Wells Fargo Merchant Services

Wells Fargo Mobile Merchant User Guide for Android™ Version 3.2

Together we'll go far

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Introduction

Overview

Wells Fargo Mobile Merchant turns an Android device into a mobile point of sale. This streamlined application is geared towards small and mid-sized merchants, and can be used in any number of venues — storefront or mobile. From a local in-store apparel shop or eatery, to an art dealer participating in a local festival, to a tow truck or taxi, it's an affordable, secure way to take payments. It's also ideal for seasonal merchants who may not need year-round coverage but do need a reliable service when business picks up.

Wells Fargo Mobile Merchant has eight major functions:

Credit/Debit card sale (Swiped)	Digital receipt delivery
Credit/Debit card sale (Manually keyed)	Signature capture
Transaction refund	Inventory item setup
Transaction history report	Barcode scanner

Key Features

- Add items with set prices, descriptions and photos
- Auto-send receipts to merchant
- Barcode scanner
- Cash transaction tracking and receipts
- Check recording
- Data stored in cloud and shared across devices
- Encrypted card reader
- Option to print paper receipts
- Sales history in app
- Sales tax and tip settings in app
- Transaction reporting

*Data stored in the "cloud" is saved on a network of servers that you can access through the Internet.

Getting Started

Download Wells Fargo Mobile Merchant

If you haven't downloaded the Wells Fargo Mobile Merchant app to your device you can do so by searching for Wells Fargo Mobile Merchant in the Google Play Store.

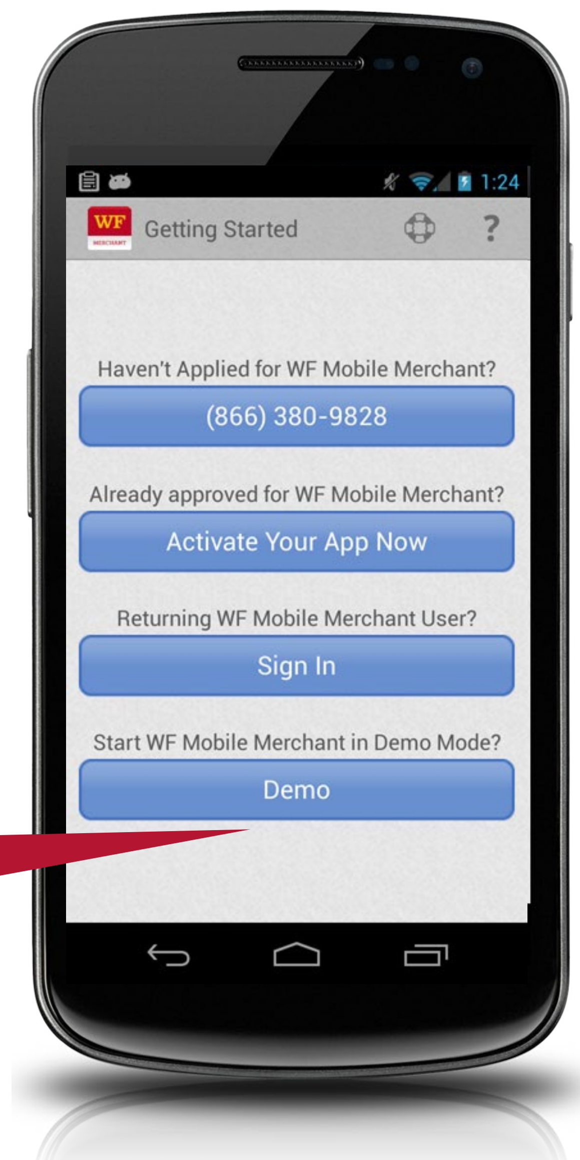
Note: A Google account is required to download apps from the Google Play Store. Please click here for more information on creating a Google account.

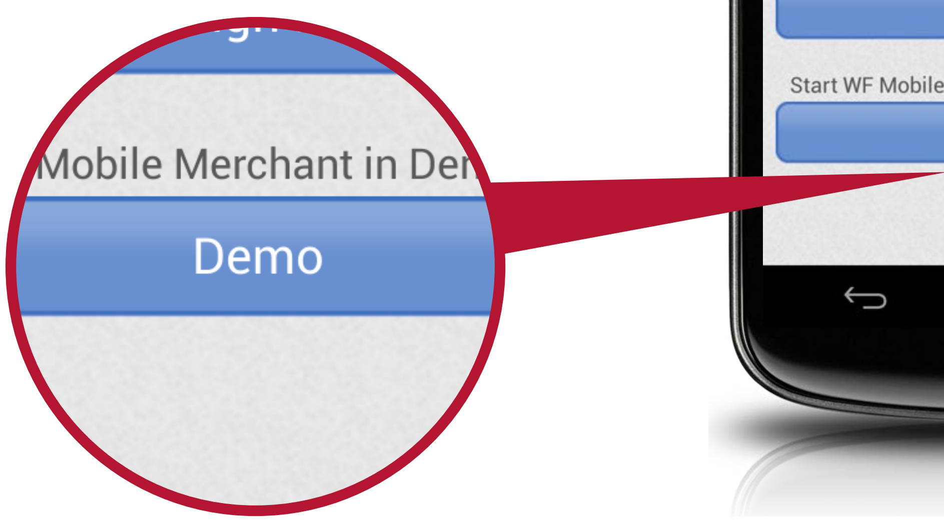
Click the icon above to visit the Wells Fargo Mobile Merchant Play Store page.

Demo Mode

When you launch Wells Fargo Mobile Merchant for the first time, you may use Demo mode to familiarize yourself with all of the features available in Wells Fargo Mobile Merchant before activating your software. Once you activate your app, Demo mode will no longer be available.

Please be advised that while in Demo mode, any inventory items that you add will not be saved and any transactions that you perform will not be processed.

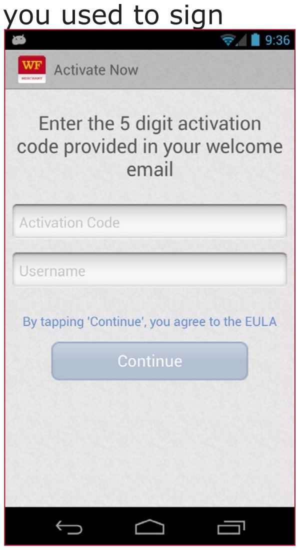




Getting Started

Activate Wells Fargo Mobile Merchant

To activate your app, you will need the 5-digit 'Activation Code' found in your welcome email along with your email address* that you used to sign up for Wells Fargo Mobile Merchant.



*Note: For sub-users combine your activation code with the user name displayed in your welcome email.

1. Launch Wells Fargo Mobile Merchant.
2. Enter your 5-digit Activation Code.
3. Enter your email address.
4. Tap Continue.

Choose a password

Next, you'll be prompted to create a password for your Wells Fargo Mobile Merchant app. Passwords must have a minimum length of eight characters with at least one number and one letter.

1. Enter your new password.
2. Confirm your new password.
3. Tap Continue.

Card reader

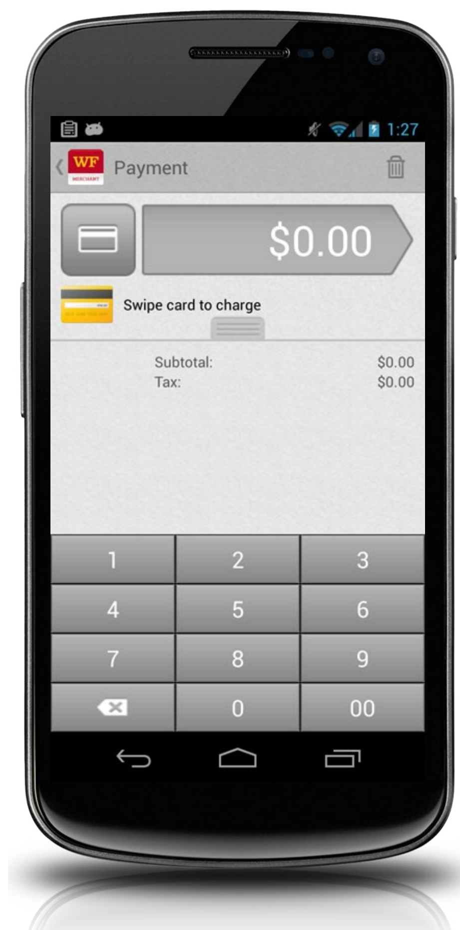
If you are using a card reader with Wells Fargo Mobile Merchant, simply plug the card reader into your device headphone jack.

Security questions

If you ever need to reset your Wells Fargo Mobile Merchant password, we will ask you a series of security questions to verify your identity. You will need to choose 3 questions and enter 3 answers.

1. Choose 3 security questions, and enter answers for your chosen questions.
2. Tap Activate Account.
3. Tap Get Started.

Congratulations! You are now ready to process card transactions!



Getting Started

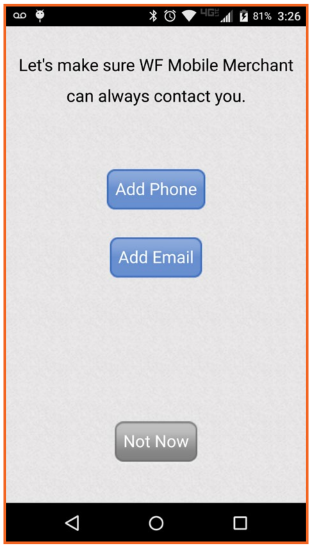
Two-factor Authenication

Wells Fargo Mobile Merchant utilizes two-factor authentication so that new devices can be added and verified securely to your account for use with Wells Fargo Mobile Merchant. For example, if a device you normally use is lost or stolen, you will 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 e-mail. This process will take place upon logging into AprivaPay Plus on the new device.

In order to use this feature, you will need to configure your Contact information upon logging into Wells Fargo Mobile Merchant for the first time. Follow the steps below to add an SMS capable phone number and an e-mail address.

Contact Enrollment - Phone Number:

1. Tap Add Phone.
2. Enter a 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.



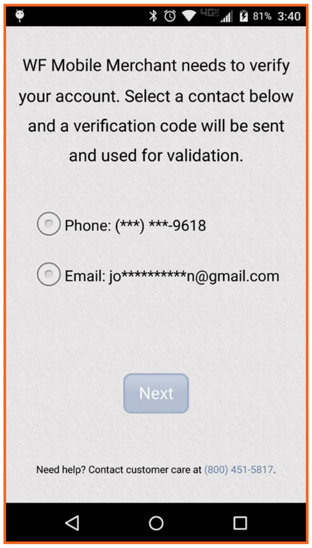
Contact Enrollment - E-mail Address:

1. Tap Add Email.
2. Enter an e-mail address in the box, and then tap Continue.
3. Enter the 6 digit code from the e-mail 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 have logged into Wells Fargo Mobile Merchant from the new device:

Verify Account - Phone Number or E-mail Address:

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



Getting Started

Administrator and Sub-user Roles

Wells Fargo Mobile Merchant now allows a business owner, or ‘administrator’ which is the default user account boarded to a merchant account, to have the ability, via a new feature within the settings drawer, to choose to control or not control various aspects of their associated users (sub-users) application settings. These controls, when ‘auto-sync’ (please refer to *Sync Settings*) is applied to an administrator, include the following:

- Tax settings controlled by administrator – Both administrators and sub-users can create and name tax rate instances (multiple can be applied). If auto-sync is turned on, the associated sub-users will only be able to access and utilize the admin created tax rates, additionally a sub-user can decide to turn a rate on or off in the context of a transaction, but cannot modify the associated rate or name if it is created by an admin.
- Turn on / off tips – Only an administrator can activate ‘tip acceptance mode’, when tips are turned on by an administrator, tips will be included in the transaction flow for their associated sub-users.
- Turn on carbon copy receipts and add recipients – Only an administrator can turn on and add recipients to receipts of transactions that are carbon copy emailed or SMS text messaged, such as themselves or a company accountant.
- Turn on / off invoice number requirement – Only an administrator can enforce a custom invoice number policy for each transaction, making an invoice number required for a transaction processed by their associated sub-users if they choose. If this functionality is turned on and a sub-user does not enter an invoice number, the system will auto generate one.
- Geolocation controlled by admin – Only an administrator can turn on or off geolocation tracking at the point of transaction on their associated sub-user transactions.

Inventory Controlled by Administrator

Only the account administrator will be able to manage, modify and create inventory items for their user base. When an administrator creates, deletes or modifies an inventory item, their associated users (sub-users) will receive these changes to their device and the merchant portal in real time.

Please note that this functionality is not dependent on having auto-sync turned on.

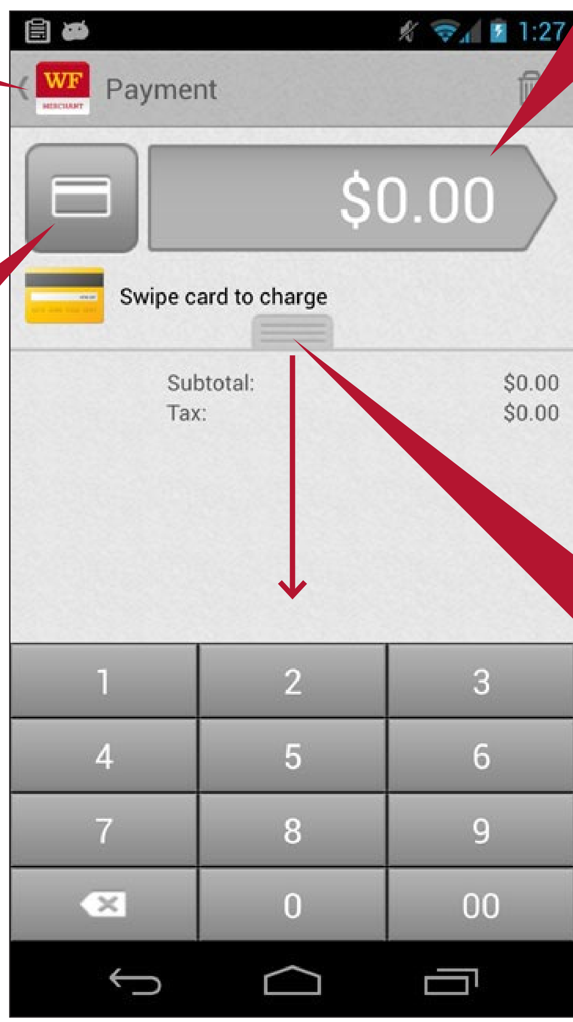
Using Wells Fargo Mobile Merchant

Sale Screen Overview

The Wells Fargo Mobile Merchant sale screen consists of 4 main components:

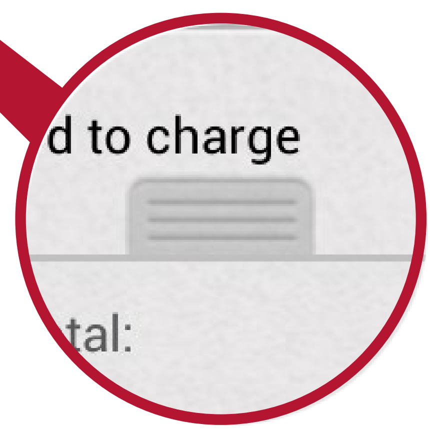
- Options and Settings Menu
- Payment Type Button
- Amount Button
- Transaction Mode Slider

Options and Settings Menu
Tap to display Wells Fargo Mobile Merchant options and settings menu.



Amount Button
Tap to continue when processing manual credit/debit transactions, cash transactions and check recording.

Payment Type Button
Tap to select the payment type for your transactions.



Transaction Mode Slider
Move the Transaction Mode Slider down to change the app from Quick Mode to Item Mode.

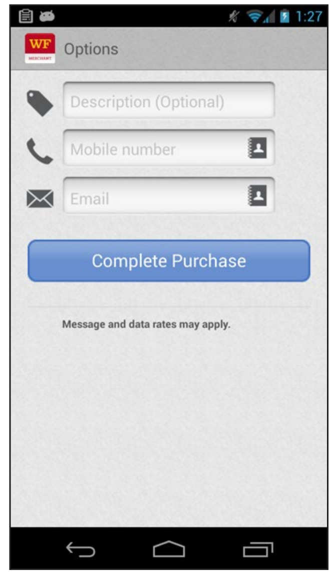
Quick Mode and Item Mode
Quick mode lets you enter a transaction by entering only the dollar amount; you don't have to set up your inventory in advance. Item mode lets you enter a transaction by selecting an item that you previously added to your inventory. In Item mode, you don't have to specify the price because you already set it up in your inventory.

Using Wells Fargo Mobile Merchant

Transaction Description

Tap the Description box to enter an optional description for the transaction.

This description can be used for searching transactions, via the Wells Fargo Mobile Merchant Center.



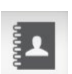
Description

Email Receipts

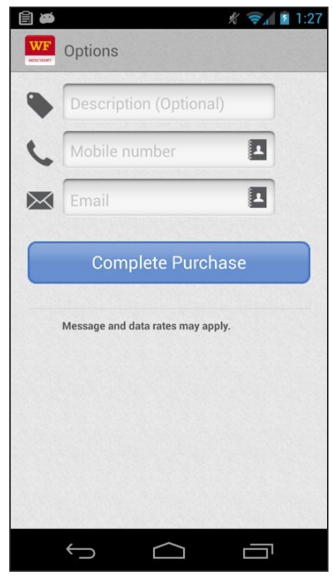
After completing transactions, you have the ability to add a description to the transaction and send electronic receipts to your customers. You can send text message receipts, email receipts or both.

Tap the Description box to enter a description.

Tap the Mobile number box, Email box, or both to send an electronic receipt.



Tap the Contacts icon to select a text message or email contact from your phonebook.



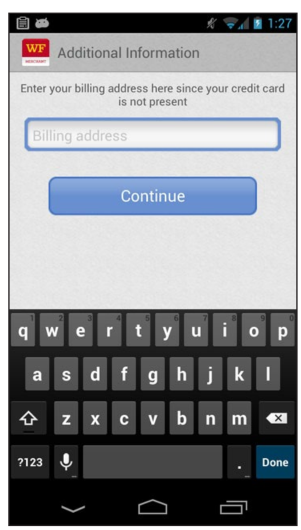
Receipt Options

Special Prompting

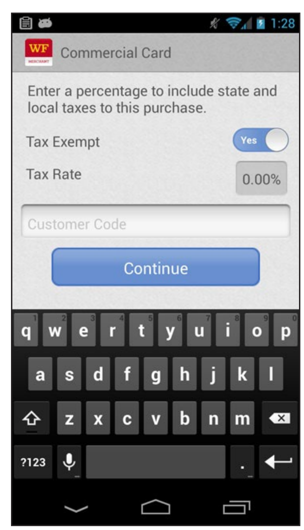
Some transactions will require you to enter additional information prior to processing.

AVS (Address Verification):
Whenever you process a manual sale with the card not present, you will be prompted to enter the billing address of your customer.

Commercial Cards:
If a customer uses a commercial card for a transaction, you may be prompted to enter Tax and customer code information.



AVS Prompt



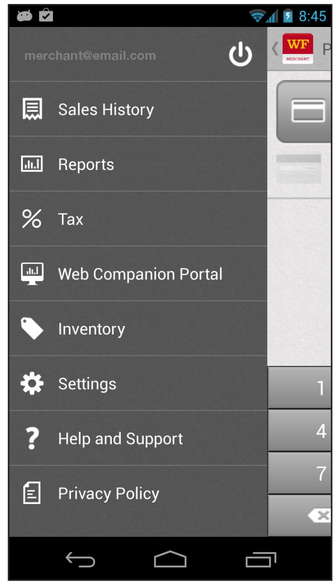
Commercial Card Prompt

Using Wells Fargo Mobile Merchant

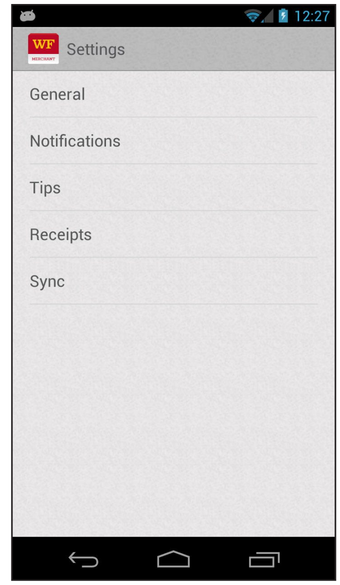
Options and Settings Menu

The options and settings menu allows you to manage inventory, view reports and configure many features within the Wells Fargo Mobile Merchant application.

The settings drawer with version 3.1 is now streamlined and compact with 2 level access to settings, via the new Settings tab.



Options and Settings



Settings

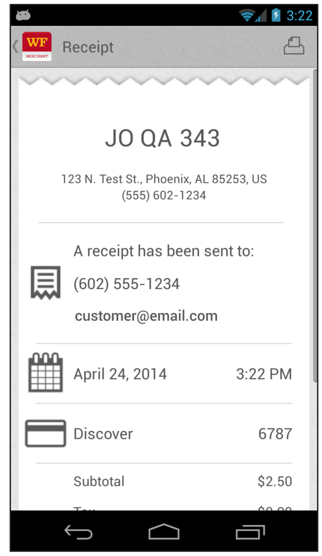
Help and Support

If you need help with Wells Fargo Mobile Merchant, tap Help and Support. From here, you can also access the Wells Fargo Mobile Merchant Center which is a website that provides reporting and inventory management. It also helps you quickly manage your users.

Using Wells Fargo Mobile Merchant

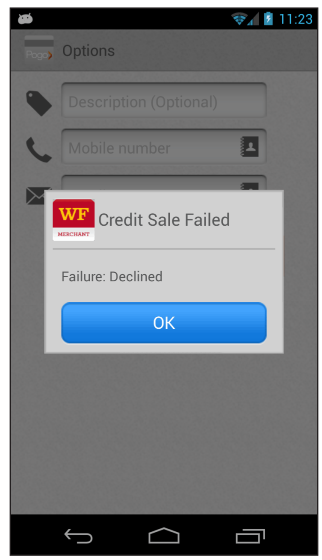
Approved Transaction

Once a transaction is approved, a receipt will be displayed on the screen.



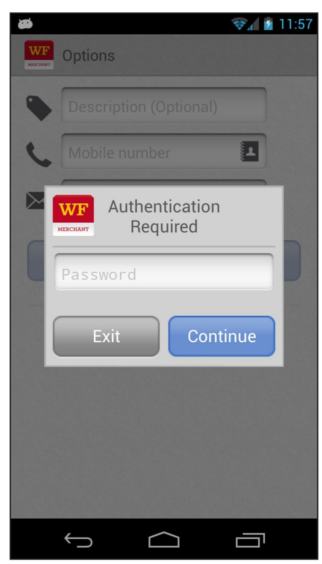
Declined Transaction

If a transaction is declined for any reason, you will be prompted to try the transaction again, use a new card, or cancel the transaction.



Authentication Required

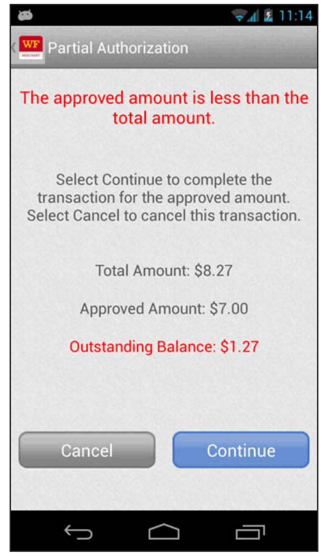
If you use multiple devices, you may be prompted to authenticate because users can only be logged into a single device at a time. This is especially true if you use the “Keep me signed in” option when logging into the app.



Using Wells Fargo Mobile Merchant

Partial Authorization

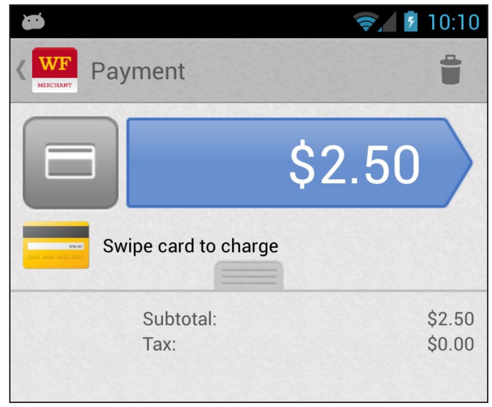
A partial authorization partially approves a transaction if a cardholder does not have enough credit or funds available on their credit or debit card to cover the transaction amount. You may then allow the cardholder to pay the remaining balance owed with another card or cash. Note: This is completed in two separate transactions. The first transaction for the approved amount and a second transaction for the remaining balance.



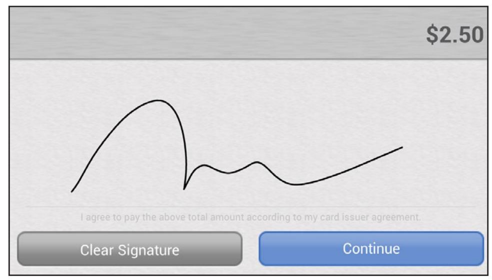
Transactions

Credit/Debit Card Sale (Quick Mode)

1. Enter the transaction amount, and then swipe your customer’s card.

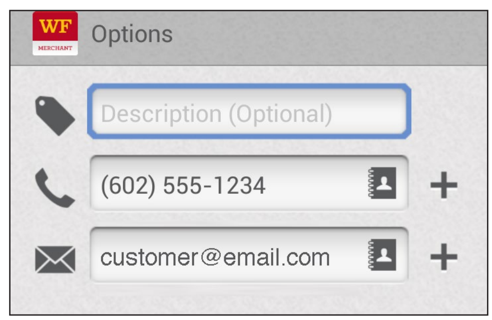


2. Ask your customer to sign for the transaction, and then tap Continue.

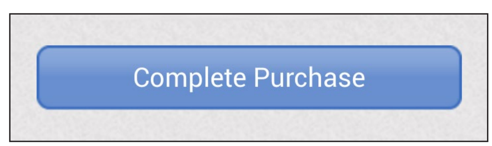


3. Enter your customer’s Email address, Mobile number, or both in the boxes.

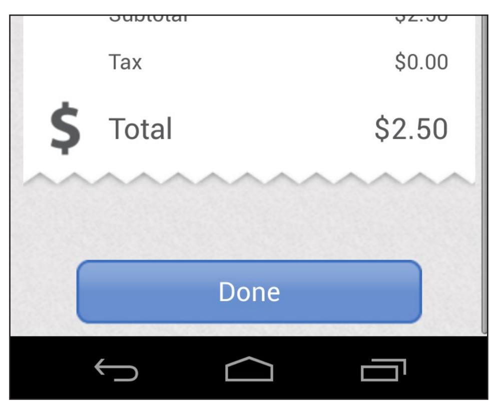
   Note: You may enter multiple recipients by tapping the ‘+’ icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



4. Tap Complete Purchase.



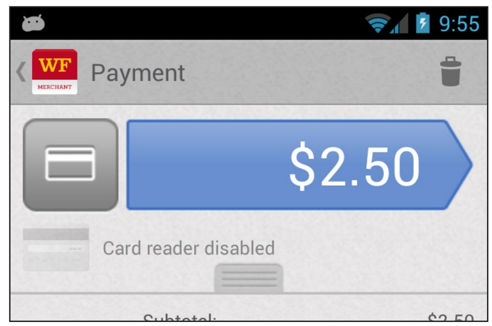
5. Tap Done to return to the sale screen.



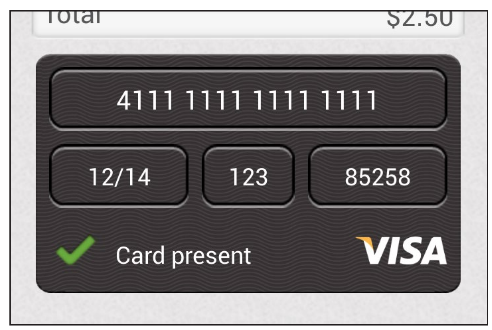
Manual Credit/Debit Card Sale (Quick Mode)

You can still take a payment if the card does not swipe correctly, the card is not present, or you do not have your card reader with you. You can manually enter the customer's payment card information on your mobile device. Please remember that if you manually enter card information, you accept a higher risk of a chargeback. When a card does not swipe correctly, we suggest that you ask the customer for another card for payment. Follow these steps to process a manual credit/debit card sale:

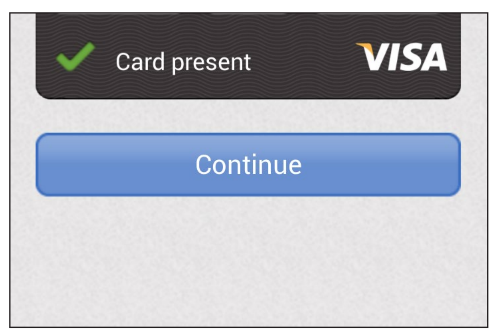
1. Enter the transaction amount, and then tap the Amount button.



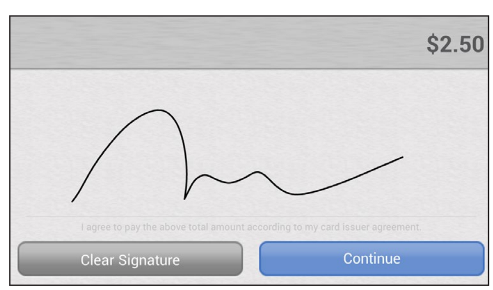
2. Enter your customer's credit/debit card number, expiration date, CVV, and Zip Code. You must also select whether the customer's card is present or not. If it is not present, you will be prompted to enter the billing address number for your customer's card account.



3. Tap Continue.



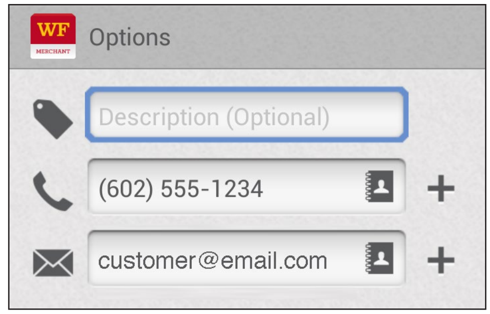
4. Ask your customer to sign for the transaction, and then tap Continue.



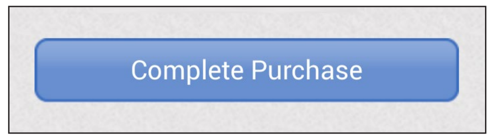
Transactions

5. Enter your customer's Email address, Mobile number, or both in the boxes.

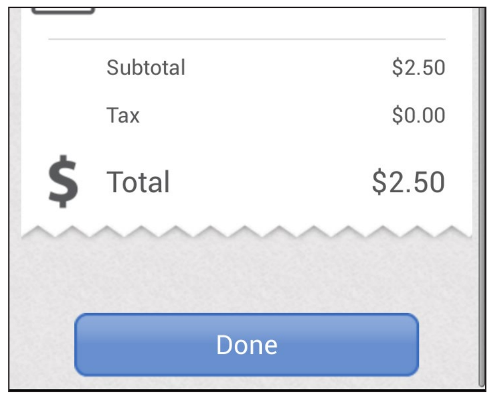
   Note: You may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



6. Tap Complete Purchase.



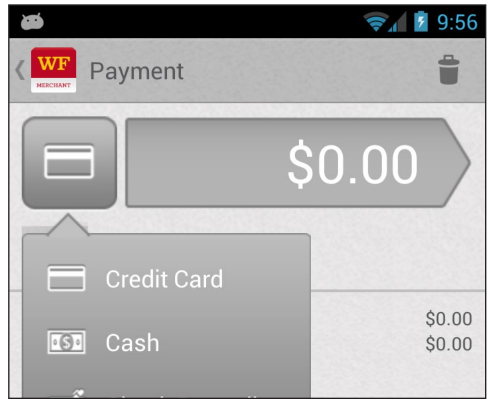
7. Tap Done to return to the sale screen.



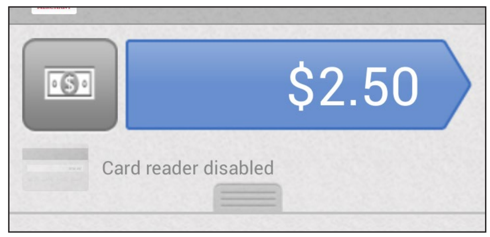
Transactions

Cash Sale (Quick Mode)

1. Tap the Payment Type icon, and then tap Cash.



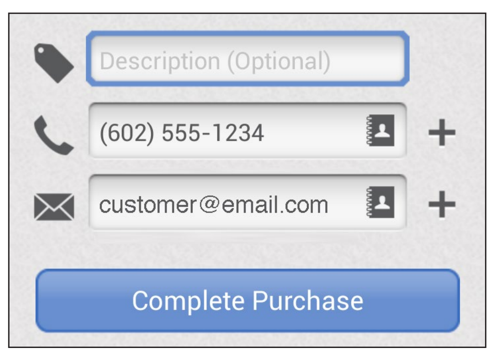
2. Enter the transaction amount, and then tap the Amount button.



3. Enter the amount tendered in the box, and then tap Continue.

4. Enter your customer's Email address, Mobile number, or both in the boxes.

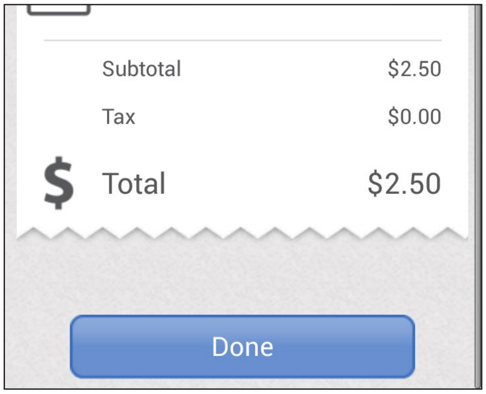
   Note: You may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



Transactions

5. Tap Complete Purchase.

6. Tap Done to return to the sale screen.

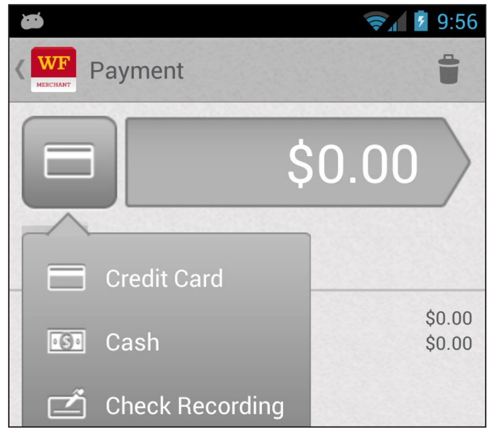


Transactions

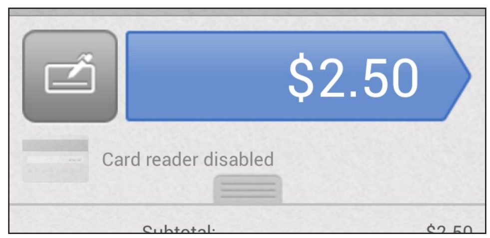
Check Sale (Quick Mode)

Note: This transaction only records the check transaction. You will still need to deposit the check at your bank for funding.

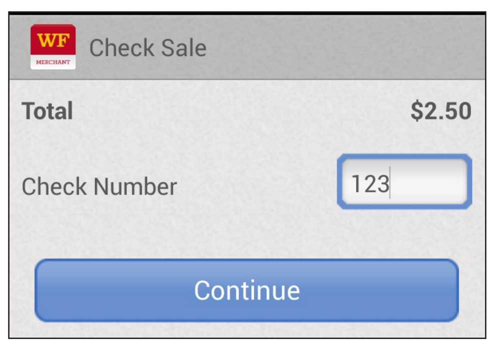
1. Tap the Payment Type icon, and then tap Check.



2. Enter the transaction amount, and then tap the Amount button.

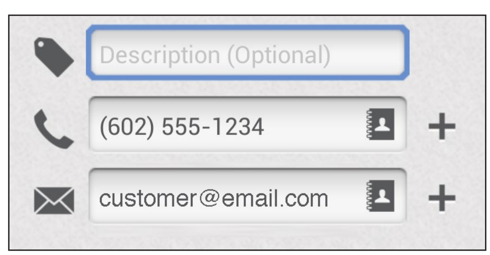


3. Enter customer's check number in the box, and then tap Continue.



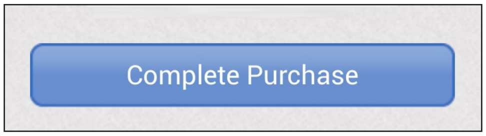
4. Enter your customer's Email address, Mobile number, or both in the boxes.

   Note: You may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.

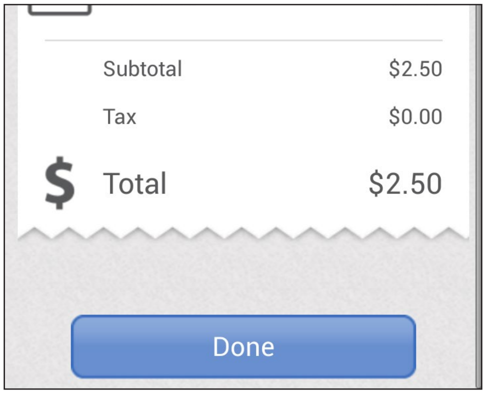


Transactions

5. Tap Complete Purchase.

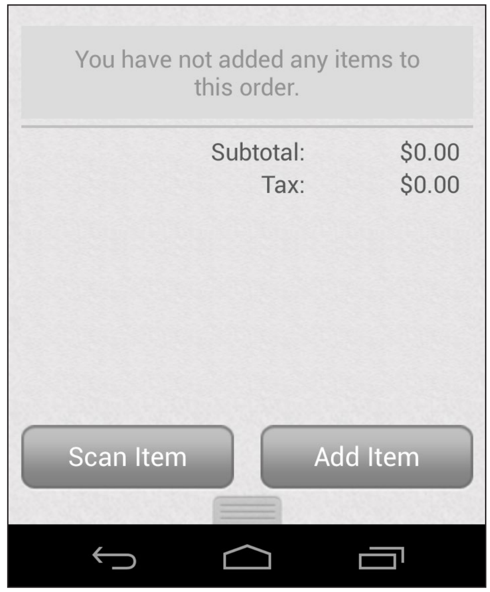


6. Tap Done to return to the sale screen.

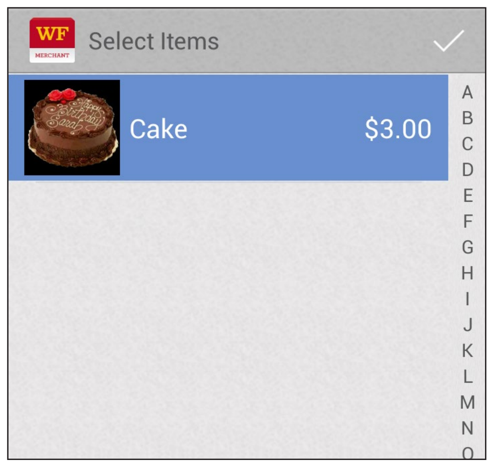


Credit/Debit Card Sale (Item Mode)

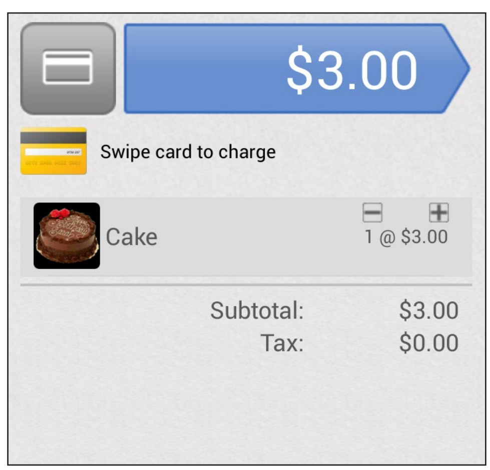
1. Tap Add Item.



2. Select the items to sell, and then tap the check mark on the top right of the screen.

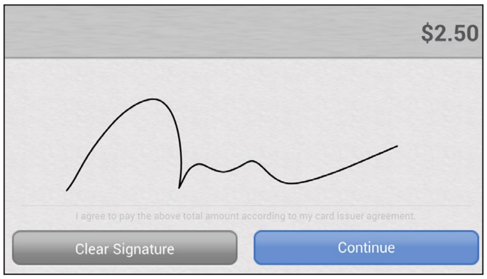


3. Swipe your customer's card.



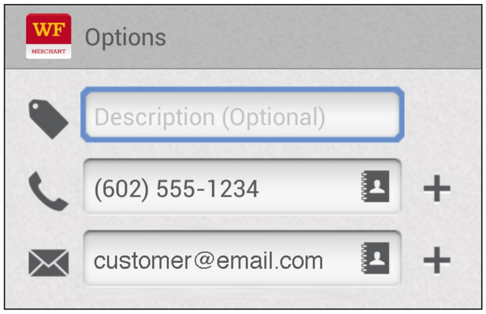
Transactions

4. Ask your customer to sign for the transaction, and then tap Continue.

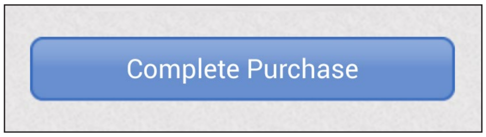


5. Enter your customer's Email address, Mobile number, or both in the boxes.

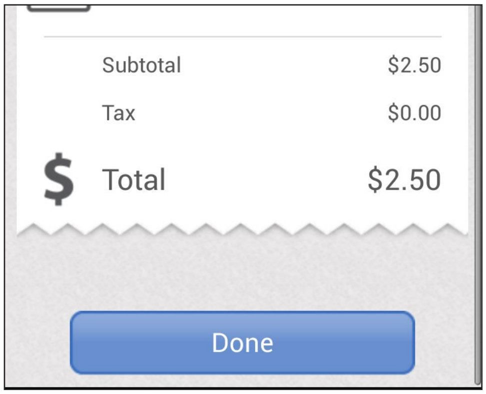
   Note: You may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



6. Tap Complete Purchase.



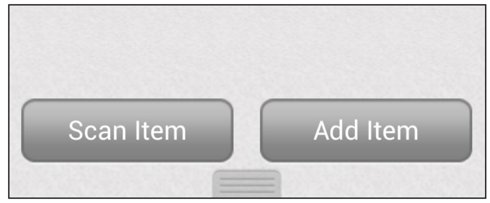
7. Tap Done to return to the sale screen



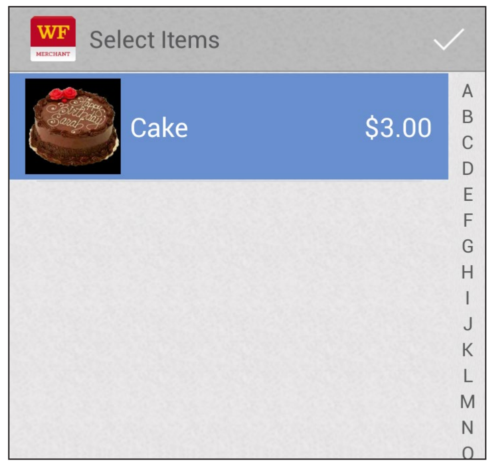
Manual Credit/Debit Card Sale (Item Mode)

You can still take a payment if the card does not swipe correctly, the card is not present, or you do not have your card reader with you. You can manually enter the customer's payment card information on your mobile device. Please remember that if you manually enter card information, you accept a higher risk of a chargeback. When a card does not swipe correctly, we suggest that you ask the customer for another card for payment. Follow these steps to process a manual credit/debit card sale:

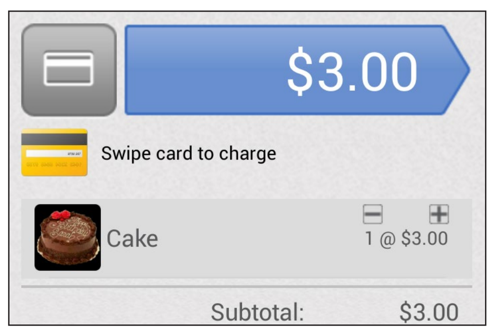
1. Tap Add Item.



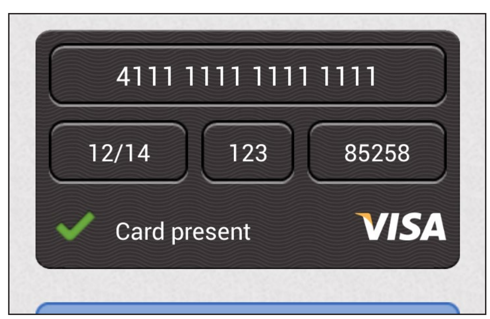
2. Select the items to sell, and then tap the check mark on the top right of the screen.



3. Tap the Amount button.

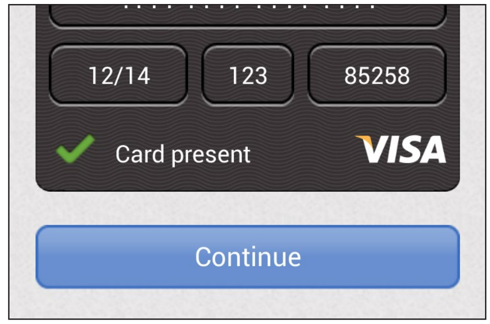


4. Enter your customer's credit/debit card number, expiration date, CVV, and Zip Code. You must also select whether the customer's card is present or not. If it is not present, you will be prompted to enter the billing address number for your customer's card account.

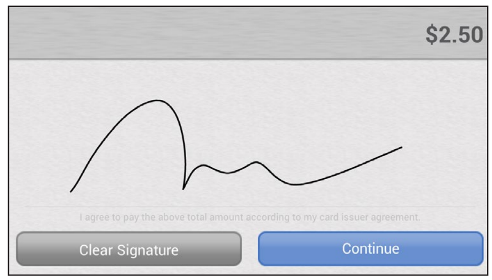


Transactions

5. Tap Continue.

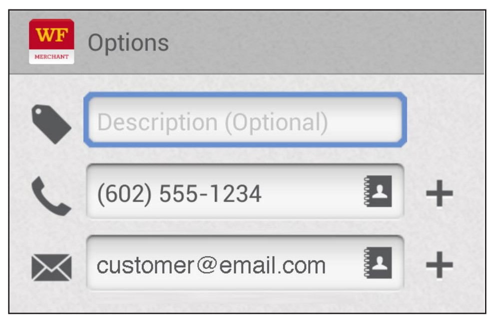


6. Ask your customer to sign for the transaction, and then tap Continue.

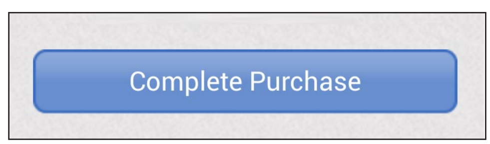


7. Enter your customer's Email address, Mobile number, or both in the boxes.

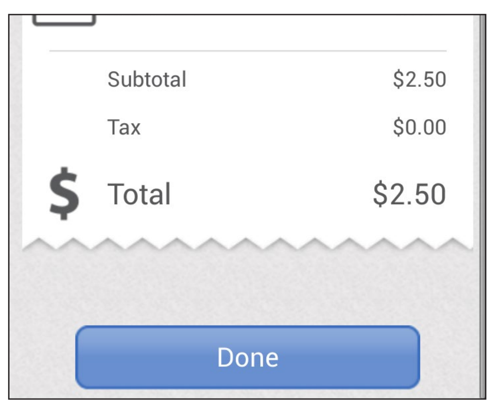
   Note: You may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



8. Tap Complete Purchase.



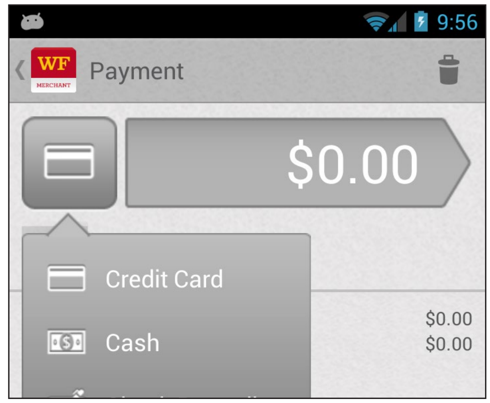
9. Tap Done to return to the sale screen.



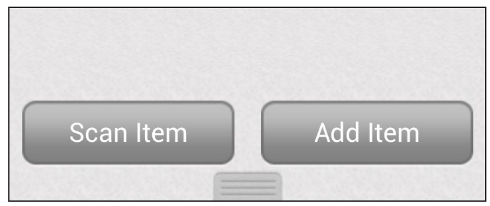
Transactions

Cash Sale (Item Mode)

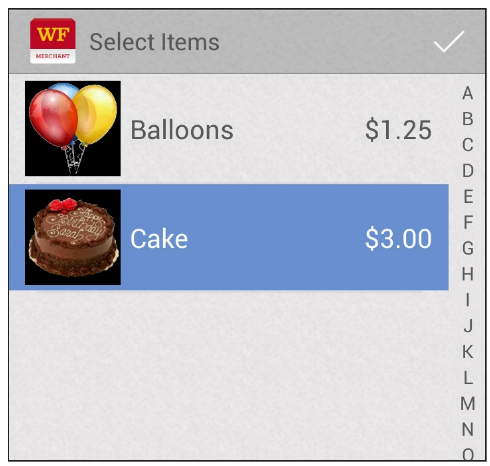
1. Tap the Payment Type icon, and then tap Cash.



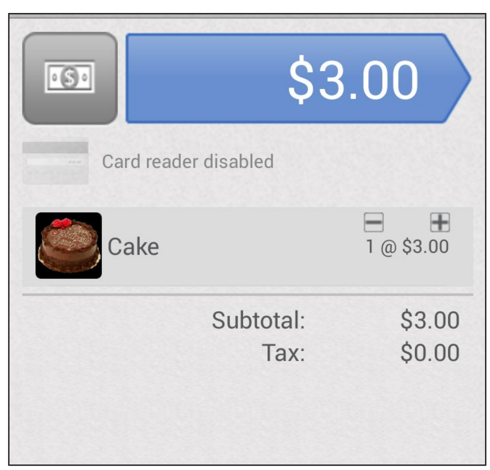
2. Tap Add Item.



3. Select the items to sell, and then tap the check mark on the top right of the screen.



4. Tap the Amount button.

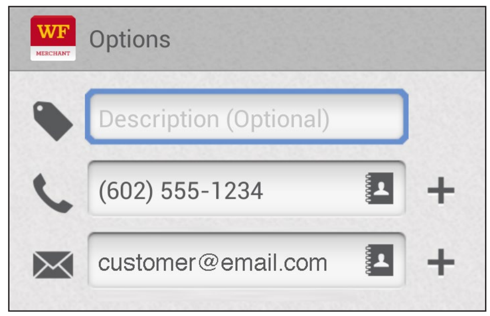


Transactions

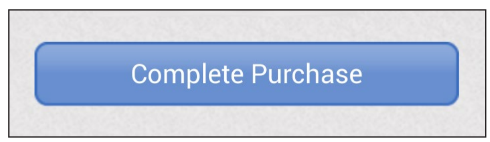
5. Enter the amount tendered in the box, and then tap Continue.

6. Enter your customer's Email address, Mobile number, or both in the boxes.

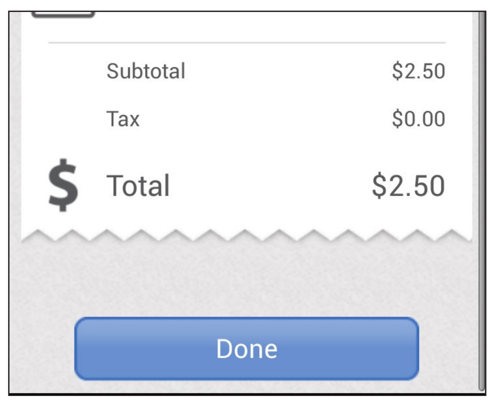
   Note: You may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



7. Tap Complete Purchase.



8. Tap Done to return to the sale screen.

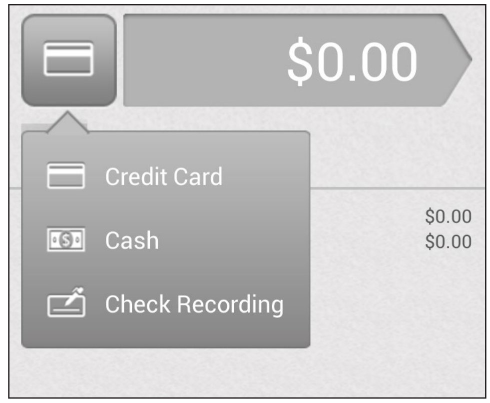


Transactions

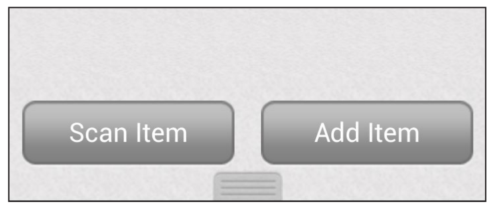
Check Sale (Item Mode)

Note: This transaction only records the check transaction. You will still need to deposit the check at your bank for funding.

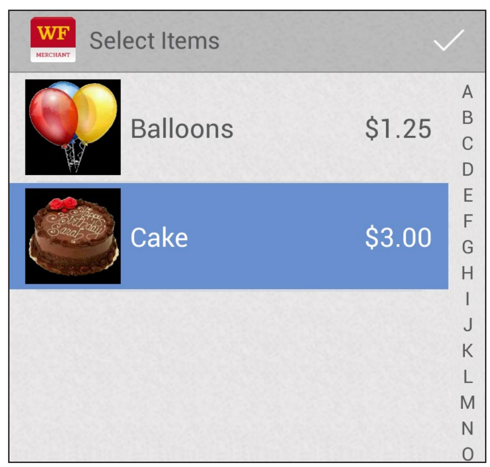
1. Tap the Payment Type icon, and then tap Check.



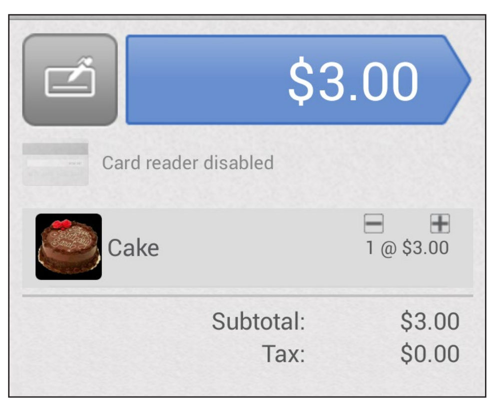
2. Tap Add Item.



3. Select the items to sell, and then tap the check mark on the top right of the screen.



4. Tap the Amount button.

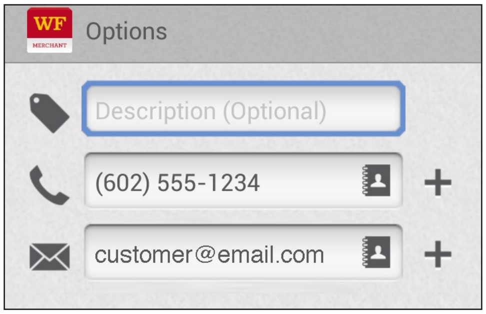


Transactions

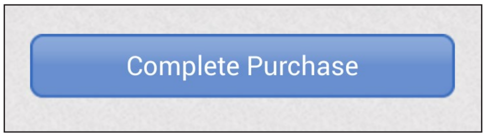
5. Enter customer's check number in the box, and then tap Continue.

6. Enter your customer's Email address, Mobile number, or both in the boxes.

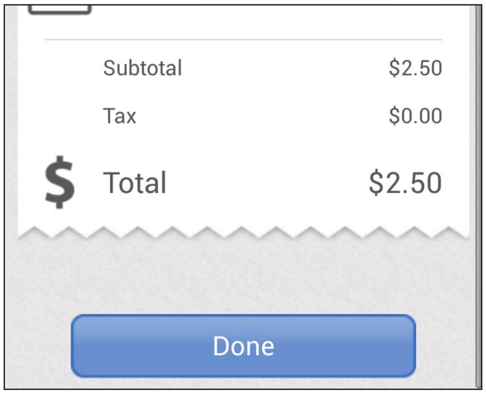
   Note: You may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



7. Tap Complete Purchase.



8. Tap Done to return to the sale screen.

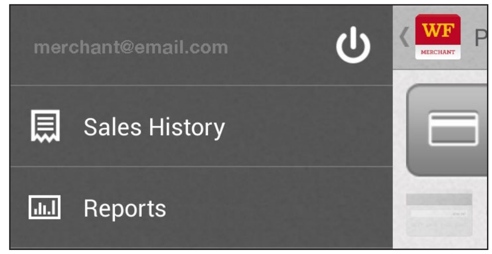


Transactions

Refund (Quick Mode)

NOTE: Full and partial refunds can only be performed by account administrators. To refund a partial amount of a quick mode transaction, follow these steps.

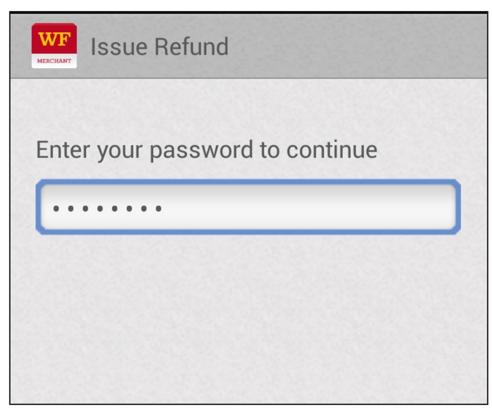
1. Tap Options, and then tap Sales History.



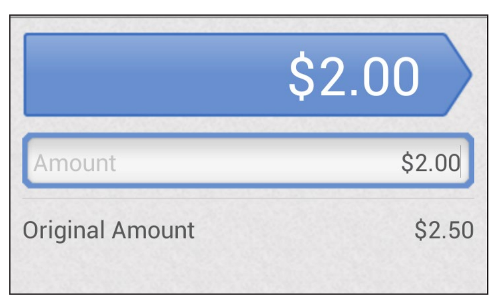
2. Select Transaction.

3. Tap Refund.

4. Enter password, and then tap Continue.

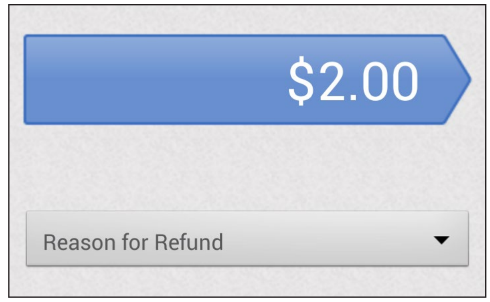


5. Enter new subtotal to reflect the refund in the Amount box, and then tap the Amount button.



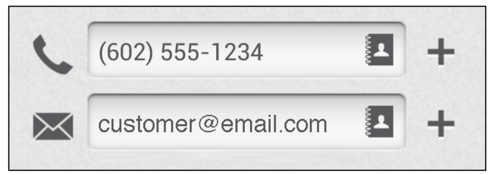
Transactions

6. Select a reason for the refund (optional), and then tap the Amount button.

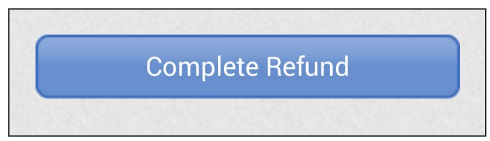


7. Enter your customer’s Email address, Mobile number, or both in the boxes.

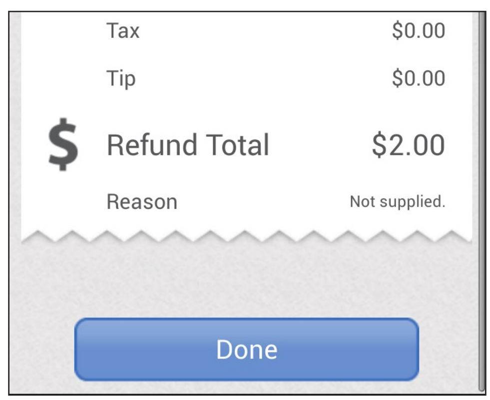
   Note: You may enter multiple recipients by tapping the ‘+’ icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



8. Tap Complete Refund.



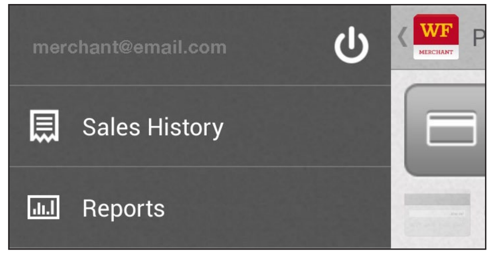
9. Tap Done to return to the sale screen.



Refund (Item Mode)

NOTE: Full and partial refunds can only be performed by account administrators. To refund items from an item mode transaction, follow these steps.

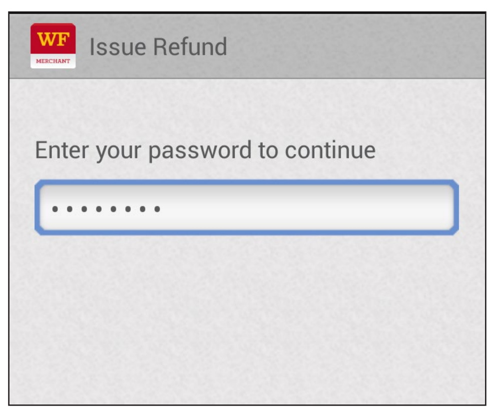
1. Tap Options, and then tap Sales History.



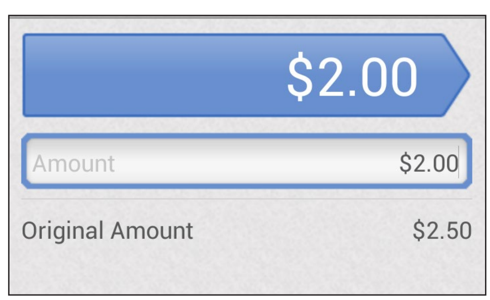
2. Select Transaction.

3. Tap Refund.

4. Enter password, and then tap Continue.

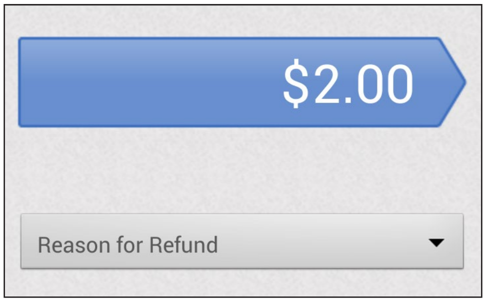


5. Select the items to refund, and then tap the Amount button.



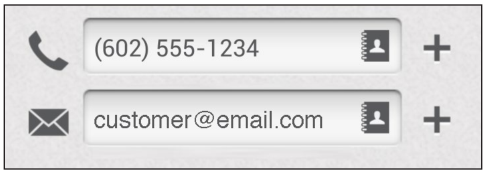
Transactions

6. Select a reason for the refund (optional), and then tap the Amount button.

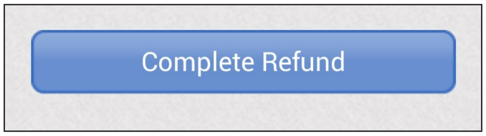


7. Enter your customer’s Email address, Mobile number, or both in the boxes.

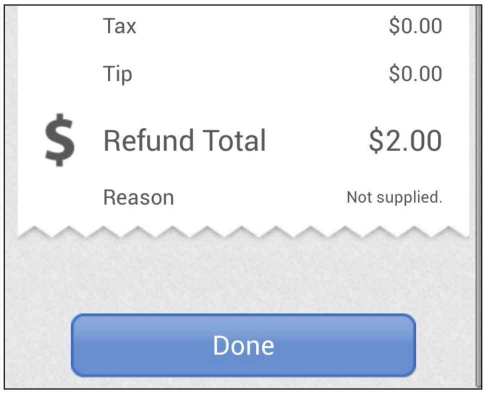
   Note: You may enter multiple recipients by tapping the ‘+’ icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



8. Tap Complete Refund.



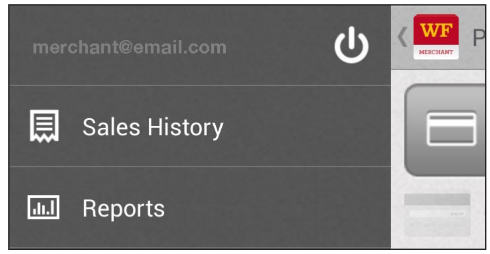
9. Tap Done to return to the sale screen.



Transactions

Resend Receipt

1. Tap Options, and then tap Sales History.

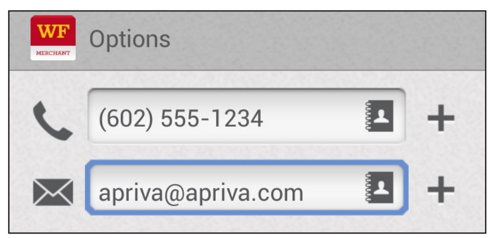


2. Select Transaction.

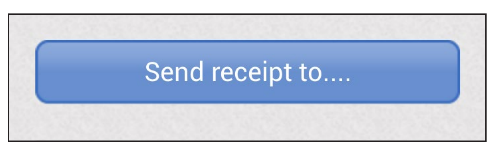
3. Tap Receipt.

4. Enter your customer's Email address, Mobile number, or both in the boxes.

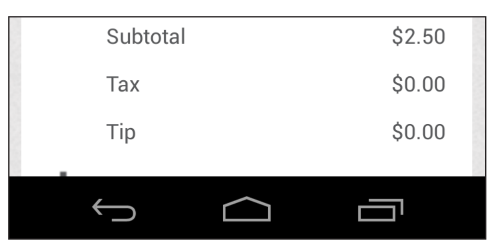
   Note: You may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



5. Tap Send Receipt.



6. Tap the back button on your device to return to the Sale screen.



Inventory Maintenance

Note: Only account administrators can perform inventory maintenance.

Add New Items

Inventory items allow you to quickly choose items you'd like to sell during a transaction. When adding new items, you can assign an item name, photo, price, tax option, description and a UPC bar code.

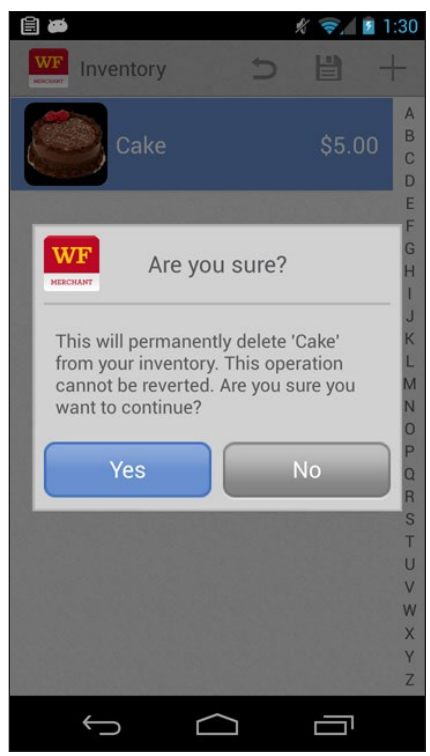
1. Tap Settings.
2. Tap Inventory.
3. Tap '+'.
4. Enter the item details, and then tap Create.

New Inventory Item

Remove Items

You can remove items that are no longer needed in your inventory:

1. Tap Settings.
2. Tap Inventory.
3. Long-press the item to remove, and then tap Yes.



Modify or Delete Items

Backup and Restore Inventory

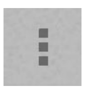
Backup or Restore Inventory Items

Once you have added items to your inventory, you can backup or restore items to/from an SD (Secure Digital) memory card. This feature makes it easy for you to make all inventory items available for sale on multiple devices.

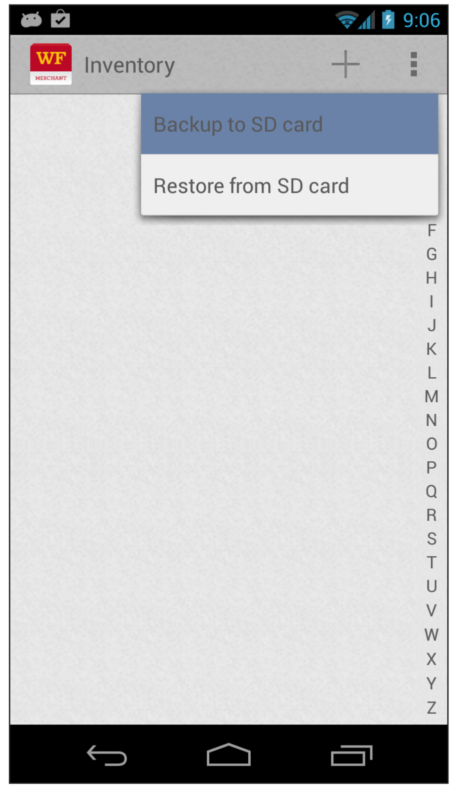
The inventory is automatically synced to the cloud when the administrator creates, deletes or modifies inventory items. Their associated users (sub-users) will receive these changes to their devices in real time.

Backup Items:

1. Tap Options.
2. Tap Inventory.
3. Tap the More Options icon.



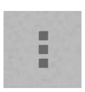
4. Tap Backup to SD card.



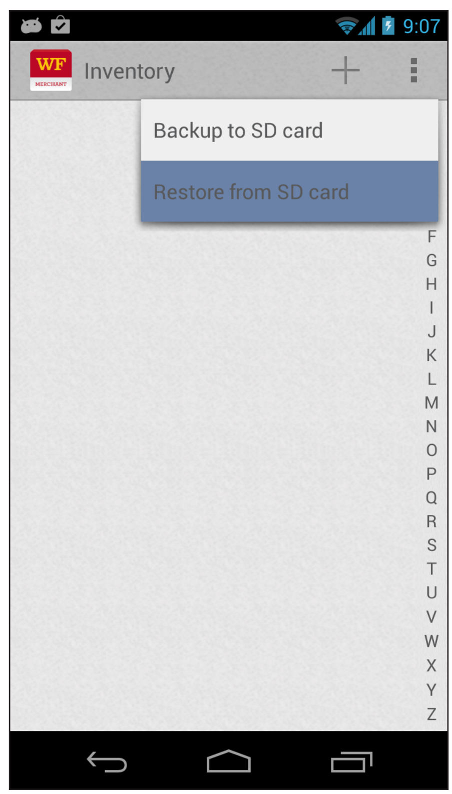
Backup Items

Restore Items:

1. Tap Options.
2. Tap Inventory.
3. Tap the More Options icon.



4. Tap Restore from SD card.



Restore Items

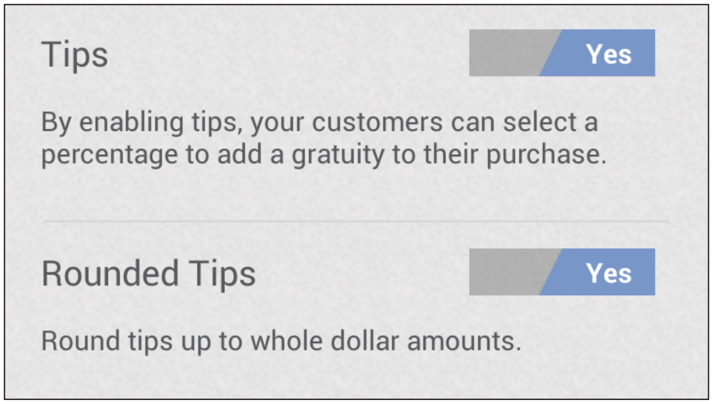
Settings

There are many settings that you can configure within Wells Fargo Mobile Merchant. All settings are accessed by tapping the Options menu, and then tapping Settings.

Tips

You may enable tips (gratuities) to allow your customer to add a gratuity to your sales transactions. To enable tips:

1. Tap Options.
2. Tap Settings.
3. Tap Tips.
4. Turn Collect Tips on or off using the slider. When you enable tipping, your customer will be able to add a gratuity when they sign for their payment.
5. Additionally, you may enable Rounded Tips to round tips up to whole dollar amounts.



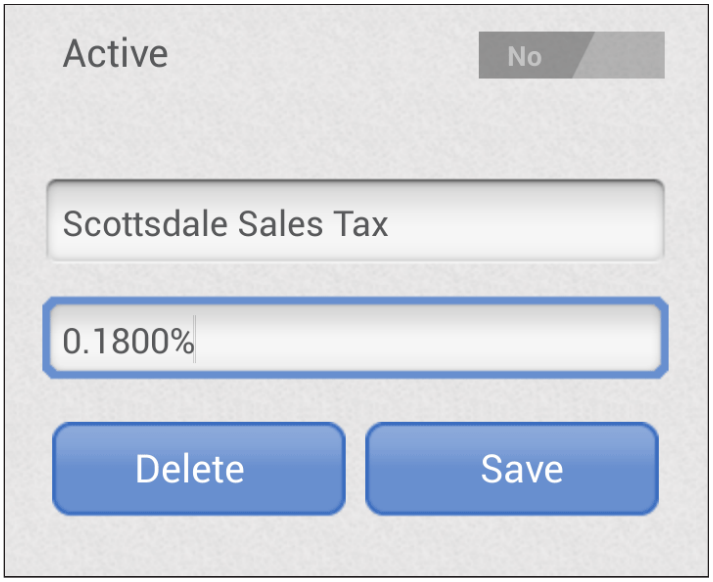
Tips slider

Tax Rates

You may enable adding sales tax percentages to your transactions:

1. Tap Options.
2. Tap Tax.
3. Tap the '+' icon.
4. Type a name for the tax rate, enter a percentage, and then tap Save.

Note: Multiple tax rates can be configured. Use the Active slider to turn them on or off.



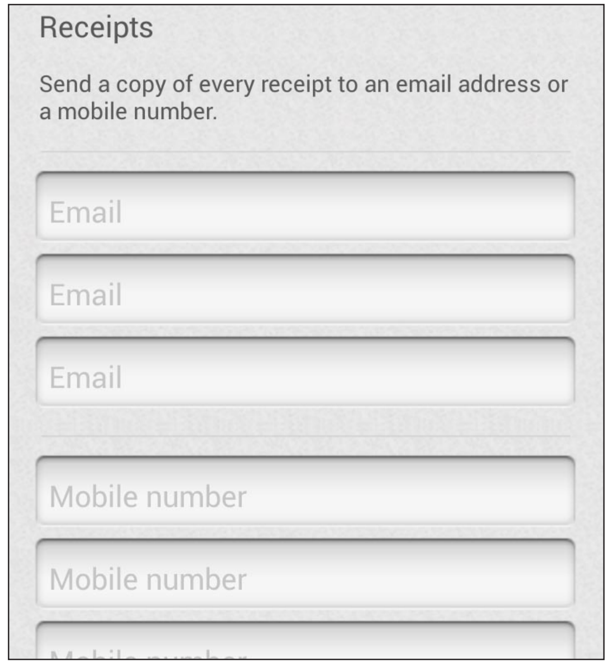
Active slider & Tax Percentage

Settings

Receipts

Use the automatic receipt option if you would like to receive copies of transaction receipts via email or text message. To enable receipts:

1. Tap Options.
2. Tap Settings.
3. Tap Receipts.
4. Add up to 3 email addresses and 3 mobile numbers.

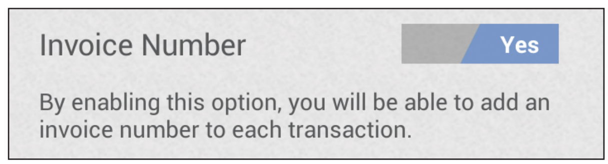


Receipts

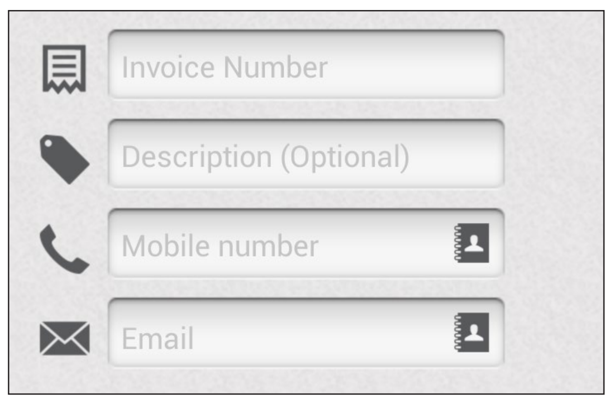
Invoice Numbers

If you enable invoice numbers, you will have the option to enter an invoice number for each transaction that you run. To turn invoice numbers on:

1. Tap Options.
2. Tap Settings.
3. Tap General.
4. Turn invoice numbers on or off using the slider.



Invoice Number slider

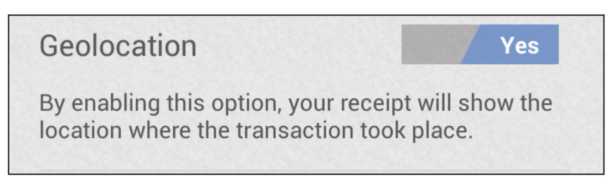


Invoice Number in transaction

Geolocation

Geolocation allows Wells Fargo Mobile Merchant to access your location information which will display a map on all transaction receipts.

1. Tap Options.
2. Tap Settings.
3. Tap General.
4. Turn Geolocation on or off using the slider.



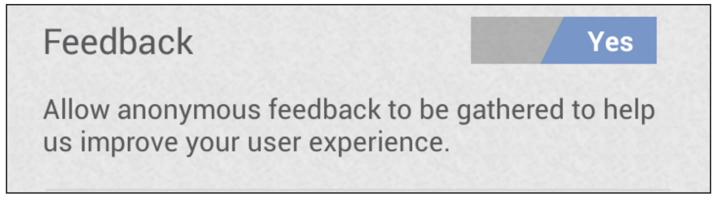
Geolocation slider

Settings

Feedback

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

1. Tap Options.
2. Tap Settings.
3. Tap General
4. Turn Feedback on or off using the slider.

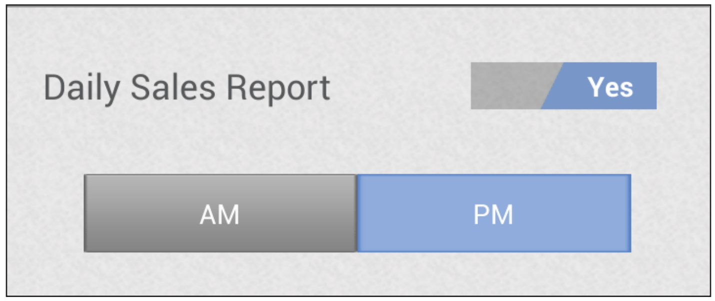


Feedback slider

Notifications

If you would like a Daily Sales Report notification sent to your device, enable notifications:

1. Tap Options.
2. Tap Settings
3. Tap Notifications.
4. Turn Daily Sales Report on or off using the slider and select AM or PM for delivery time.

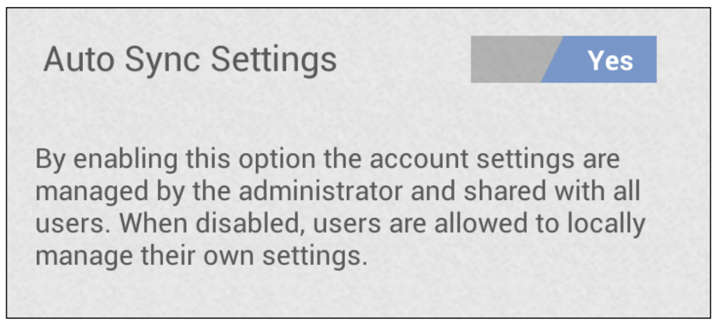


Notifications slider

Sync Settings

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.

1. Tap Options.
2. Tap Settings.
3. Tap Sync.
4. Turn Auto Sync on or off using the slider.



Auto Sync Settings

Please note:

Where auto sync cloud settings are turned on, a sub-user will not be able to make modifications to these settings as they are controlled by the administrator. Where auto sync settings are not turned on, the associated account sub-users can modify these settings independently, however these settings will be local to their device and will not be shared with other users associated with their account.

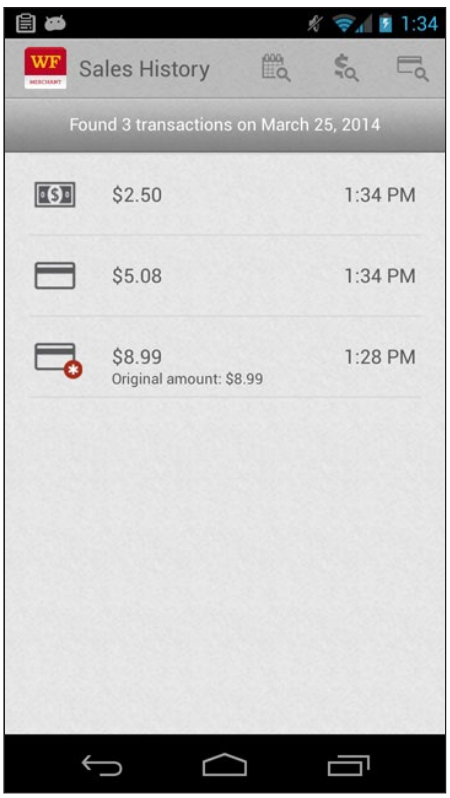
Auto sync settings apply to:

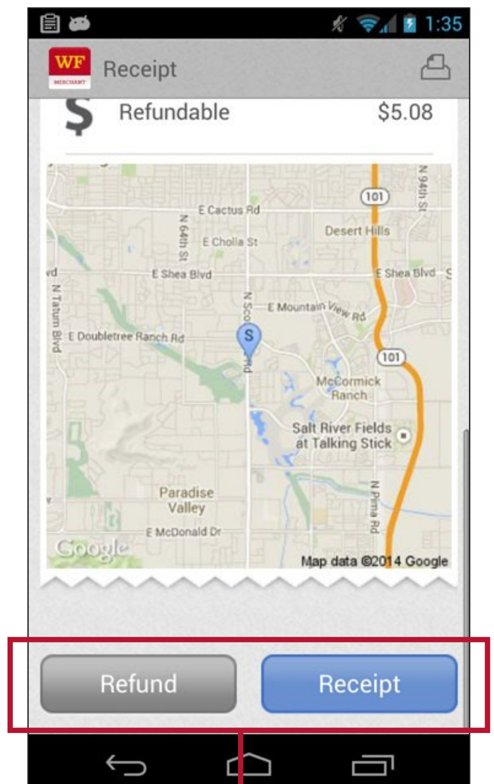
- Tax Settings
- Tip Settings
- Receipt Settings
- Invoice Numbers
- Geolocation

Sales History

The Sales History report allows you to search and review your transaction history. This report allows you to search by Date, Card Details (last 4 credit/debit card numbers) and transaction amount. To run a sales history report:

1. Tap Options.
2. Tap Sales History.
3. Select a transaction from the list to view the transaction details.





NOTE: Issue Refund or Resend Receipt

You may issue refunds or resend receipts directly from this screen.

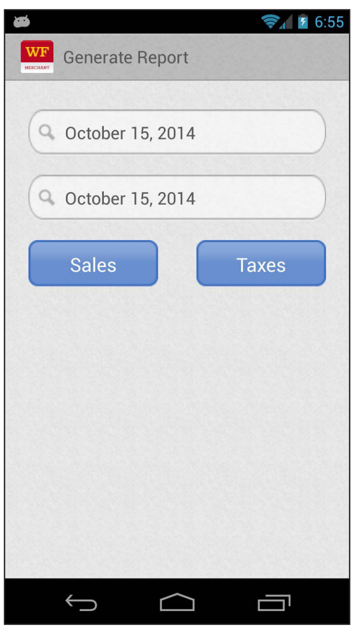
NOTE: Administrator password is required to Issue Refunds.

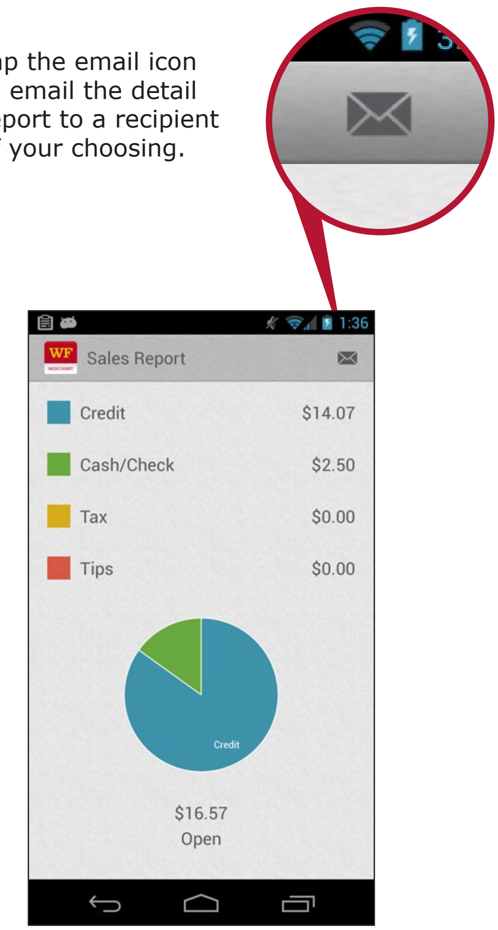
Total Sales Report

The total sales report summarizes credit/debit card, cash, check, tax and tip totals. This report can be emailed to a recipient of your choice. To run a total sales report:

1. Tap Options.
2. Tap Reports.
3. Select a start date and an end date, and then tap View Report.
4. Tap an individual batch to see the report details.

Tap the email icon to email the detail report to a recipient of your choosing.

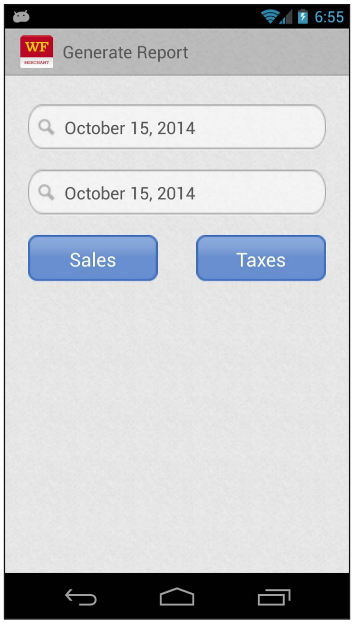


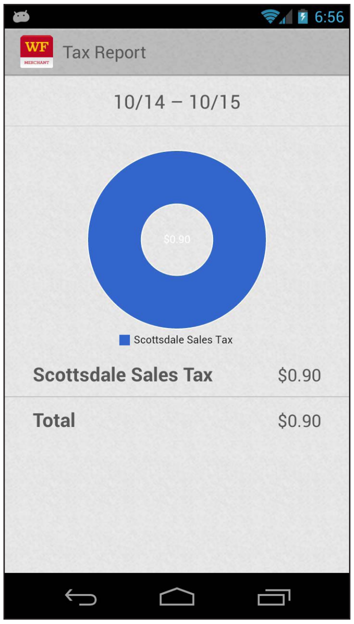


Sales Tax Report

The sales tax report allows you to view tax totals by date range that are categorized by your configured tax rates.

1. Tap Options.
2. Tap Reports.
3. Select a start date and an end date, and then tap Taxes.





Troubleshooting and Support

Troubleshooting

Issue	Suggestion
Unable to log in to the app	• Ensure that you are connected to a network and that your device is not in airplane mode.
Forgot password	• Reset your password by tapping Reset Password on the Login Screen.
Password does not work	• Ensure you are spelling it correctly. • Ensure you enter the case correctly.
Card reader is not working properly	• Ensure the reader's audio jack is completely inserted into your device. • Disconnect and reconnect the reader. • Ensure headset volume is turned up to the highest setting • Power off your device and restart it. • If you are using a protective case for your device, make sure it is not preventing a proper connection for the card reader.
App closes unexpectedly	• Close all other open apps on your device. • Ensure you are connected to a network. • Ensure your device is not in airplane mode. • Power off your device and restart it.
I cannot process transactions	• Ensure you are connected to a network. • Ensure your device is not in airplane mode. • Close all other open apps on your device. • Disconnect and reconnect the reader. • Power off your device and restart it.
Additional Help	• Login to the Wells Fargo Mobile Merchant Center and submit a ticket to our Customer Contact Center.

Technical Support

1.866.277.4820

Customer Service for Wells Fargo Merchant Services

1.800.451.5817