

How To

Quick Reference Guide



SwipeSimple Mobile App

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

How to Process a Credit/Debit card or cash transaction

At the home screen there are 3 choices: [Quick Item](#) (default), [Items](#) or [Cart](#)

Quick Item (default)

- ❖ Enter the transaction amount on the number pad
- ❖ Click checkout
- ❖ Choose form of payment (card or cash)
- ❖ Select email or text receipt

Items/Cart

Choose inventory items and repeat as necessary for multiple items

- ❖ Click checkout
- ❖ Choose form of payment (card or cash)
- ❖ If choosing card with a card reader, then tap, dip, or swipe card
- ❖ If no card reader, choose keyed entry, manually enter card information
- ❖ Select email or text receipt

Void (Only Pre-Batch CREDIT transactions can be voided)

- ❖ Click on the 3 lines in upper left corner of screen
- ❖ Choose transaction history
- ❖ Locate the transaction you want to void by date, amount or last 4 of card number
- ❖ Tap your transaction
- ❖ Click on Details in upper right corner
- ❖ Tap "Void"

Refund (After Settlement/for Debit)

- ❖ Click on the 3 lines in upper left corner of screen
- ❖ Choose transaction history
- ❖ Locate the transaction you want to refund by date, amount or last 4 of card number
- ❖ Tap your transaction
- ❖ Click on Details in upper right corner
- ❖ Tap "Refund"

To View Authorizations in Mobile App

- ❖ Click on the 3 lines in upper left corner of screen
- ❖ Choose transaction history

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To View Batches

- ❖ Go to Merchant portal
- ❖ Click on Deposits

Print Receipt

- ❖ Click on the 3 lines in upper left corner of screen
- ❖ Choose transaction history
- ❖ Locate the transaction you want to print by date, amount or last 4 of card number
- ❖ Tap your transaction
- ❖ Tap Receipt
- ❖ Select Print, Email, or Text

Log Into Swipe Simple App

- ❖ You will receive an email from Swipe Simple with temporary password
- ❖ Log in
- ❖ Change temporary password to your password

Connect/Pair Your Card Reader

- ❖ Charge your card reader
- ❖ At the checkout screen, click "Card Reader" option.
- ❖ The Swipe Simple app will search for the reader
- ❖ Type on your reader (last 3 digits of the card reader's serial number)
- ❖ Look for solid blue light when pairing is complete.

Thank You

for being a valued
customer!

