

How To

Quick Reference Guide



PAX A Series SwipeSimple

Need Your Statement?

Log in to your
merchant portal at:
<https://www.merchantbackoffice.net>

Terminal Messages

AVS (ADDRESS VERIFICATION SERVICE) Check if the street address and ZIP code entered match the customer's billing address

CHIP/CARD SWIPE ERROR Chip or Magnetic stripe did not read. Insert or Swipe card again or manually key in the cardholder's account number

COMM ERROR A communication error has occurred. Check line connections, and call Client Services at 1.800.787.4105

MANUAL ENTRY NOT ALLOWED Current transaction will not allow manual entry. Debit cards may not be manually keyed in

OD (NUMBER) OR RB (NUMBER) Quit Duplicating or Rejected Batch. Call Client Services at 1.800.787.4105

RECORD NOT FOUND Invoice number is not found in terminal batch.

BATCH CLOSE ERROR Settlement failed. Call Client Services at 1.800.787.4105

Credit or Debit Sale - Retail

- ❖ Select the **SwipeSimple app** from the terminal home screen
- ❖ Log in to **SwipeSimple**
- ❖ On the charge screen, tap the desired amount to be charged (or go to the Items tab and select an item)
- ❖ Tap the **Checkout** button at the bottom of the screen
- ❖ Select the payment method - **Credit, Debit, or Cash**
- ❖ If you have Talus Pay Advantage, tap **Continue** after the Cust SVC Fee displays
- ❖ Swipe, Dip, or Tap the card for payment
- ❖ When the transaction is complete, select **Print, Email, or Send SMS**
- ❖ Press the **Close** button to return to the New Charge screen

Credit or Debit Sale - Tip

- ❖ Select the **SwipeSimple app** from the terminal home screen
- ❖ Log in to **SwipeSimple**
- ❖ On the charge screen, tap the desired amount to be charged (or go to the Items tab and select an item)
- ❖ Tap the **Checkout** button at the bottom of the screen
- ❖ Select the payment method - **Credit, Debit, or Cash**
- ❖ If you have Talus Pay Advantage, tap **Continue** after the Cust SVC Fee displays
- ❖ Swipe, Dip, or Tap the card for payment
- ❖ The device should prompt for a **preset percentage, Custom Tip** amount, or **None** for no tip

- ❖ If a tip is selected, it will prompt for customer to sign the screen
- ❖ Tap **Continue**
- ❖ When transaction is complete, select **Print, Email, or Send SMS**
- ❖ Press the **Close** button to return to the New Charge screen

Void (Only Pre-Batch CREDIT Transactions Can Be Voided)

- ❖ In the **SwipeSimple app**, press on the three lines on the top left of the screen to open the side menu
- ❖ In the side menu, tap on **Transactions History**
- ❖ Find and tap on the transaction you would like to void
- ❖ Tap the **Void** button
- ❖ On the pop up, tap **Void** again
- ❖ Select **Print, Email, or Send SMS**
- ❖ Ensure that the transaction gets automatically updated to "Voided"
- ❖ Press the **Close** button to return to the New Charge Screen

Refund (After Settlement/for Debit)

- ❖ In the **SwipeSimple app**, press on the three lines on the top left of the screen to open the side menu
- ❖ In the side menu, tap on **Transactions History**
- ❖ Find and tap on the transaction you would like to refund
- ❖ Tap the **Issue Refund** button
- ❖ Verify refund amount and select **Refund**

continued on back



800-787-4105

support@taluspay.com

taluspay.com

- ❖ When prompted, insert the original card that was used for the transaction
- ❖ Select **Print, Email**, or **Send SMS**
- ❖ Press the **Close** button to return to the New Charge screen

Batch Settlement

- ❖ In the **SwipeSimple app**, press on the three lines on the top left of the screen to open the side menu
- ❖ In the side menu, tap on **Current Batch**
- ❖ Tap on **Close Batch**
- ❖ If prompted with "Close w/ Untipped" tap Yes or Adjust tips and return to these steps
- ❖ Wait for the batch to fully close and settle

Tip Adjustment

- ❖ In the **SwipeSimple app**, press on the three lines on the top left of the screen to open the side menu
- ❖ In the side menu, tap on **Current Batch**
- ❖ Tap on the transaction that requires a tip
- ❖ Enter the tip amount in the field
- ❖ Tap Save & Next to continue adjusting tips, or Save & Close to Close the Batch

Reprint Receipt

- ❖ In the **SwipeSimple app**, press on the three lines at the top left of the screen to open the side menu
- ❖ In the side menu, tap on **Transactions History**
- ❖ Find and tap on the transaction you need to view
- ❖ Tap the **Receipt** button
- ❖ Select **Print, Email**, or **Send SMS**

Power On the Terminal

- ❖ **A80** – Press and hold the Red X
- ❖ **A920** – Press and hold the button on the middle right side of the terminal

Reports

- ❖ Login to **SwipeSimple.com** online to view Reporting
- ❖ In the menu, on the left of the screen, click on **Reports** and choose which report you want to view i.e. Sales, Users, Items.

Connect to Wi-Fi

- ❖ Swipe from the top of the screen all the way down to bring up the notifications and settings menu
- ❖ Tap on the word **Wi-Fi** (or, if it already says the Wi-Fi name, it could be connected)
- ❖ Select the Wi-Fi at your current location
- ❖ Enter the Wi-Fi password (if applicable) and connect
- ❖ Press **Done** when complete

Thank You
for being a valued
customer!

