

## Mobile Pay

### User Guide for iPhone®



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# Getting Started

## Two-Factor Authentication

Mobile Pay by Global Payments utilises two-factor authentication so that new devices can be added and verified securely to your facility for use with Mobile Pay. For example, if a device you normally use is lost or stolen, you'll be able to add and verify a new device simply by verifying a 6-digit security code that will be sent to you via SMS text or email. This process will take place upon logging into Mobile Pay on the new device.

In order to use this feature, you'll need to configure your Contact information upon logging into Mobile Pay for the first time. Follow the steps below to add an SMS capable phone number and an email address.

### Contact Enrolment - Phone Number:

1. Tap Add Phone.
2. Enter your Phone Number in the box and then tap Continue.
3. Enter the 6-digit code from the SMS text you receive in the box and then tap Verify.

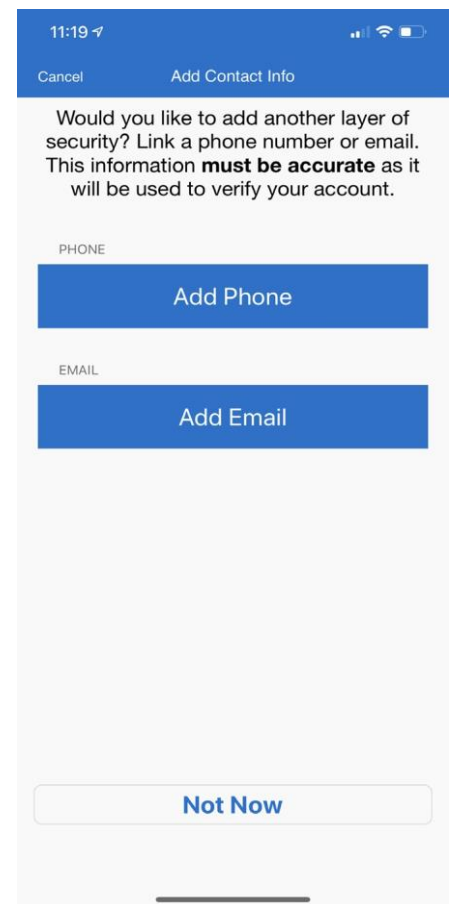
### Contact Enrolment - Email Address:

1. Tap Add Email.
2. Enter your email address in the box, and then tap Continue.
3. Enter the 6-digit code from the email you receive in the box and then tap Verify.

In the event that you need to verify a new device, follow the steps below once you've logged into Mobile Pay from the new device:

### Verify Account - Phone Number or Email Address:

1. Select either Phone or Email contact and then tap Next.
2. Enter the 6-digit code from the SMS text or email in the box and then tap Verify.



## Overview

Mobile Pay turns an iPhone<sup>®</sup> into a mobile point of sale. This streamlined application is geared towards small and mid-sized customers and can be used in any number of venues – storefront or mobile. From a local in-store clothes shop to roadside recovery vehicles or for use as a queue busting tool, it's an affordable, secure way to take payments. It's also ideal for seasonal customers who may not need year-round coverage but do need a reliable service when business picks up.

### Card Reader Status

The card reader status is shown on-screen via one of the following icons:



Card Reader Ready



Card Reader Initialising



Card Reader Battery Low



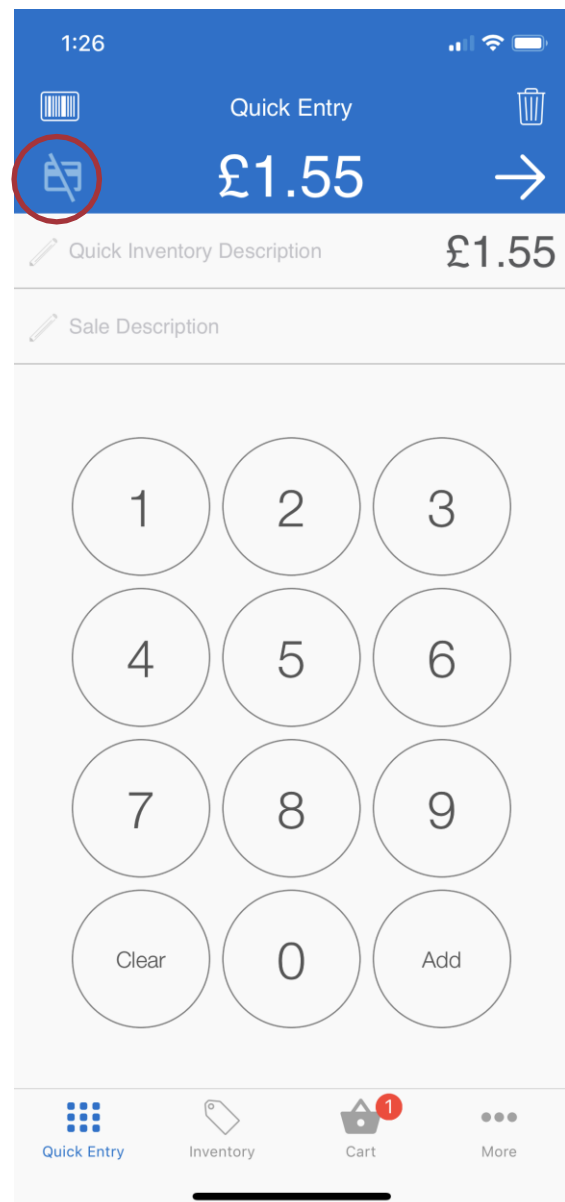
Card Reader Error



Card Reader Critical Battery



Card Reader Not Ready



## Card Reader Features and Specifications

### Features

- Ergonomic design
- Mobility
- Secure and EMV certified
- Bluetooth connectivity

### Specifications

#### Memory

256MB FLASH and 64MB RAM

#### Display

OLED technology graphical display with 128 x 64 pixels, viewing area 35mm x 20mm. Provides brilliant bright text with ultra-wide reading angle in low ambient light

#### Keypad

4 rows x 3 columns

0-9 (alpha-numeric legend)

CNL (RED) + ENT (GREEN) keys

Single clear key (YELLOW) at base

#### Battery

800 mAh is standard for the Bluetooth model

#### Physical Dimensions

H 103 mm x W 71 mm x D 18 mm

#### Weight

118 g

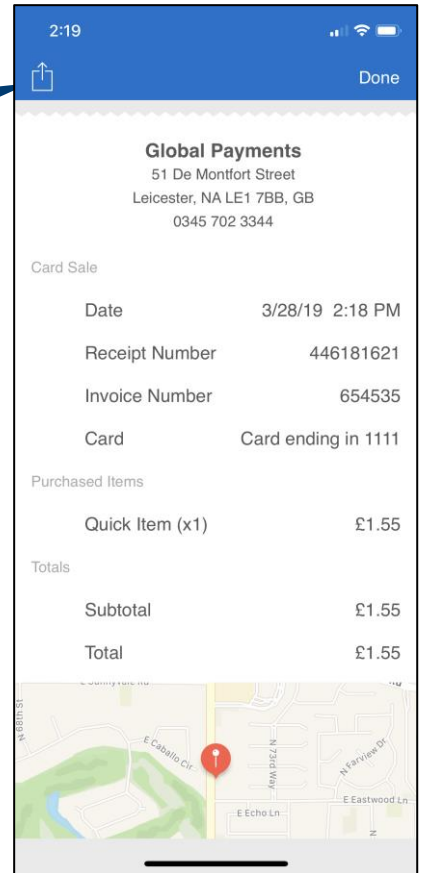
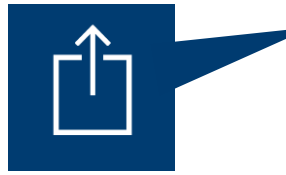
### Using the Card Reader

1. USB Port (Charge Port)
2. Factory Reset Button
3. Power Button
4. Magnetic Stripe Reader
5. Bluetooth LED
6. NFC Indicators
7. Keypad
8. Enter Key
9. Clear Key
10. Cancel Key
11. Chip Reader



## Printing Receipts

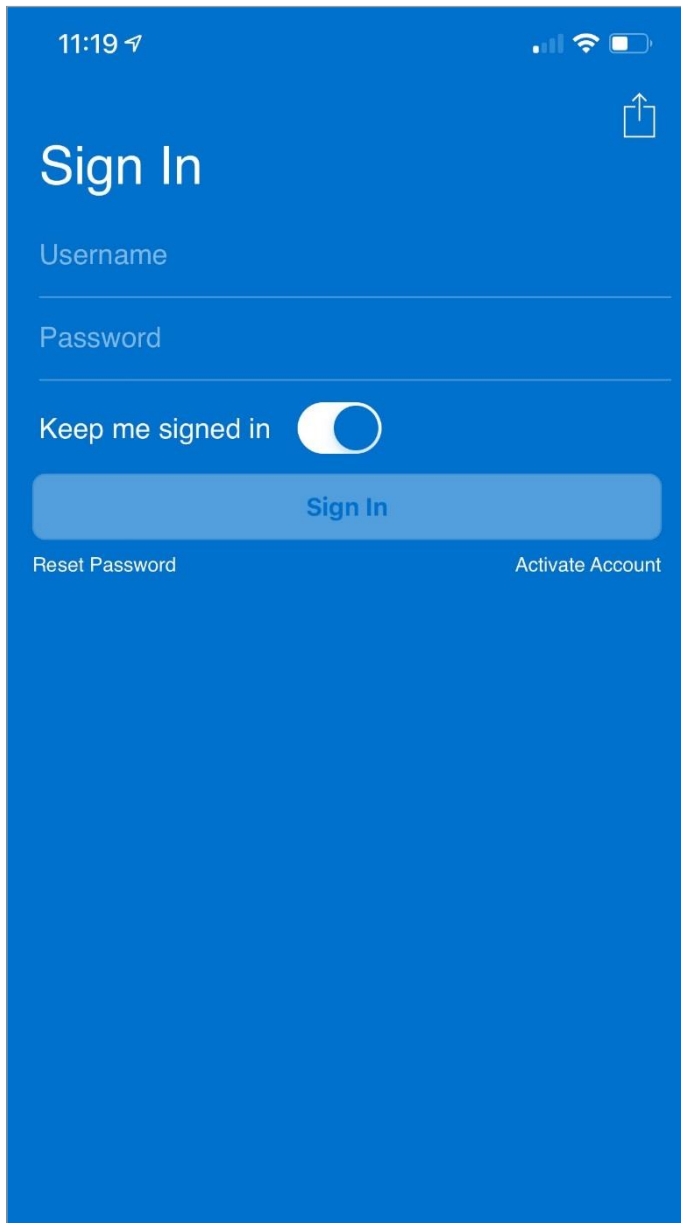
Receipts can be printed by tapping the Overflow icon from the receipt view and then press the Print Receipt button.



# Using Mobile Pay

## Logging In

Use your email address and the password you entered during activation to log in to Mobile Pay.



## Demo Mode



Tap the Overflow icon, and then tap Demo Mode to launch Mobile Pay in Demo Mode.

When you launch Mobile Pay you may use Demo mode to familiarise yourself with all of the features available in Mobile Pay.

Please be advised that while in Demo mode, any inventory items you create won't be saved and any transactions that you perform won't be processed. In addition, chip and PIN transactions and the Merchant Dashboard access are disabled.

### Tip:

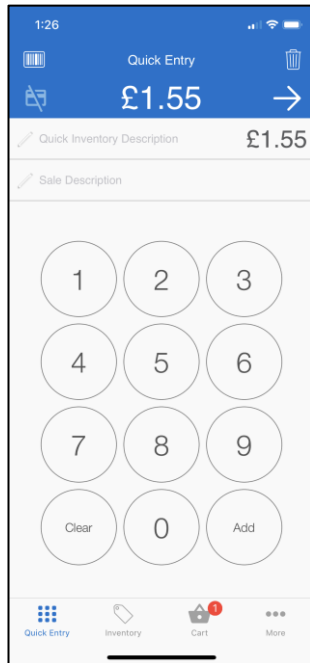
If you don't want to be prompted to log in each time you launch the Mobile Pay App, slide the 'Keep me signed in' slider to the right.

## Reset Password

If you're unable to log in to the app, tap the Reset Password link beneath the Sign In button to reset your Mobile Pay password. You'll be prompted to enter your Username (email address) and then will be asked to provide the answer to one of the three security questions you selected during activation. Once you've successfully answered the security question, you'll be prompted to enter a new password.

## Home Screen Overview

The Mobile Pay Home Screen consists of three main views, which are displayed by tapping the icons at the bottom of the screen:



### Inventory View:

Allows you to tap items in your inventory and add them to the current sale.



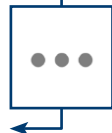
### Quick Item View:

Allows you to enter amounts and optional item descriptions for Quick Items that aren't in your inventory.



### Basket View:

Allows you to change the quantity of items or remove items from the basket. When you add items to your basket, a number will appear displaying the total number of items in the basket.



### More:

Allows you access to settings, sales history, the companion dashboard, inventory and help.

In addition to the view icons, there are several other icons used within Mobile Pay. Below you'll find a description of each icon:



### Continue:

After all items have been added to the transaction, tap the Continue icon to progress to the payment type screen.



### Barcode Scanner:

Tap the Barcode icon if you'd like to use your device's camera as a barcode scanner during a transaction.



### Trash:

At any point during a transaction, you can tap the Trash icon to cancel the transaction.



### Inventory Search (Inventory view only):

Tap the Inventory Search icon to search for items in your inventory.

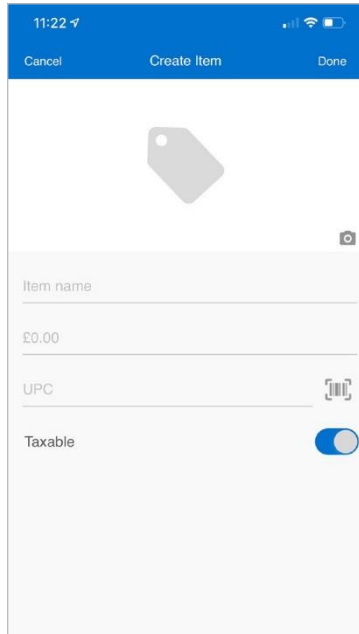


### Overflow (Receipt/Sales History view):

Tap the Overflow icon to print receipts, email receipts, or issue a refund.



You can manage inventory items directly from the app by tapping the More icon and then tapping Inventory. Items that you add in the app are automatically synced to the cloud and are accessible to all users activated on your account.



#### **Add Image:**

Tap the Camera icon to add an image to your new inventory item. You can select an image from your photo library or use your device's camera to take a new photo.



#### **Scan Barcode:**

Tap the Barcode icon to use your device's camera to scan barcodes from your items.

## **Create Inventory Item**

Follow the steps below to create inventory items:

1. On the inventory screen, tap ' + ' in the upper-right.
2. Add an image for your item (optional).
3. Enter an item name.
4. Enter a GBP amount for the item.
5. Add a barcode for the item (optional).
6. If the item is VAT applicable turn the slider on.
7. Tap Done in the upper-right of the screen.

## **Delete Inventory Item**

Follow the steps below to remove inventory items:

1. On the inventory screen, tap the item you'd like to delete.
2. Tap Edit in the upper-right of the screen.
3. Tap the Trash icon at the bottom of the Edit Item screen.
4. Tap Yes to confirm item deletion.

## **Card Reader**

Select the card reader to be used during sale transactions.

1. Tap Card Reader.
2. Select Bluetooth Card Reader.

# Processing Transactions

## Chip and PIN Sale

1. Add items to the transaction.
2. Insert your customer's card into the card reader.
3. When prompted, tap OK and then hand the device to your customer to confirm the sale.
4. Customer taps Charge.
5. Enter your customer's email address and/or mobile phone number in the fields and then tap the Continue icon (optional).
6. The receipt is displayed.

## Contactless Sale

1. Add items to the transaction.
2. Tap the Continue icon.
3. Tap Contactless.
4. Ask your customer to tap their card or mobile device onto the card reader until light blinks.
5. Enter your customer's email address and/or mobile phone number in the fields and then tap the Continue icon (optional).
6. The receipt is displayed.

## Swiped Sale

1. Add items to the transaction.
2. Swipe your customer's card in the card reader.
3. Ask your customer to sign for the transaction and then tap Next.
4. Enter your customer's email address and/or mobile phone number in the fields and then tap the Continue icon (optional).
5. The receipt is displayed.

## Cheque Sale

1. Add items to the transaction.
2. Tap the Continue icon.
3. Tap Cheque.
4. Enter the customer's Cheque Number and then tap the Continue icon.
5. Enter your customer's email address and/or mobile phone number in the field, and then tap the Continue icon (optional).
6. The receipt is displayed.

## Cash Sale

1. Add items to the transaction.
2. Tap the Continue icon.
3. Tap Cash.
4. Enter the Amount Tendered and then tap the Continue icon.
5. Enter your customer's email address and/or mobile phone number in the fields and then tap the Continue icon (optional).
6. The receipt is displayed.

## Cardholder Not Present Sale

1. Add items to the transaction.
2. Tap the Continue icon.
4. Enter your customer's card number, expiration date, CVV, and Post Code. Toggle the Card Present to off. You'll be prompted to enter your customer's billing statement house number (optional). In addition, if you don't enter the CVV, you'll be prompted to provide a reason.
5. Tap the Continue icon.
6. Enter your customer's email address and/or mobile phone number in the fields and then tap the Continue icon (optional).
7. The receipt is displayed.

**Note:** If the customer is present, this option mustn't be used.

## Sales History

1. Tap More.
2. Tap Sales History.
3. Search your sales history by date, last four digits of card number or by amount.

## Refunds

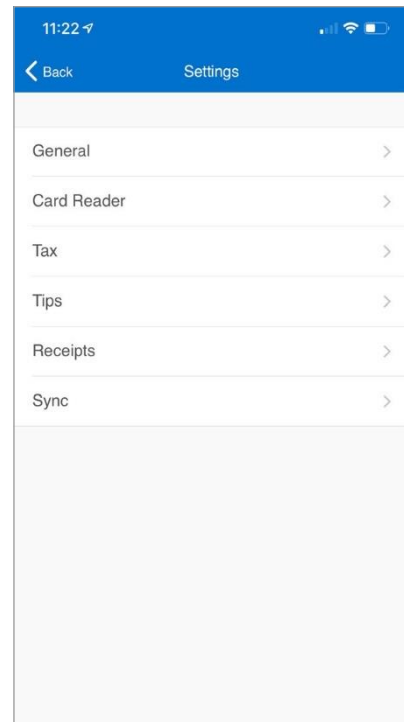
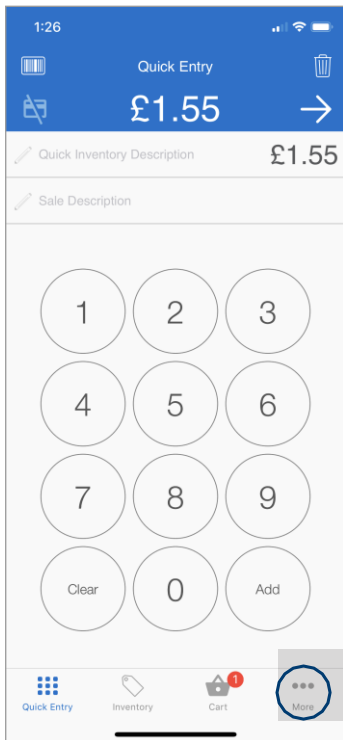
1. Tap More.
2. Tap Sales History.
3. Search for the transaction to refund by date, last four digits of the card number or by the transaction total amount, and then select it.
4. Tap the Overflow icon.
5. Select the items to refund, and then tap the Continue icon.
6. Select a reason for the refund. If Other is selected, type in the reason.
7. Click Continue.
8. The receipt is displayed.

## Resending Receipts

1. Tap More.
2. Tap Sales History.
3. Search for the transaction to resend the receipt for by date, last four digits of the card number or by the transaction total amount, and then select it.
4. Tap the Overflow icon.
5. Tap Send Receipt.
6. Enter your customer's email address and/or mobile phone number in the fields and then tap Send Receipt.

## Settings

There are many settings that you can configure within Mobile Pay. All settings are accessed by tapping the More icon and then tapping Settings.



### Feedback

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

1. Tap General.
2. Turn Enable Feedback on or off using the slider.

### VAT

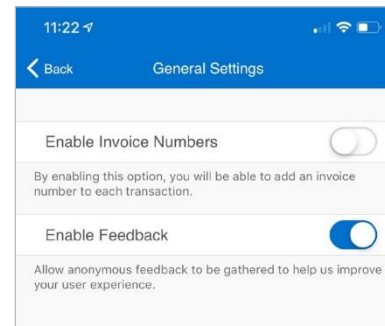
You may enable Mobile Pay to add a VAT percentage to your transactions:

1. Tap VAT.
2. Tap + at the top right.
3. Enter the VAT description (VAT Rate is always set to 20%. This can't be changed.)
4. Turn VAT on or off using the slider.
5. Tap Done.

### Tips

You may enable tips (gratuities) that allow your customers to select a percentage to add a gratuity to their purchase. Your customers will also have the option to enter a different tip amount as well as the ability to bypass adding a tip:

1. Tap Tips.
2. Turn Tips on or off using the slider.



3. Additionally, you may Round Tip Amounts up to whole GBP amounts using the provided slider.

## Receipts

Use the automatic receipt option if you'd like to receive copies of transaction receipts via email or to your mobile phone. To enable receipts:

1. Tap Receipts.
2. Add up to three mobile phone numbers and three email addresses for recipients.
3. Tap the back arrow to save your changes.

## Sync

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. To turn this function on or off:

1. Tap Sync.
2. Turn Auto Sync on or off using the slider.

# Troubleshooting and Support

## Troubleshooting

Issue	Suggestion
Unable to log in to the application	<ul style="list-style-type: none"> <li>• Ensure that you're connected to a network and that your device isn't in airplane mode.</li> </ul>
Forgot password	<ul style="list-style-type: none"> <li>• Reset your password by tapping Reset Password on the log in screen.</li> </ul>
Password doesn't work	<ul style="list-style-type: none"> <li>• Ensure you're spelling it correctly.</li> <li>• Ensure you enter it in the correct case (is the CAPS lock on?).</li> </ul>
Bluetooth card reader isn't working properly	<ul style="list-style-type: none"> <li>• Press the Enter key (green tick) to wake the device.</li> <li>• In the app's Card Reader settings, choose a different type of device and then back to Bluetooth.</li> <li>• Verify the reader is paired with your device in the Bluetooth Settings of your device.</li> <li>• Ensure that the card reader is charged.</li> <li>• Power off your device and restart it.</li> <li>• Verify the appropriate card reader type is selected in the app Settings.</li> </ul>
Application closes unexpectedly	<ul style="list-style-type: none"> <li>• Close all other open applications on your device.</li> <li>• Ensure you're connected to a network.</li> <li>• Ensure your device isn't in airplane mode.</li> <li>• Power off your device and restart it.</li> </ul>
I can't process transactions	<ul style="list-style-type: none"> <li>• Ensure you're connected to a network.</li> <li>• Ensure your device isn't in airplane mode.</li> <li>• Close all other open applications on your device.</li> <li>• Disconnect and reconnect the card reader.</li> <li>• Power off your device and restart it.</li> </ul>

## Technical Support

We're available to help you with any technical support issues you may have with Mobile Pay. Please call our helpdesk on 0345 702 3344\* selecting the option for Card Terminal Support followed by Mobile Pay Support. Lines are open 24 hours a day, 7 days a week, 365 days a year. You can also create a support request from the Help screen.

\*To help us continually improve on our service and in the interests of security, we may monitor and/or record your telephone calls with us. Any recordings remain our sole property. We also provide a Textphone service on 0345 602 4818.



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