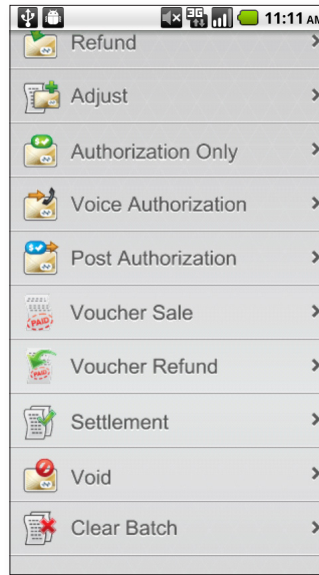
Note: This function removes data from permanent memory and requires a password for access. To obtain your password, contact Apriva Customer Care at (866) 277-4828.

1. Click **More Options** to expand the list of transaction types.
2. Click **Clear Batch**.
3. Contact Customer Care at 1-866-277-4828.

1.

2.

3.