



MobileMerchant App Guide

United Kingdom | Ireland

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1. Welcome to MobileMerchant from Elavon

Thank you for choosing MobileMerchant as the payment solution for your business. Now you can accept payments anywhere and anytime, to give your customers the great level of service they expect and deserve.

1.1 How does it work?

MobileMerchant uses an app on your smart device, such as iPhone, iPad or Android smartphones, to process credit and debit card transactions, in conjunction with a small PIN Pad, which is linked using secured Bluetooth wireless technology. It's this simple:

1. You enter the amount you wish to charge your customer into the app.
2. Your customer inserts their card into the PIN Pad and authenticates the transactions using their PIN, just like they would with any other POS terminal.
3. Your smart device then connects to Elavon via the internet to get authorisation for the transaction.

The whole process should only take a maximum of 30 seconds and is fully secure. As far as your customer is concerned it's exactly the same process as paying for something in a shop. The MobileMerchant App is simple to install on your smartphone or tablet and this guide will help get you up and running as quickly as possible.

1.2 What Do I Need?

In order to process live card transactions you'll need to arrange the following:

1. A smart mobile device
 - a. Android Smartphone OS 4.1.1 (or greater)
 - b. iPhone/iPod OS 6.0 (or greater)
2. A merchant account with Elavon. To set up an account, visit us at www.elavon.co.uk or www.elavon.ie and select the Merchant Services tab.
3. Purchase a Datecs BluePad-50 PIN Pad from Elavon.
4. Download and configure the MobileMerchant App from the App Store or Google Play™.

NOTE: Rooted/jailbroken devices are not supported as Elavon ensures the highest level of security when processing a transaction.

1.3 How to get in touch



We are always on hand if you need to contact us. You might find it helpful to record the following information below when configuring the MobileMerchant App and if contacting Elavon Customer Services.

MobileMerchant Portal User ID	
MobileMerchant Portal Password	
Terminal ID	
Transaction Key	

UK/ Northern Ireland

Ireland (ROI)

Online Information:
elavon.co.uk/welcome

Online Information:
elavon.ie/welcome

Customer Service:
queries@elavon.com
 0345 850 0195

Customer Service:
queries@elavon.com
 0845 850 0195

Technical Support:
Mobile.Merchant@elavon.com
 0345 600 1401

Technical Support:
Mobile.Merchant@elavon.com
 1850 81 21 34

Voice Authorisations:
 0345 850 0197

Voice Authorisations:
 1850 81 31 30



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2. Datecs BluePad-50 PIN Pad

2.1 Introduction

The Datecs BluePad-50 PIN Pad attaches wirelessly to all supported smartphones.



Press the **Cancel** button, the **Back** button, and the **Confirm** button in succession to enter pairing mode.

2.1.1 Charging

The Datecs BluePad-50 PIN Pad has its own internal battery, which needs to be charged before use. It can be charged from 3 sources:

1. Using the USB lead and the mains charger.
2. Using the USB connected to a computer.
3. Using the car charger.

When the charger is connected, the charging (↑) and power (→) symbols will appear on the PIN Pad screen. The charging icon will disappear when fully charged. It can take up to 6 hours to go from zero battery life to fully charged.

When connected to a USB port, the USB connection (↔) symbol will appear on the screen.

The PIN Pad can be used while the battery is being charged, and the “power connected” icon, a small plug symbol, will flash on the LCD: ↗

A battery icon on the display shows the state of the battery: █

NOTE:

Never use any other charger than the one supplied with the PIN Pad to avoid any damage.

3. Installation and Configuration

The following will guide you through pairing your PIN Pad, installing the MobileMerchant App and configuring the app to take payment.

3.1 Pairing PIN Pad devices

3.1.1 Pair the PIN Pad with the mobile device

Prior to installing the app, pair the PIN Pad with the mobile device. “Pairing” is the process of connecting your mobile device to your PIN Pad using Bluetooth communication.

1. Go to the Bluetooth settings on the mobile phone or tablet device and enable Bluetooth.
2. Power-on the PIN Pad.
3. On the mobile device, select the “Scan” option to search for other Bluetooth devices.

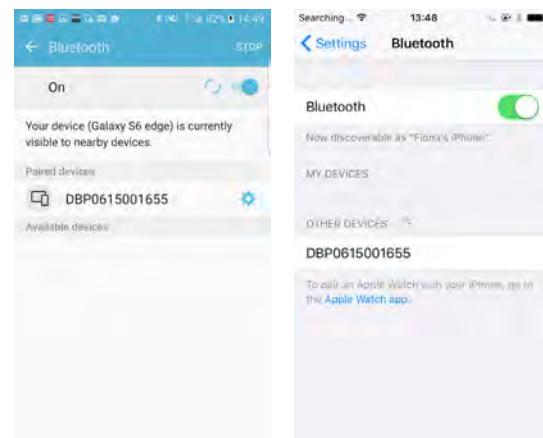
If you have a “visibility time-out” on your device (indicated by a countdown being present on the Bluetooth screen) you will need to turn this off on your device in order to pair with the PIN Pad.

3.1.2 Pairing the Datecs BluePad-50 PIN Pad

1. Press the C¹, ←², OK³ buttons in succession to enter pairing mode.



2. Select the device name from your mobile device. The Datecs BluePad-50 PIN Pad will ask you to confirm that the passkey on the PIN Pad is the same as your mobile device. If they match, select OK.



3. The PIN Pad will now be paired with the mobile device.



Section 3: Installation and Configuration

3.2 Install the MobileMerchant App

With the PIN Pad successfully paired, install the MobileMerchant App on the mobile device from either the App Store or Google Play™.

Simply go to the relevant app store on your mobile phone or tablet, search for “Elavon” and you should find the Elavon MobileMerchant App.

Prior to launching the app, ensure you have the following information available for first-time configuration.

This information will be given to you after setting up an Elavon merchant account:

1. MobileMerchant Portal Username/Email
2. MobileMerchant Portal Temporary Password (please log in to MobileMerchant Portal and change your password prior to launching the app)
3. Terminal ID
4. Transaction Key

Please check your welcome emails from Elavon for the above information.

NOTE: If for any reason the app set up is interrupted before completion (i.e. app is terminated), the set up process will start over from the beginning.

3.2.1 First time use

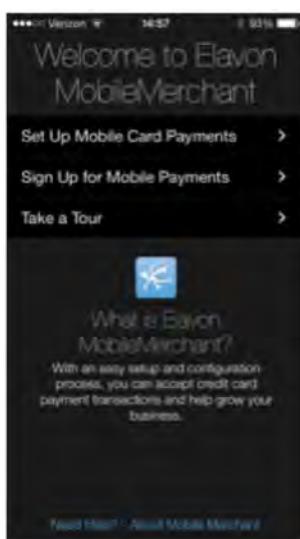
With the information listed in section 4.2, the following process will set up your MobileMerchant account. Taking a tour will show you all the nuances of the MobileMerchant App.

1. Launch the MobileMerchant App

The first screen displayed is the First-time Use welcome screen. Select the Set Up Mobile Card Payments option and proceed as follows.



Android



iPhone

2. Create your secure PIN

The security screen prompts for creation of a PIN code to lock and protect the app. Please consider the following requirements when selecting a PIN:

- PIN must be exactly 5 digits in length
- Repeated values are not allowed (e.g., 11111)
- Common sequences are not allowed (e.g., 12345)



Android



iPhone

NOTE:

Please remember the PIN code configured on this screen.

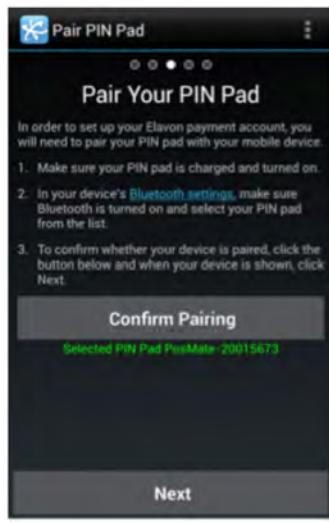
Upon completion press the **Next** button.

3.2.1 First time use (continued)

3. Select your PIN Pad

If you have not already paired your PIN Pad to your mobile device, please do so now. See Section [3.1.2 Pairing the Datecs BluePad-50 PIN Pad](#) on page 5 for help.

Once the PIN Pad has been paired, press the **Confirm Pairing** for Android or **Test Connection** for iPhone button on the screen. If successful, you will see the name of your PIN Pad appear in green on the screen. At this point, press the **Next** button.

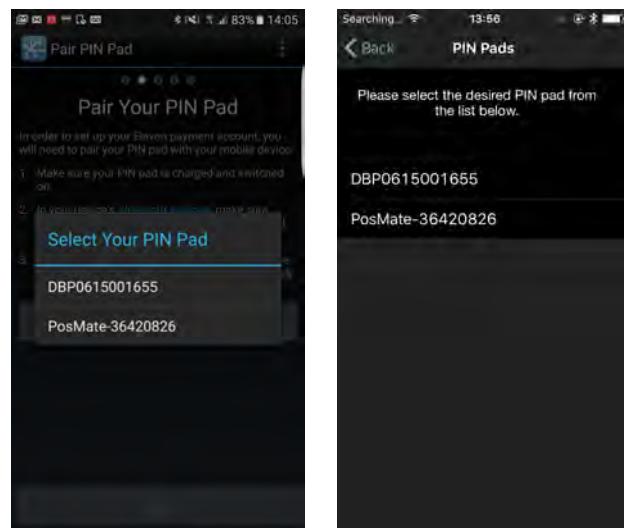


Android



iPhone

If you have another PIN Pad paired to your mobile device, you may leave it as it is or choose to remove it from the device's Bluetooth settings. During the app set up process, if multiple PIN Pads are found, you will be prompted to choose one for processing transactions.



3.2.1 First time use (continued)

4. Provide Terminal ID and Transaction Key

For this section, you will need:

- Your Terminal ID
- Your Transaction Key

You will have received both of these pieces of information in your welcome email. Once they have been entered into the appropriate fields press **Next**. You will need internet connection during this part of the app set up.



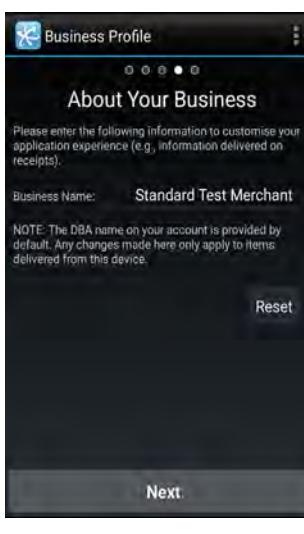
Android



iPhone

5. Verify your business name

Your business name will be populated based on the information you provided to Elavon. Verify the name is as you wish it to appear on your receipts, press **Next**.



Android



iPhone

6. Provide your MobileMerchant Portal credentials

At this point, you will need the following information:

- MobileMerchant Portal Username/Email
- MobileMerchant Portal Password

These are the same sign in details you use to log in to mobilemerchant.elavon.com. You will need internet connection during this part of the app set up.

Note:

If you are a new customer and you have not yet enabled your MobileMerchant Portal (WebMIS) access by resetting the password online, or if you are an existing customer and have exceeded the 90-day password reset deadline, you will need to reset/change your password now.

Simply:

- Open the web browser on your phone or other device
- Go to mobilemerchant.elavon.com
- Login using the MobileMerchant Portal Username that is listed in your first welcome email
- Enter the temporary MobileMerchant Portal Password that is listed in your second welcome email
- Then follow the instructions to create a new Password



Android



iPhone

Enter your MobileMerchant Portal Username/Email and MobileMerchant Portal Password into the page and press the Next button. The mobile device will go online to verify the entered values. If all is successful, the mobile device will proceed to the next screen.

7. Complete

At this point, the app is successfully configured and ready to take payments. Press the Finish or OK button.



Android



iPhone

3.3 Additional configurations

There are a variety of options available to help you take mobile payments. At any point, press the **Menu** button in the top right, and select **Settings** to adjust the app settings. The following options may be configured.

Note: these settings are optional and not required for use.

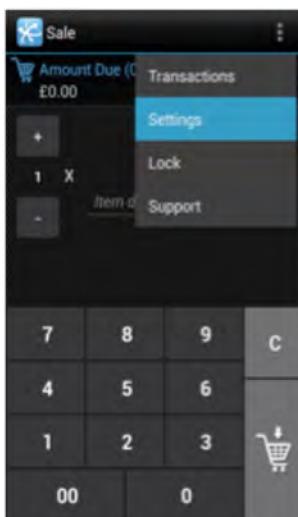


Figure 1 – Selecting Menu

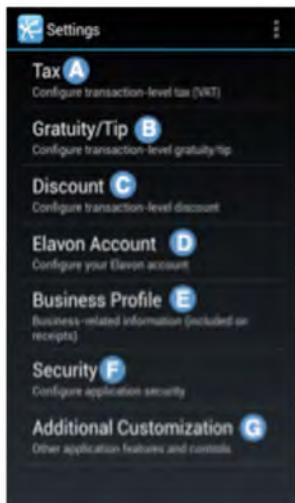


Figure 2 – Android

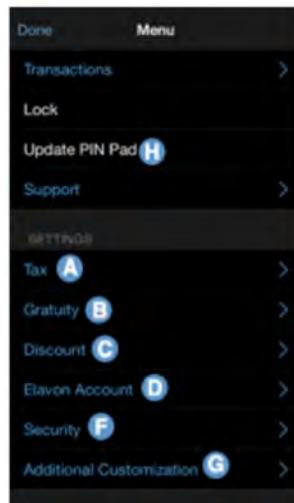


Figure 3 – iPhone

3.3.1 Tax

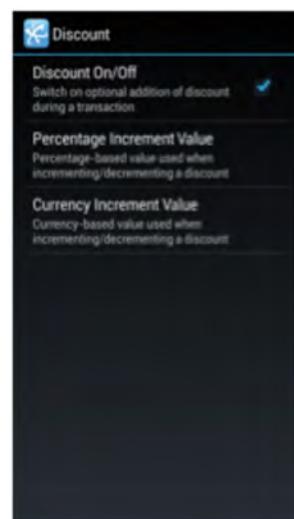
Enable Value Added Tax (VAT). The tax methodology is tax-inclusive pricing, so the tax rate is included with the sale.

3.3.2 Gratuity/Tip

Enable this feature to optionally allow for the entry of gratuity/tip amount to a transaction. Gratuity/tip amount can be configured in either a whole number or percentage amount.

3.3.3 Discount

Enable to optionally apply a discount amount on a transaction. The discount amount is applied to the order total. Additionally, the discount can be entered as a whole amount or percentage amount from the entry screen.



Android



iPhone

3.3.4 Elavon account settings

The Elavon account settings allow you to change the PIN Pad and MobileMerchant Portal sign in details.

Note: This information can also be found in your welcome email.

3.3.5 Security

Within the Security settings, you can change the User PIN and disable the screen lock inactivity setting.

3.3.6 Additional customisation

Enable app sounds.

3.3.7 Update PIN Pad

The update PIN Pad setting updates the configuration, downloading any updates that are available.

4. Using MobileMerchant from Elavon

You should now have completed the set up of the MobileMerchant App and be ready to take your first card transaction.

4.1 General app usage

4.1.1 Launching the app

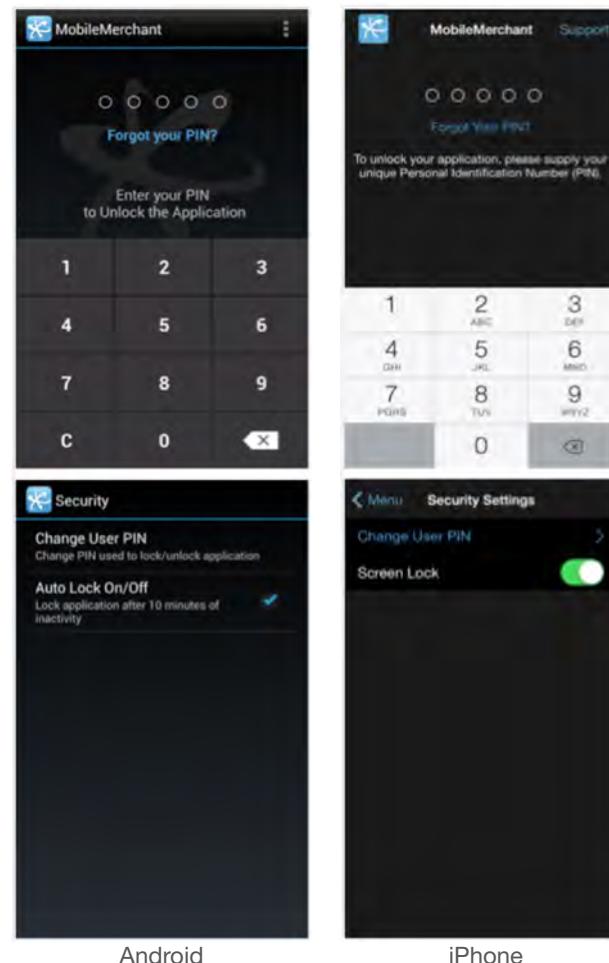
In order to launch the MobileMerchant App on your smartphone, locate the app icon on your smartphone and tap on the icon. If you cannot find the app icon, you can search your device for the app name and tap on the MobileMerchant App when it appears in the search results. If you cannot find the MobileMerchant App on your device, please ensure that you have correctly downloaded it from the appropriate store (Google Play™ or the App Store).

When you first launch the MobileMerchant App on your mobile device, a set-up wizard ([see Section 3.2.1 First time use](#) on page 8) will display to ensure that the app has all necessary information to process credit card payments accurately and securely. If you have already completed the first-use set up, you will be directed to the MobileMerchant Lock Screen when you launch your app.

4.1.2 Lock Screen

The MobileMerchant Lock Screen is a feature of the app to provide protection and security to you, our customer. By default, the app will lock after 10 minutes of inactivity, but this functionality can be disabled in the Security Settings within the App Menu by toggling the **Screen Lock** switch on iOS or Auto Lock on Android.

When you are on the **Lock Screen**, use the on screen keyboard to enter the PIN that you created for your MobileMerchant App. If you have forgotten your PIN, use **Forgot your PIN?** link and reset it.



4.1.3 Change or reset PIN

If you would like to change your PIN, you can access this feature through the Security Settings within your app menu by tapping **Change User PIN**.

On the **Change User PIN** screen, supply your current PIN then enter the new one that you would like to use to unlock your app. Confirm the new PIN, and then, tap the **Change User PIN** button to complete the change.

Android

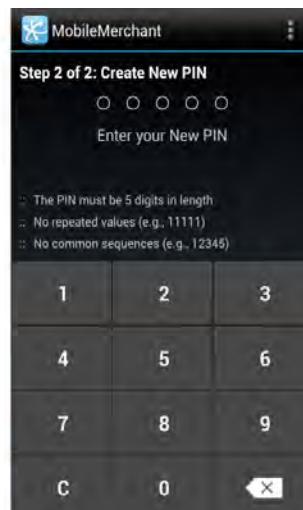
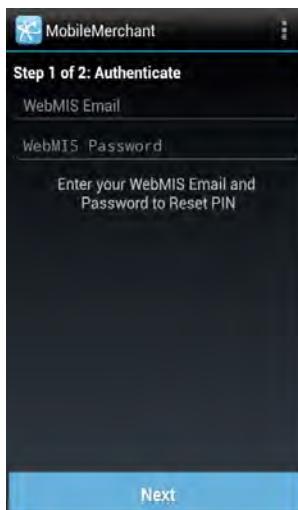


Change PIN

iPhone

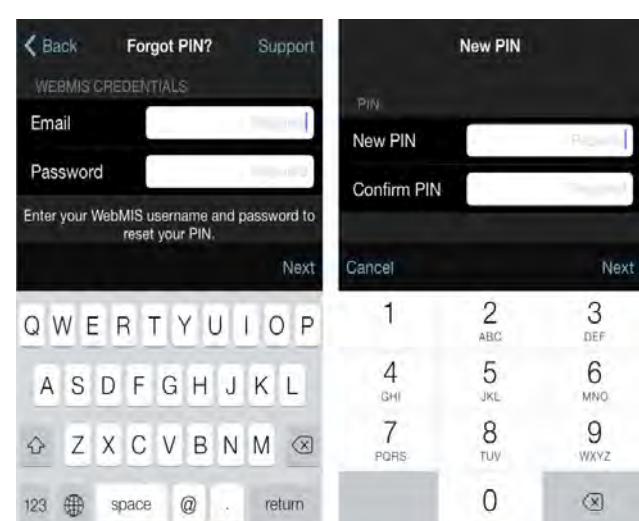
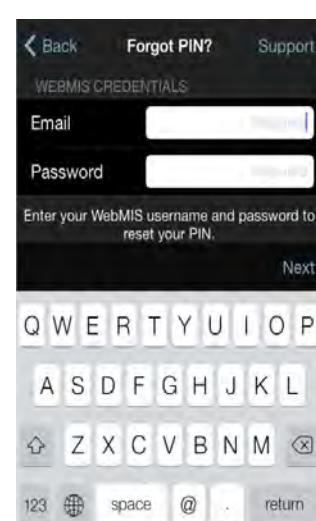


Change PIN



Reset PIN

If you have forgotten your PIN, you can reset it by tapping the **Forgot Your PIN?** link on the Lock Screen and providing your MobileMerchant Portal credentials as well as a new PIN on the screen provided.



Reset PIN

4.1.4 Support

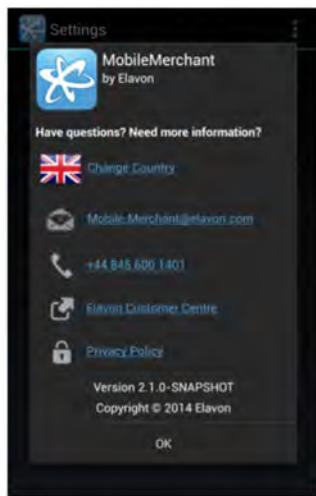
If you need help using the MobileMerchant App go to the Support Menu for information or you can contact the MobileMerchant Support Centres – UK: 0845 600 1401 or IRE: 1850 812 134.

During the **First time time set up**, you can tap on the link at the bottom of the page that reads **Need Help? – About MobileMerchant** to access MobileMerchant's Support screen. Once inside the app, the Support screen can be accessed through the Menu. If the Menu is inaccessible from your current screen, there will be a button which links to the Support screen in the top right-hand corner of the screen in the Navigation Bar. On the MobileMerchant Support screen, you will find contact information for MobileMerchant Support in the form of an email address, a phone number, and a web address hyperlink. Information about the version of MobileMerchant App that you're using is visible. At the bottom of the Support screen, above the copyright information, there is a link to the Elavon Privacy Policy.

If support is needed please contact us at:



UK: 0845 600 1401 or IRE: 1850 812 134



Android



iPhone

4.1.5 Privacy Policy

Elavon's Privacy Policy can be found at the bottom of the MobileMerchant Support screen or by visiting www.elavon.co.uk/cookie-policy-and-privacy-pledge www.elavon.ie/cookie-policy-and-privacy-pledge.

4.2 Performing a sale

- Enter item price, quantity, and description (optional) and press the shopping cart icon to enter it in your shopping cart. Repeat until all items have been entered.



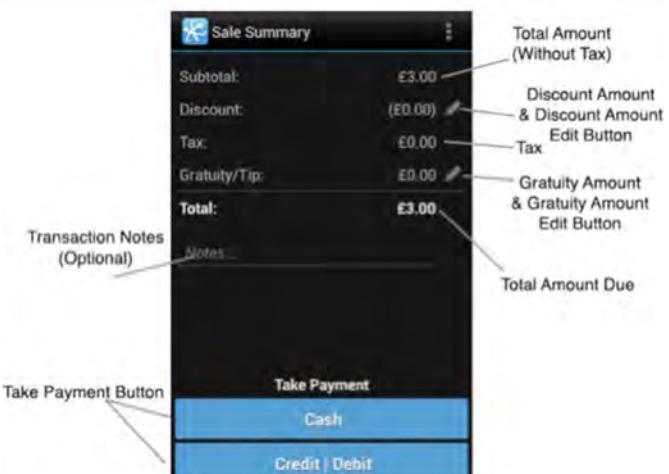
Android



iPhone

- Review sale – Discount and gratuity are activated.
 - Review the transaction amount.
 - Press Checkout to process the payment of the transaction.
 - Add a discount (optional) by selecting **Discount Amount Edit** button.
 - Allow merchant to add gratuity (optional) by selecting **Gratuity Amount Edit** button.
 - Add a transaction note (optional).

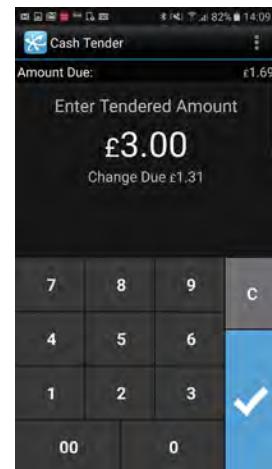
If you want to add or disable the discount, tax, or gratuity options select the menu option and select **Settings**. If you are currently in a transaction, finish or clear the transaction before editing the app settings.



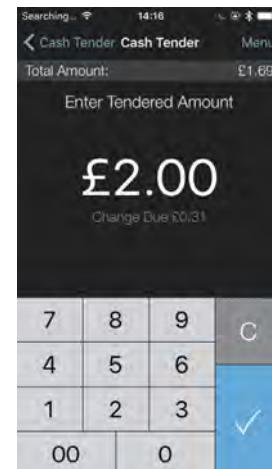
4.2 Performing a sale (continued)

3. Take a cash payment

- Press the Cash button.

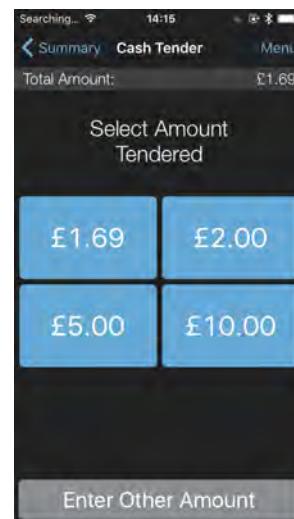
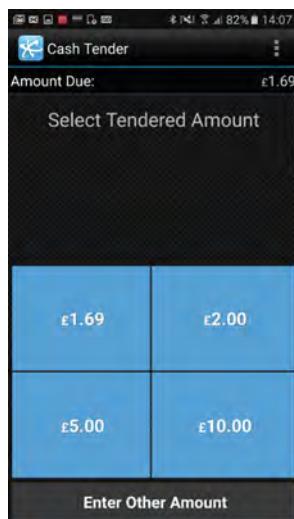


Android



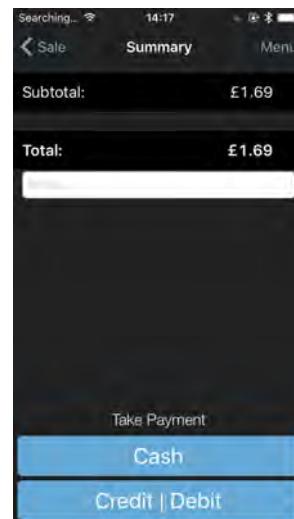
iPhone

- Select a tender amount using the quick buttons or press the Enter Other Amount button to enter the tendered amount.
- Once the tendered amount is entered, press the Check button to complete the sale.



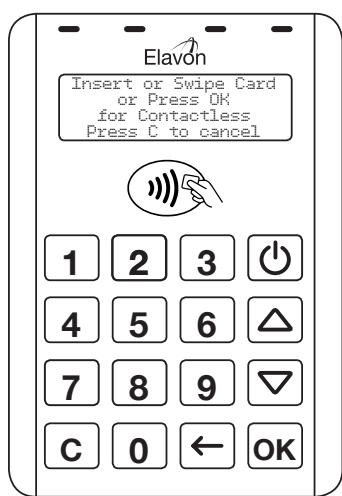
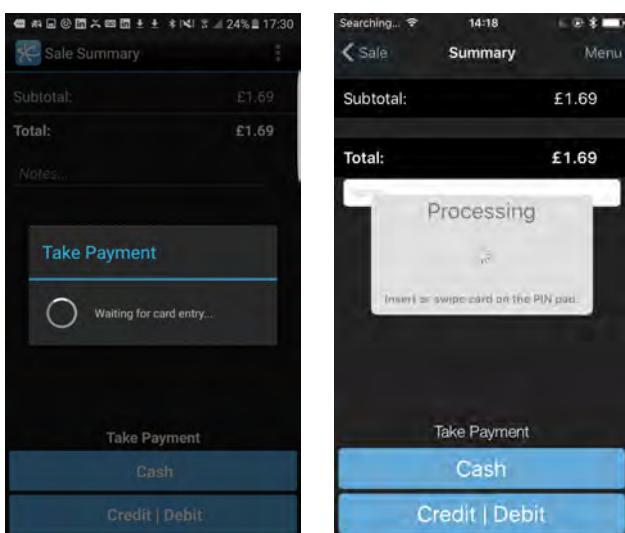
4. Take a contactless credit or debit card payment using the PIN Pad

- Ensure the PIN Pad is powered on and in range. Then, press the Credit|Debit option under the Take Payment section.



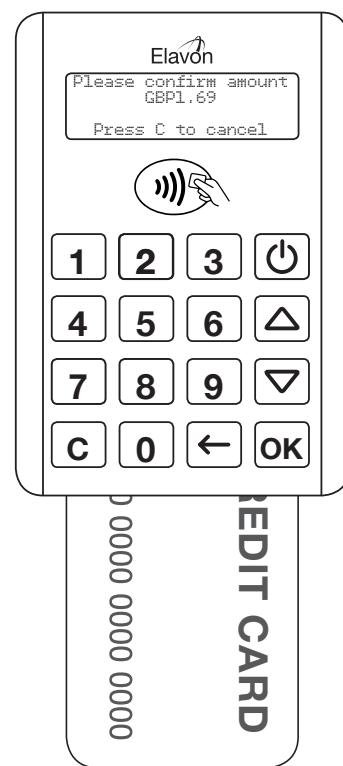
4.2 Performing a sale (continued)

- b. Hand the terminal to the cardholder once the **Card Payment** function has been selected (the MobileMerchant App should display “**Take Payment – Waiting for card entry**” and the display on the PIN Pad should prompt the cardholder to insert or swipe their card or alternatively to select **OK** to activate the contactless interface (see options below).



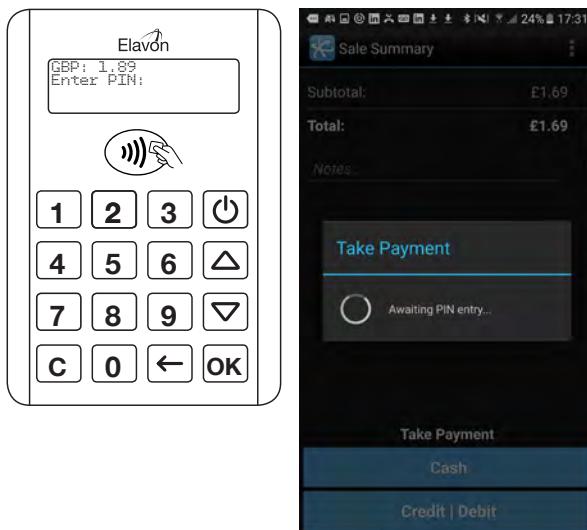
4.1. Chip & PIN transaction

- a. The most common type of card payment is the Chip & PIN transaction type. For this type of transaction the cardholder simply inserts their chipped card into the slot at the bottom of the PIN Pad (as instructed on the screen).

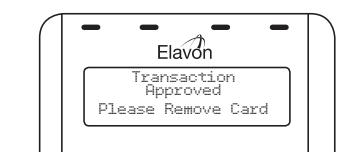
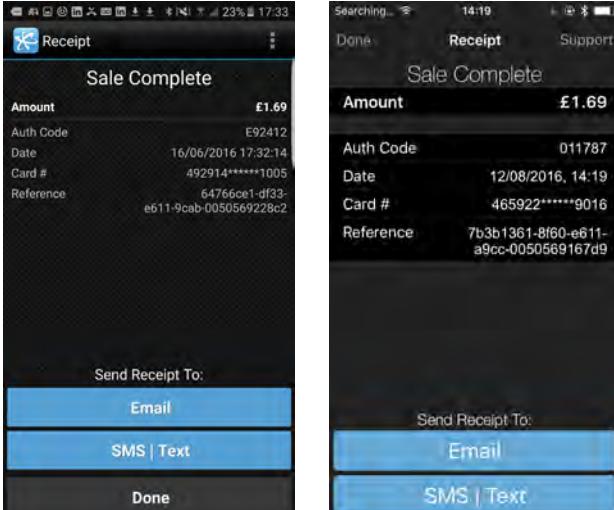


4.2 Performing a sale (continued)

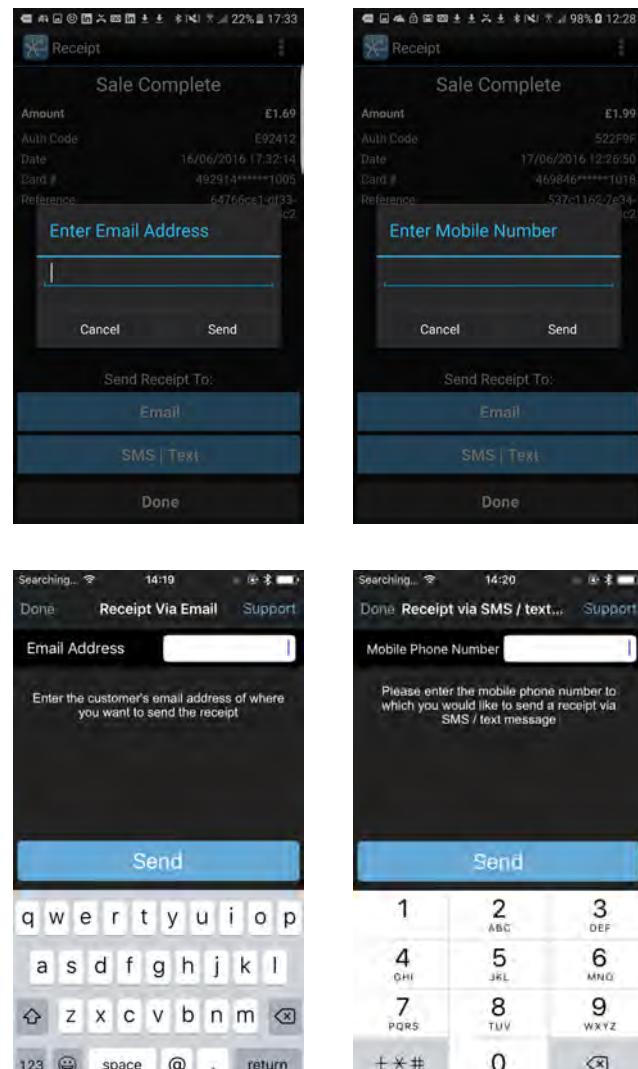
- b. The cardholder will then be prompted to confirm the transaction amount by selecting OK key.



- c. Once the transaction amount has been confirmed the cardholder is prompted to enter their PIN.
d. Once the PIN has been entered correctly the transaction will be processed over the network.



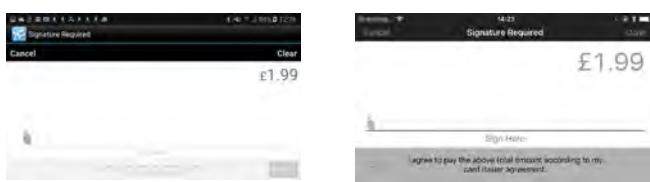
- e. Once the transaction has been completed successfully the MobileMerchant App and the terminal will both display a success message. At this point the cardholder can be offered a receipt via email or SMS (these are sent from the MobileMerchant system rather than from the mobile phone itself, so no additional costs for sending SMS receipts are incurred).



4.2 Performing a sale (continued)

4.2. Chip & signature Transaction

a. Some chipped cards do not have PIN numbers and utilise the cardholder's signature to verify that they are the cardholder. If such a card is inserted in the PIN Pad the MobileMerchant App will automatically request the signature to be entered on the screen of the mobile phone or tablet.



b. The mobile phone or tablet will need to be handed to the cardholder for them to sign in the signature field.



c. Once the cardholder is happy with their signature they simply select the **Done** option on the screen after which they are prompted to hand the mobile phone or tablet back.



d. At this point the cardholder's signature can be validated against the signature strip on the back of their card and if acceptable the **Approve** option should be selected to process the transaction.



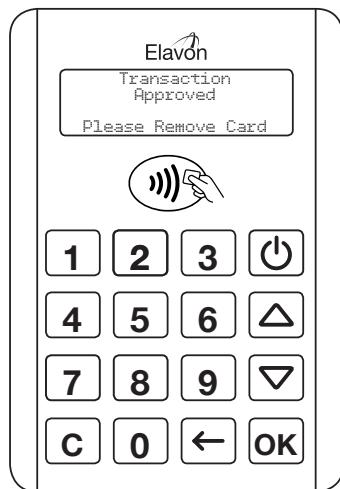
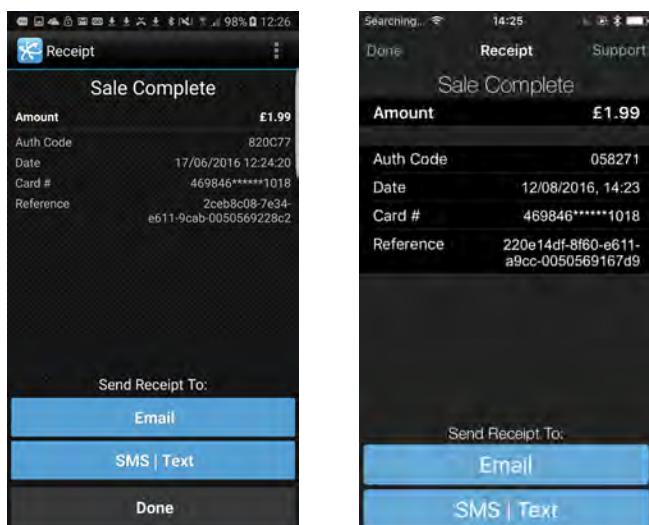
e. The transaction will then be processed.

NOTE: For some older PIN Pads an Operator ID may be required to authorise the signature transaction – this is a four digit code made up of the last four digits of the Terminal ID (TID) – e.g. 12345678. If you can't remember your Terminal ID you can either retrieve this from your original MobileMerchant welcome email, or by accessing the PIN Pad Credentials within your MobileMerchant App (although this second option will require the transaction in progress to be aborted and restarted once you have retrieved the Operator ID). The PIN Pad Credentials can be found in Settings>Elavon Account>PIN Pad Credentials.



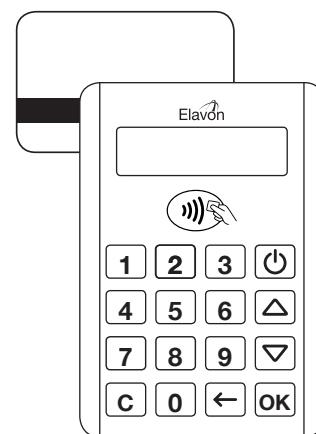
4.2 Performing a sale (continued)

- f. Once the transaction has completed successfully the same transaction summary and receipting options as above will be displayed.



4.3 Magnetic stripe and signature transaction

- a. Some cards may not yet have chips embedded in them, in which case the magnetic stripe will need to be utilised. The cardholder would typically be aware of how their card works and will simply need to swipe their card through the magnetic stripe reader at the top of the PIN Pad.



- b. The MobileMerchant App will automatically request the signature to be entered on the screen of the mobile phone or tablet and the same steps as detailed in section 4.2 will apply.

4.4 Contactless transactions

- a. Where contactless is supported on both the PIN Pad and the smart device (e.g. Apple Pay® or Android Pay™), the cardholder can select the contactless option when prompted by selecting the **OK** button on the initial screen below.

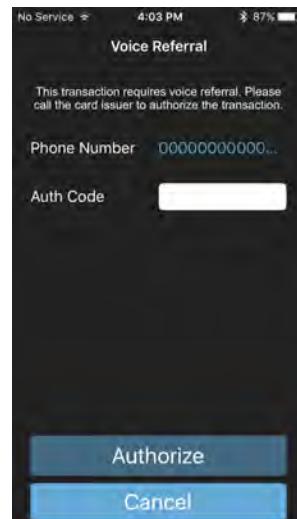


4.2 Performing a sale (continued)

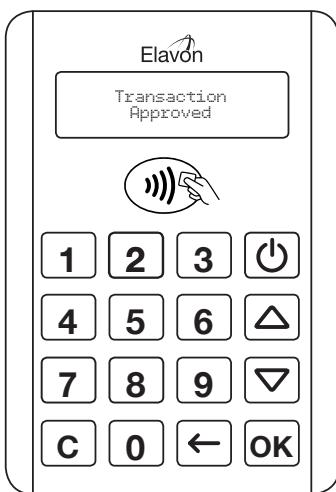
- b. The customer will then be prompted to present their contactless payment card (or device). The contactless payment device should be placed over the contactless acceptance mark which is printed underneath the terminal screen.



5. In some cases a voice referral may be required to authorise a transaction. The on-screen prompt will instruct you how to confirm a cardholder's identity.



- c. The transaction will then be processed and the same steps as detailed in the previous sections for successful completion of a transaction will apply.



4.3 Viewing past transactions

1. Press the menu option on your mobile device or on the top of the app and select **Transactions**.
2. Wait for the app to retrieve transaction details from the server.
3. After the transactions have been retrieved from the server and displayed, scroll the list and select a transaction row to see more detail or to refund or void the transaction.



By default, only transactions that occurred within the previous 7 days will be retrieved. If other criteria are needed, please see 4.3.3 Advanced Search opposite.

4.3.1 Refreshing past transactions

While you are viewing your transactions, you may wish to update the list by retrieving the latest information from the server.

Android: Press the button on the top navigation bar.

iPhone: Pull the transaction table down by dragging it with your finger.

You should see an animated refresh icon, at which point you will release the table by lifting your finger off the device.

The animated icon will continue spinning until the updated data has been retrieved.

4.3.2 Retrieving more results

Ten transactions are retrieved at a time in order to avoid retrieving more data than is necessary (if they occurred within the past 7 days). If more transactions are available then a **Show More** button will appear. Pressing the button will fetch the next ten transactions. When there are no more transactions to fetch, the **Show More** button will no longer appear.

Android: The **Show More** button appears upon scrolling to the end of the list.

iPhone: The **Show More** button will appear at the bottom of the screen, regardless of whether or not the list has been scrolled to the end.

4.3.3 Advanced search

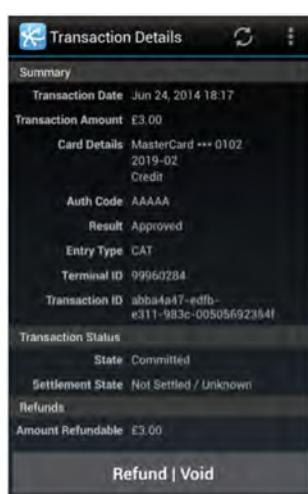
The scope of the search can be narrowed so that particular transactions can be found more efficiently. The available criteria are:

- **Date Range** (required): Specify a date range. The start and end dates must be within 31 days or less of each other.
- **Transaction type** (optional): Choose whether you want to restrict the search to all transaction types, only sales, or only refunds (including voided refunds).
- **Additional criteria** (optional):
 - **Amount:** The amount of the transaction
 - **Last 4 digits of card**
 - **Card IIN:** The first 6 digits of a credit card number are known as the Issuer Identification Number (IIN) – previously known as a BIN
 - **Note:** Any text contained within the note, or user reference, of a transaction.

4.4 Transaction details

The details of a transaction will appear when it is selected from the transaction list. Upon initially viewing a transaction, more details need to be retrieved from the server about that particular transaction such as the refundable amount. You may notice that the transaction details are updated very shortly after loading a transaction.

If the transaction is refunded or voided then those actions will be available (see below).



Android



iPhone

The details include:

- **Transaction date:** The date and time when the transaction was performed. This is shown according to the time zone of the device.
- **Transaction amount:** The amount of the transaction.
- **Card details:** This includes the type of credit or debit card, the last four digits of the card, the expiration date, and the type of transaction.
- **Auth code:** The authorisation code of the transaction.
- **Result:** Whether the transaction was approved or declined.
- **Entry type:** The code that indicates the manner in which the transaction was processed.
- **Transaction ID:** The ID of the transaction.
- **Terminal ID:** The ID of the PIN Pad on which the transaction was processed.
- **Transaction state:** Whether the transaction was committed or not.
- **Settlement state:** Whether the transaction has settled or not.
- **Amount refundable:** The remaining amount of the transaction that may be refunded.
- **Amount refunded:** The amount of the transaction that has already been refunded.
- **Notes:** The notes that were entered for the transaction, if any.
- **Related transactions:** For a sale, any refunds that are linked to this transaction. For a refund, the sale which was refunded.

4.5 Refunding a transaction

Depending on the status of a transaction, a sale might be refundable.

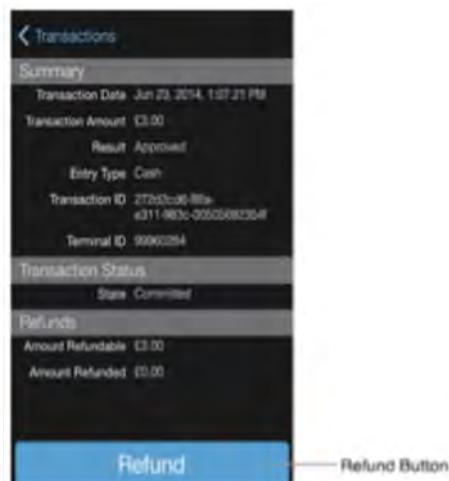
Examples:

- A sale that has been committed but not settled might be refundable.
- A sale that has been committed and settled might only be refundable.
- A sale that has already been fully refunded will not be refundable.

1. View past transactions ([see Section 4.3 Viewing Past Transactions on page 21](#)), find and select the transaction that is to be refunded. On the transaction details, select the Refund button.



Android



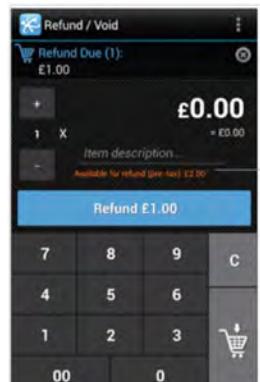
iPhone

2. Enter in the amount to be refunded. The total amount of the refund must be equal to or less than the total amount charged.

Please note, if you have (exclusive) tax enabled, then the refund amount should just be the item amount excluding the tax portion, which will be calculated automatically and added to the total amount refunded.

For example, a customer purchases an item costing £1.00 with exclusive tax of £0.07 (at a 7% rate) so pays a total of £1.07. If the customer then wants a refund, the item cost should be entered as £1.00 and the tax amount will be automatically calculated to equal the total amount of the refund, £1.07. If you entered an item cost of £1.07 then tax would be calculated on this amount and added, and would, therefore, exceed the total amount charged in the first place.

3. Then, follow the steps that you would take to enter a sale transaction ([See Section 4.2 Performing a Sale](#)) on page 14 as the steps to enter a refund are similar.



Amount available for refund



£0.00
Available for refund (pre-tax): £2.00

Refund £1.00

5. MobileMerchant Portal (WebMIS)

In addition to the MobileMerchant App and the PIN Pad that let you accept card payments from your customers in person, Elavon MobileMerchant includes an online portal, that offers you access to your credit and debit card transaction data (<https://mobilemerchant.elavon.com/login.php>).

The screenshot shows the MobileMerchant login page. It features a logo at the top left, followed by the text "MobileMerchant" and "powered by Elavon". A language selection dropdown shows "English (UK)". Below this is a form with fields for "Email Address" and "Password", and a "Login" button. To the right of the form is a sidebar titled "Options" containing links for "Need help?", "Forgotten your password?", "Re-enable your account?", and "Check Elavon MobileMerchant platform status". At the bottom of the page are links for "Privacy | Terms of Use" and a phone number: 02 47956502 4628 185.

A more detailed User Manual for the MobileMerchant Portal is available on our website and a link is also embedded in your MobileMerchant welcome email.

5.1 Reporting

The primary function of the MobileMerchant Portal is to provide a detailed reporting interface that lets you search for any particular transaction or any group of transactions for a configurable date and time range.

The screenshot shows the "Transactions" reporting page. At the top, there are tabs for "Information", "Reporting", "Terminal", "Account", and "Logout". Below the tabs is a search bar with the placeholder "Enter details for the transaction which you want to include in your query and click Search to see the results online. Click Generate Report to obtain full results in spreadsheet format:". The main area contains various search filters: "Terminal ID", "Machine Reference", "User Reference", "Transaction Reference", "Batch Reference", "Authorisation Code", "Merchant Number", "Date/Time Locality", "Card Reference", and "Card Scheme". There are dropdown menus for "Scope", "Company", "Sort Order", "Report Format", and "Generate Report". Buttons for "Search" and "Clear" are at the bottom.

5.2 Taking card payments remotely

In addition to the reporting interface, another key function that can be utilised (depending on your credit rating and preferences) is the Virtual Terminal (shown below). It lets you take card payments over the phone in situations where a customer may be ordering a product or service in advance, or may not be present to pay with their physical card using the PIN Pad.

The screenshot shows the "Perform Authorisation" page. At the top, there are tabs for "Information", "Reporting", "Terminal", "Account", and "Logout". The main area is titled "Perform Authorisation" with a note: "Enter the details of the transaction and click Submit (* indicates required fields.)". It includes fields for "Terminal" (dropdown), "Address Verification Details" (checkboxes for "Standard" and "Address Verification Details"), "Amount" (input field), "Card Number" (input field with "Use saved reference" checkbox), "Expiry Date" (input field), "Start Date" (input field), "Card Security Code" (input field), "User Reference" (input field), and a note about recording a reference. A "Submit" button is at the bottom right.

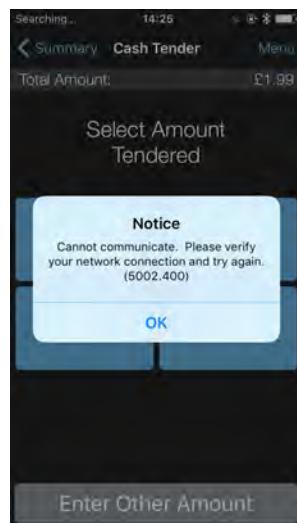
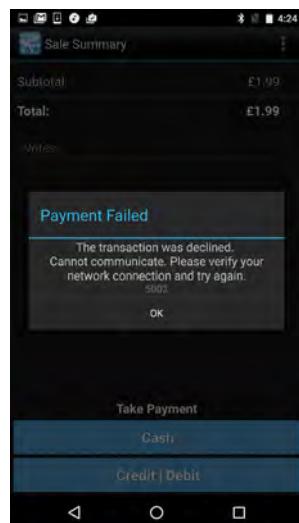
If you have an Elavon MobileMerchant account, but do not have access to this part of the MobileMerchant Portal, please contact the support team to find out if your account can be updated to include this feature.

6. Troubleshooting

6.1 Common errors in the app

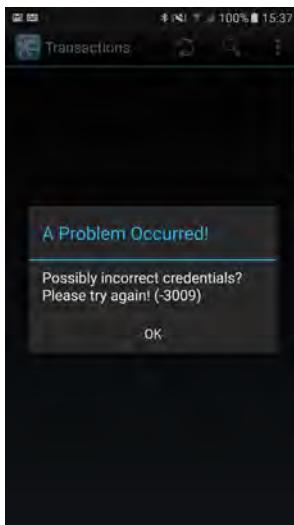
1. Connectivity issues

One of the most common reasons why transactions may fail in normal operating conditions is a lack of network connectivity. Mobile terminal solutions are designed to work anytime and anywhere and require the mobile phone or tablet that is being used with the PIN Pad to have network access at the time of each payment. This can be access to a mobile network or a Wi-Fi network; a lack of consistent network access will mean no payments can be processed.



2. Transaction history not available

Another common error is when transaction history data is no longer available in the app. The most common reason for this is that the MobileMerchant Portal (WebMIS) password has expired and needs to be reset, or has been changed online and needs to be updated in the app.



In such cases it is advisable to find a way of getting network access which may involve switching to a local Wi-Fi network or using a mobile Wi-Fi hotspot from another device (with permission of the owner if the device belongs to someone else).

6.2 Charging and battery related issues with your PIN Pad

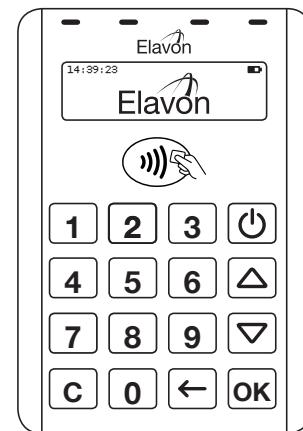
1. Optimising the battery life of your terminal

Mobile payment PIN Pads use batteries not only for portable/mobile use, but also to help protect the PIN Pad from hackers and fraudsters by enabling regular security checks on the security keys that are embedded in the PIN Pad. It is therefore important to ensure that the PIN Pad is sufficiently charged at all times. A failure to keep the PIN Pad sufficiently charged can result in the security mechanism shutting the PIN Pad down (below a certain charge level, the security keys will be deleted, rendering the PIN Pad unusable, until reactivated by the manufacturer in a secure environment).

- During normal operation the battery charge will be used up and when the charge level hits a pre-defined threshold a prompt will be displayed on the screen of the PIN Pad: "BATTERY LOW".
- It is important to charge the PIN Pad at the earliest possible opportunity after this prompt is displayed on the screen to prevent any risk of the charge dropping below the minimum required levels to prevent the deletion of the security keys.
- When PIN Pads are stored for longer periods without being used, the batteries will also discharge so it is important to charge the PIN Pad from time to time. The recommended intervals for charging PIN Pads that are not in constant use is at least 3 months, but it is advisable to check charge levels every month as PIN Pad batteries that are not used regularly will not offer the same performance range as batteries that are used and charged more frequently.
- Long-term storage can lead to a reduction in battery capacity, although maximum capacity can be regained by going through several cycles of fully charging and discharging the battery.
- Optimal operating and storage conditions – when using and storing the PIN Pads it is advisable to stay within the following guidelines to optimise the operating efficiency and life expectancy of the battery:
 - When charging the battery, ensure the ambient temperature is within 0°C – 45°C
 - In general usage scenarios the ambient temperature should remain within the -10°C – 55°C range
 - If storing the PIN Pad over longer periods the optimum range in the storage location should remain within the -10°C – 25°C range

2. Charging symbol on the PIN Pad screen

When the PIN Pad is switched on and plugged into a charger, the charging icon will appear on the screen of the PIN Pad.



If the PIN Pad is not switched on, this icon will not appear on the screen, but the battery will still be charging while the PIN Pad is plugged in. If charge levels in the battery permit, the PIN Pad can be powered on to see the charging icon and charge status.

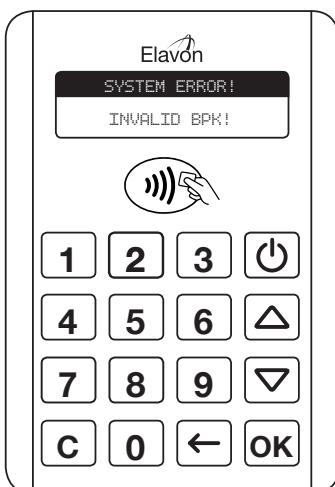
6.2 Charging and battery related issues with your PIN Pad (continued)

3. Invalid BPK

In cases where the battery charge has dropped below the required level referred to in section 6.2 above, the security keys will be deleted and the message **Invalid BPK** will be displayed on the screen of the PIN Pad. This message would also be displayed if the PIN Pad has been tampered with in any way as it is the standard security mechanism.

If this occurs, you will need to contact Elavon's Support Team who will advise on how to obtain a replacement as the PIN Pad will not be able to process transactions.

If your Elavon account includes the use of the MobileMerchant Portal (WebMIS) for card-not-present transactions, you can still process payments remotely using this feature.



6.3 MobileMerchant Portal

1. Keeping your password up-to-date

Security is a key requirement where card payments are concerned. All providers of online interfaces such as the MobileMerchant Portal are required to enforce a password change every 90 days.

All customers will therefore receive a password expiry reminder email in the run up to the end of each 90 day period.



Dear <Customer First Name>,
MobileMerchant
powered by Elavon

Thanks for letting us know that you've forgotten your MobileMerchant portal password - don't worry, we all do it! To change the password on your account just click the link below and follow the instructions.

[Click here to change your password](#)

We're on hand to help 24/7

Once again, thank you for choosing MobileMerchant from Elavon. If you have any queries or require help, please get in touch.

Yours sincerely,

Colin Close Commercial Director, Elavon

Managing your business

UK/ Northern Ireland

Online Information:
elavon.co.uk/welcome

Customer Service:
queries@elavon.com
0345 850 0195

Technical Support:
Mobile.Merchant@elavon.com
0345 600 1401

Voice Authorisations:
0345 850 0197

Ireland (ROI)

Online Information:
elavon.ie/welcome

Customer Service:
queries@elavon.com
0845 850 0195

Technical Support:
Mobile.Merchant@elavon.com
1850 81 21 34

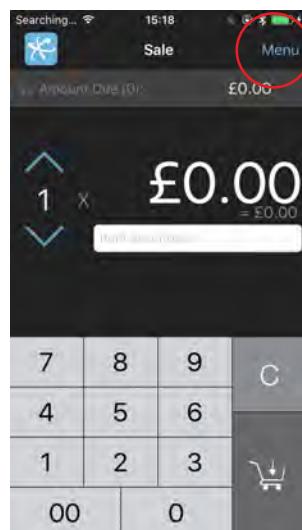
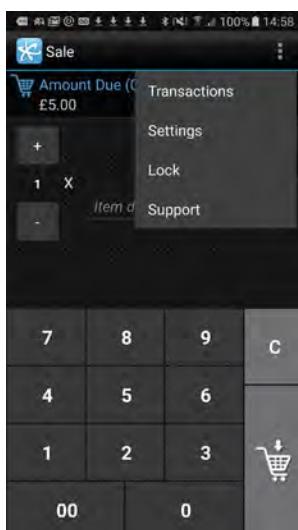
Voice Authorisations:
1850 81 31 30

It is advisable to login to the MobileMerchant Portal to update your password as soon as the reminder email is received.

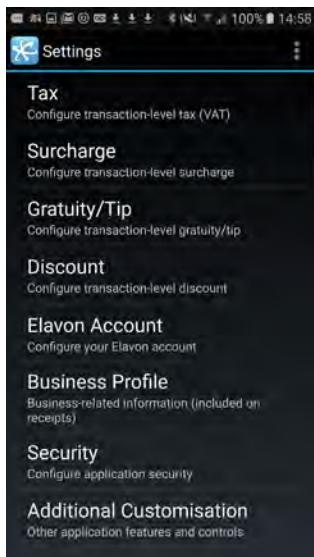
6.3 MobileMerchant Portal (continued)

Once you have updated your MobileMerchant Portal (WebMIS) password online, you will also need to change the MobileMerchant Portal (formerly WebMIS) password in your MobileMerchant App in order to be able to access your transaction history view in the app:

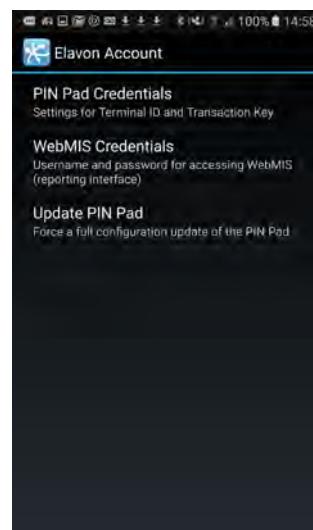
1. Go to the Settings Menu



2. Select Elavon Account



3. Select MobileMerchant Portal or WebMIS (depending on the version of your app. Please ensure you update to the latest version of the app).



4. Type in your new Password

