

Wells Fargo Merchant Services

Wells Fargo Mobile Merchant User Guide for Apple® Mobile Devices Version 3.2

Together we'll go far



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Introduction

Overview

Wells Fargo Mobile Merchant turns an Apple 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 Apple App StoreSM.



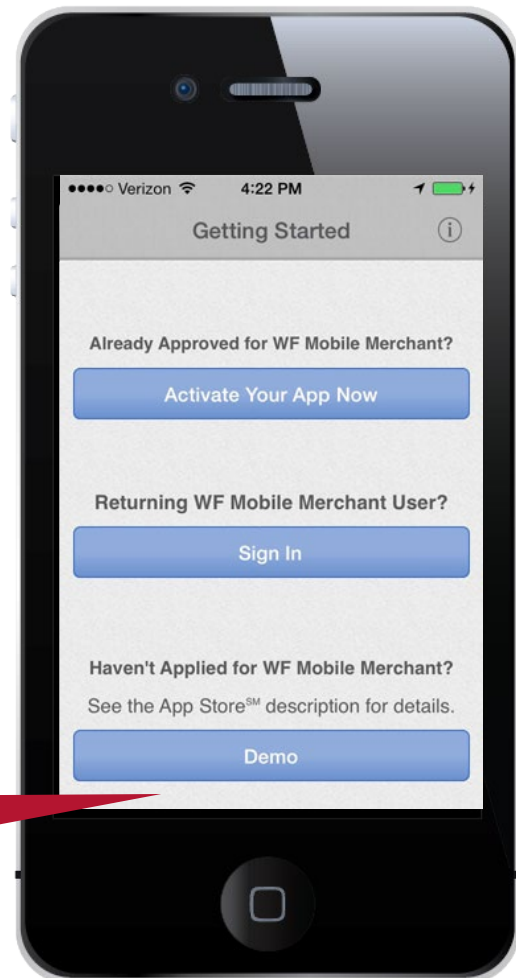
Note: An iTunes® account is required to download apps from the Apple App Store. Please [click here](#) for more information on setting up an iTunes account.

Click the icon above to visit the Wells Fargo Mobile Merchant App 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.



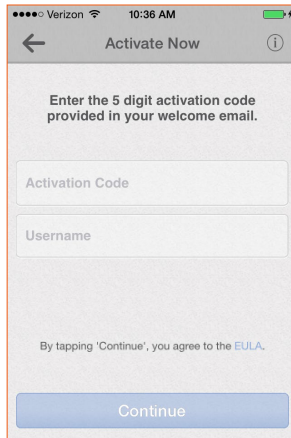
Getting Started

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.



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.

Choose a password

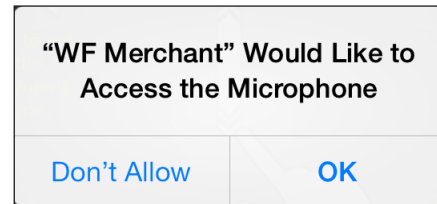
Next, you'll be prompted to create a password for your Wells Fargo Mobile Merchant app. Passwords must have a minimum length of eight characters with at least one number and one letter.

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.

IMPORTANT: iOS7+ Card Reader Access Update



In order to swipe cards using the card reader on iOS 7.0+, you need to allow the application to access the microphone. After updating to iOS 7.0+ on your iPhone® or iPad®, do the following:

- Log in to the app. Plug in the card reader and you will be prompted to allow the application to access the microphone. Select OK.

If you skip this prompt you can also access your microphone settings as follows:

- Go to Settings> Privacy> Microphone. Turn WF Merchant to green.

If you are not using iOS 7.0+, no action is needed as you will continue to be able to swipe cards with the application. Please keep these instructions in mind if you do upgrade to iOS 7.0+.

Congratulations! You are now ready to process card transactions!

Getting Started

Two-factor Authentication

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.

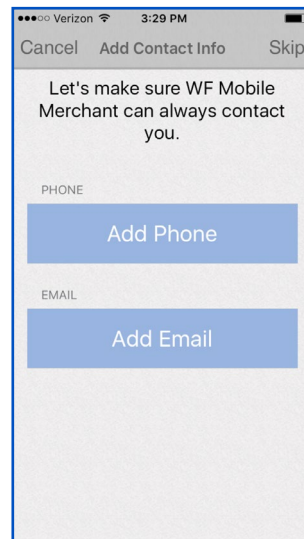
In order to use this feature, you will need to configure your Contact information upon logging into Wells Fargo Mobile Merchant for the first time. Follow the steps below to add an SMS capable phone number and an e-mail address.

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:

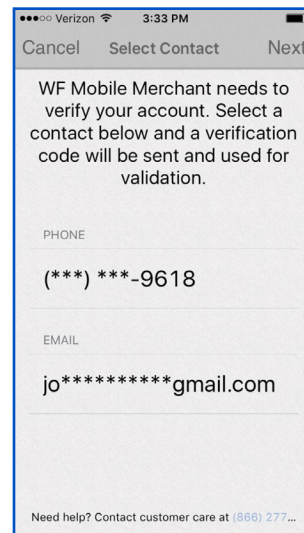
1. Tap Add Email.
2. Enter an e-mail address in the box, and then tap Continue.
3. Enter the 6 digit code from the e-mail you receive in the box, and then tap Verify.



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.

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

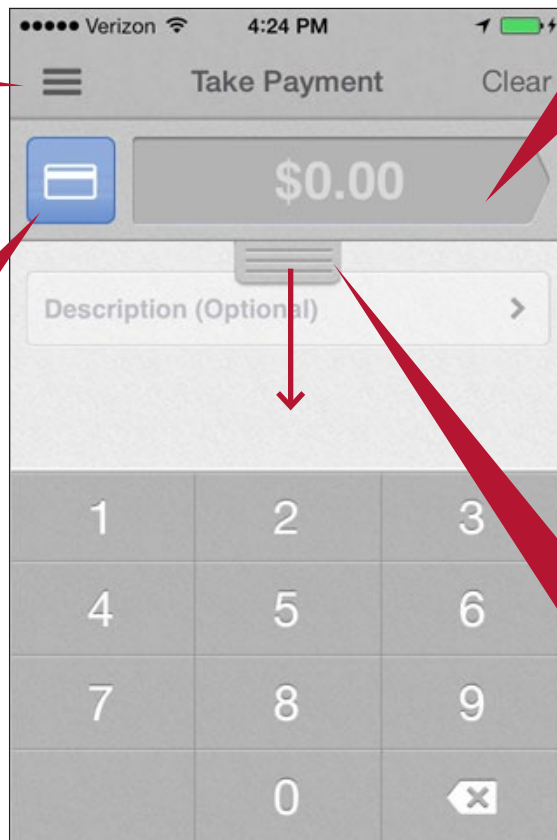
Sale Screen Overview

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

1. Options and Settings Menu
2. Payment Type Button
3. Amount Button
4. 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.

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.



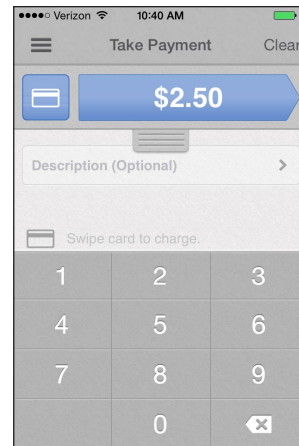
Transaction Mode Slider
Move the Transaction Mode Slider down to change the app from Quick Mode to Item Mode.

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.



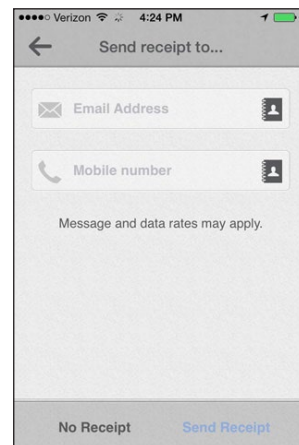
Email Receipts

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 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

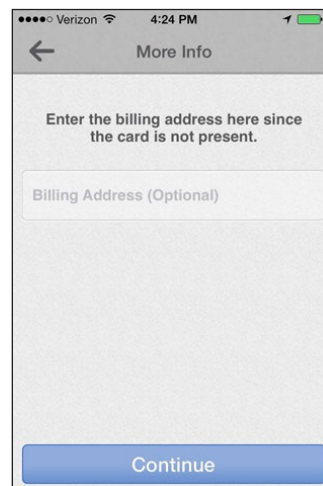
Some transactions will require you to enter additional information prior to processing.

AVS (Address Verification):

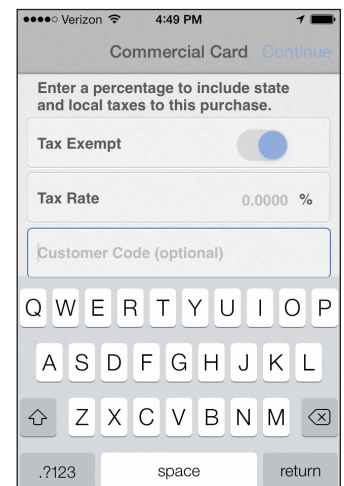
Whenever you process a manual sale with the card not present, you will be prompted to enter the billing address of your customer.

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

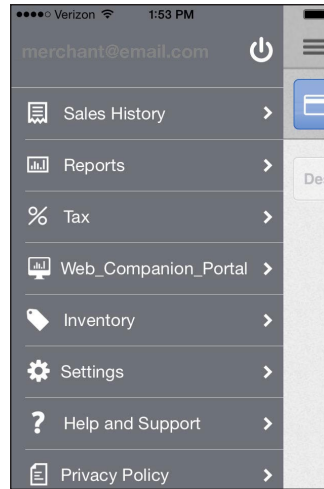
Options and Settings Menu

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

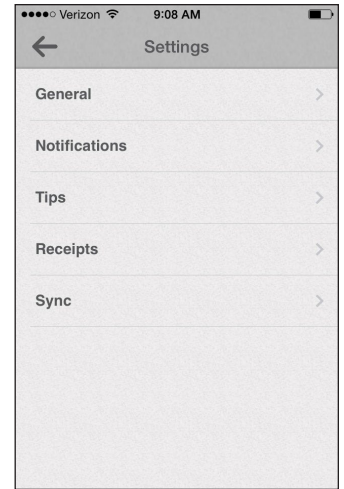
The settings drawer with version 3.1 is now streamlined and compact with 2 level access to settings, via the new Settings tab.

Help and Support

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



Options and Settings

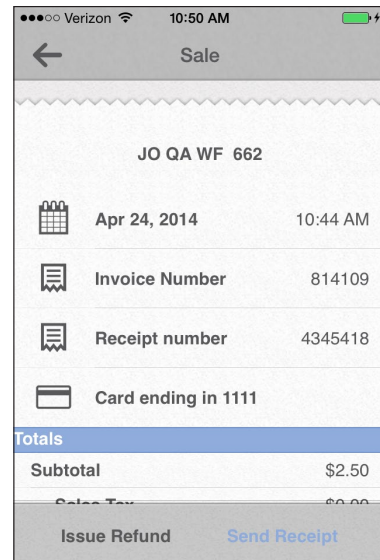


Settings

Using Wells Fargo Mobile Merchant

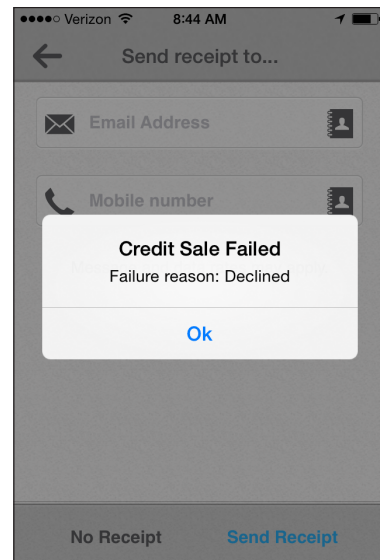
Approved Transaction

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



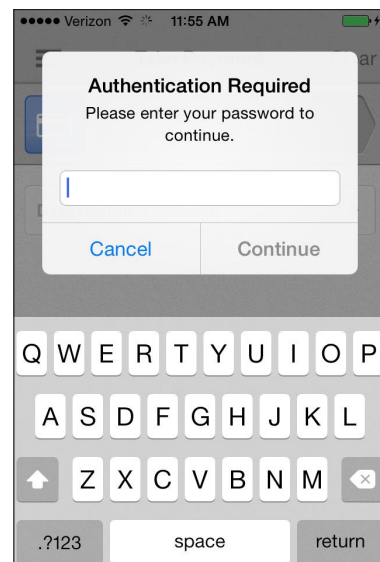
Declined Transaction

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

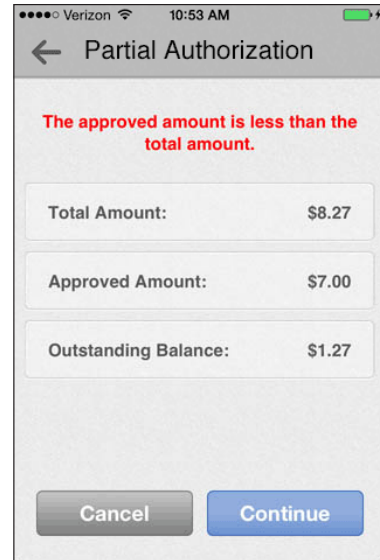
If you use multiple devices, you may be prompted to authenticate because users can only be logged into a single device at a time. This is especially true if you use the "Keep me logged in" option when logging into the app.



Using Wells Fargo Mobile Merchant

Partial Authorization

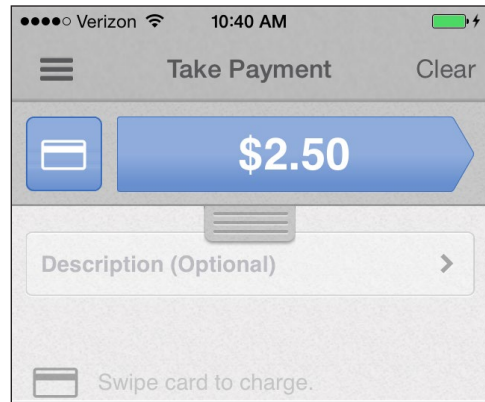
A partial authorization partially approves a transaction if a cardholder does not have enough credit or funds available on their credit or debit card to cover the transaction amount. You may then allow the cardholder to pay the remaining balance owed with another card or cash. Note: This is completed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

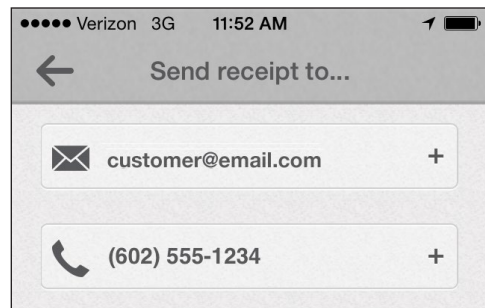


2. Ask your customer to sign for the transaction, and then tap Complete Purchase.

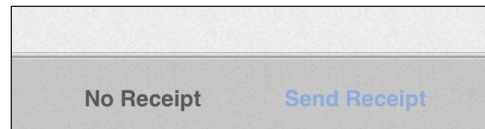


3. Enter your customer's Email address, Mobile number, or both in the boxes.

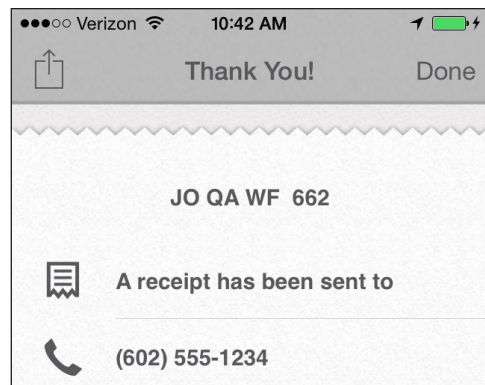
Note: You may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



4. Tap Send Receipt.



5. Tap Done to return to the sale screen.

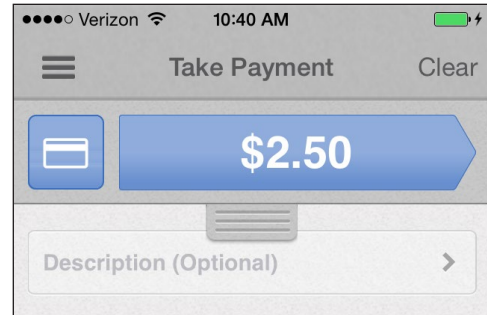


Transactions

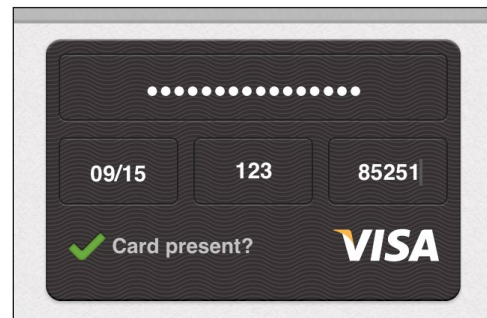
Manual Credit/Debit Card Sale (Quick Mode)

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:

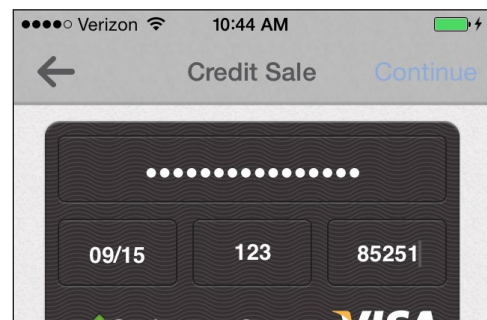
1. Enter the transaction amount, and then tap the Amount button.



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.



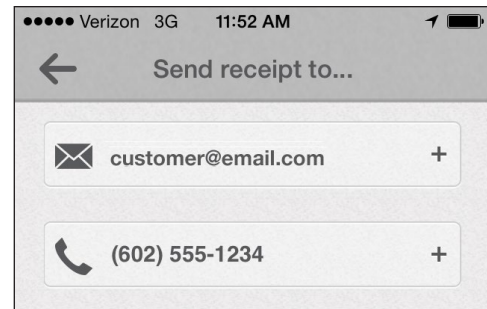
4. Ask your customer to sign for the transaction, and then tap Complete Purchase.



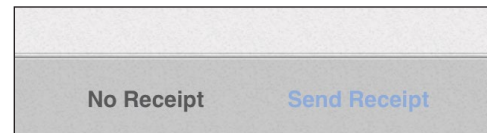
Transactions

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

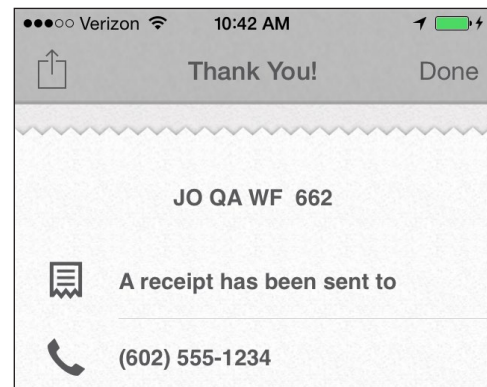
Note: You may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



6. Tap Send Receipt.



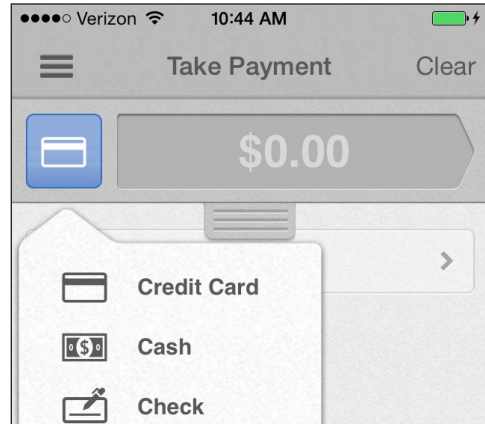
7. Tap Done to return to the sale screen.



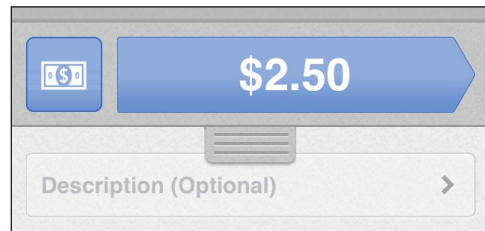
Transactions

Cash Sale (Quick Mode)

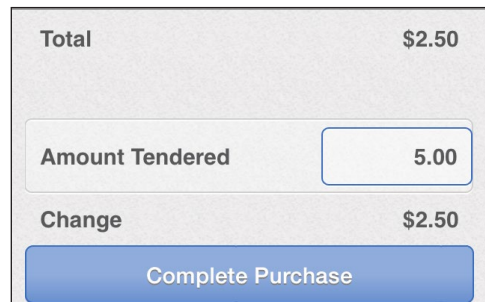
1. Tap the Payment Type icon, and then tap Cash.



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

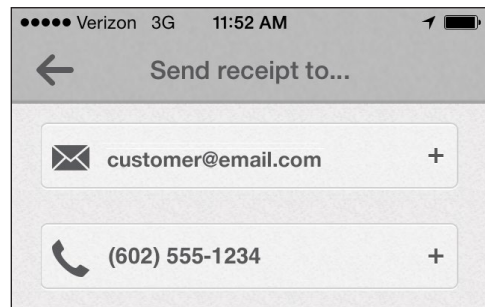


3. Enter the amount tendered in the box, and then tap Complete Purchase.



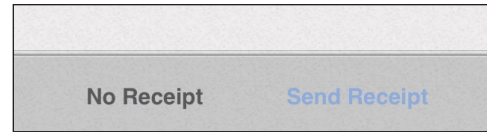
4. Enter your customer's Email address, Mobile number, or both in the boxes.

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.

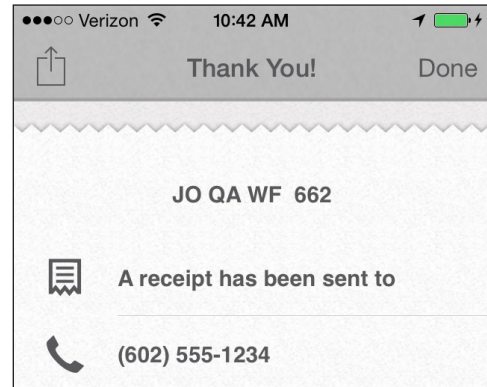


Transactions

5. Tap Send Receipt.



6. Tap Done to return to the sale screen.

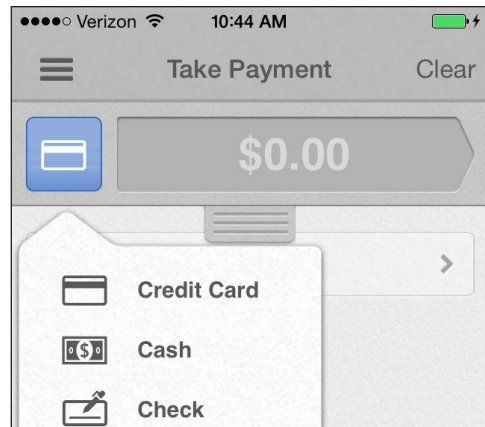


Transactions

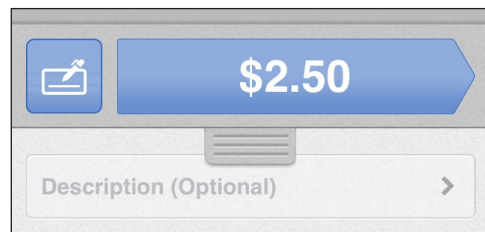
Check Sale (Quick Mode)

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

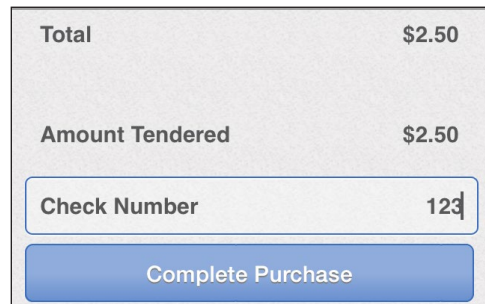
1. Tap the Payment Type icon, and then tap Check.



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

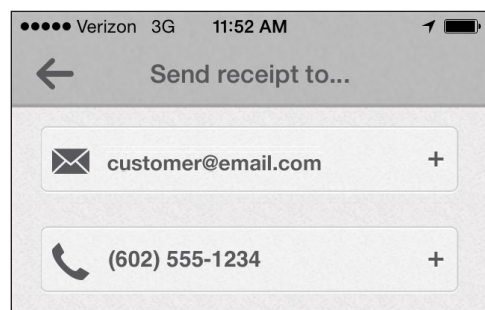


3. Enter customer's check number in the box, and then tap Complete Purchase.



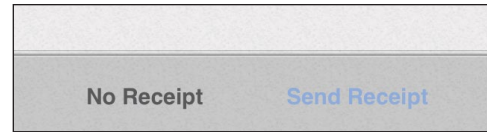
4. Enter your customer's Email address, Mobile number, or both in the boxes.

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.

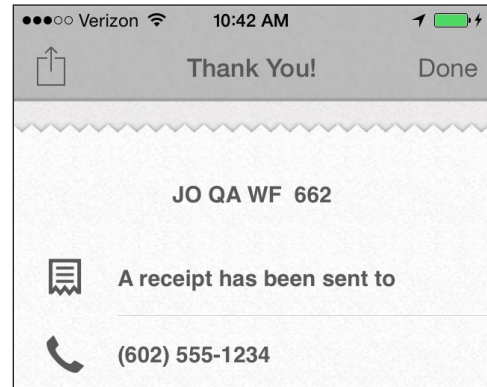


Transactions

5. Tap Send Receipt.



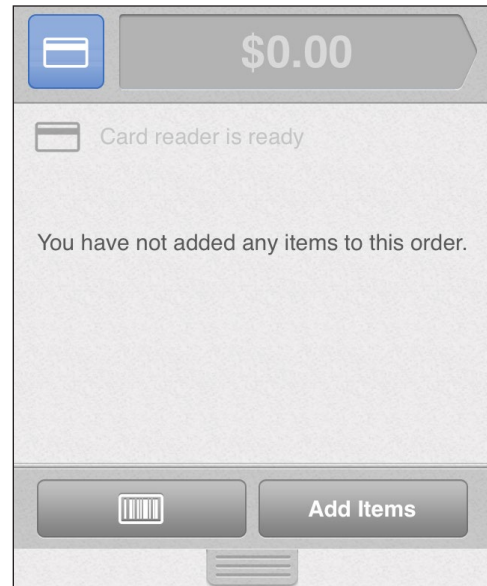
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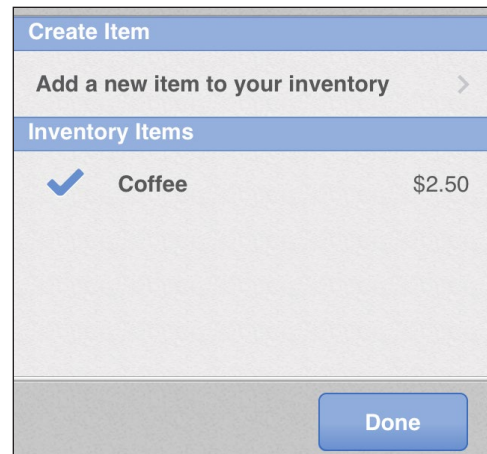
Transactions

Credit/Debit Card Sale (Item Mode)

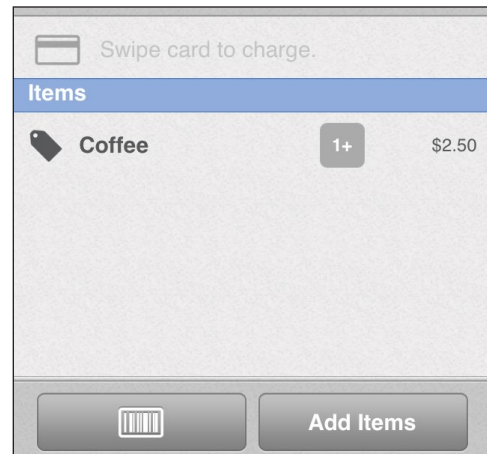
1. Tap Add Item.



2. Select the items to sell, and then tap Done.



3. Swipe your customer's card.



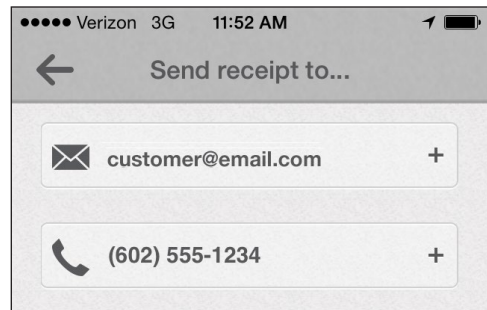
Transactions

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

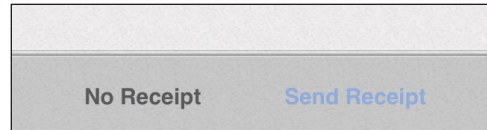


5. Enter your customer's Email address, Mobile number, or both in the boxes.

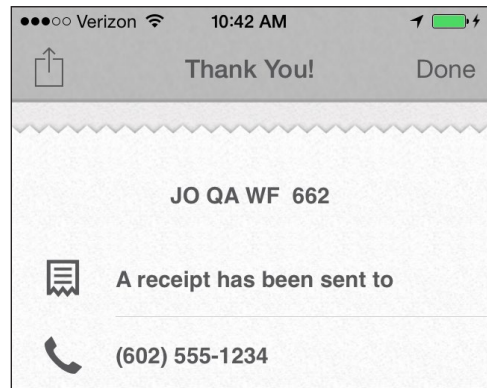
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6. Tap Send Receipt.



7. Tap Done to return to the sale screen.

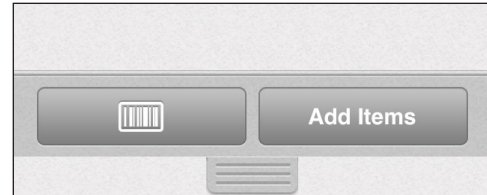


Transactions

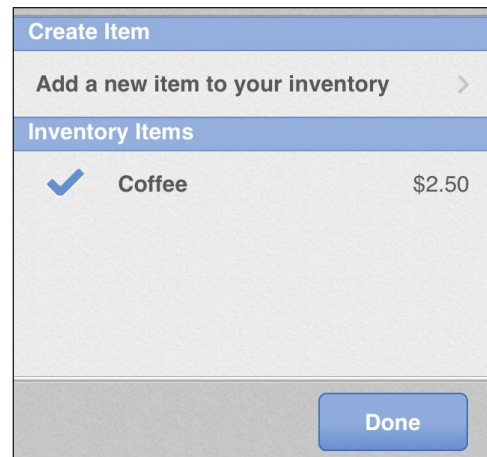
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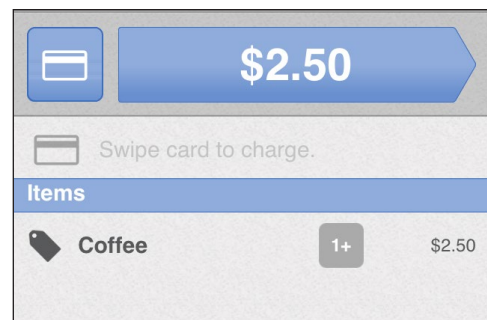
1. Tap Add Item.



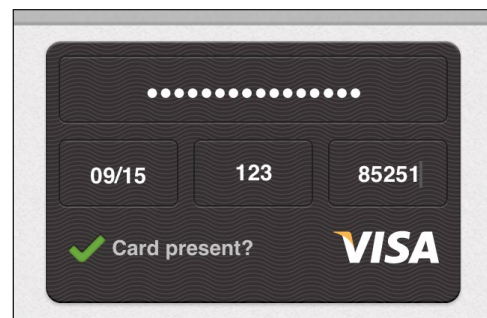
2. Select the items to sell, and then tap Done.



3. Tap the Amount button.
NOTE: To change the quantity of items, tap the item count.

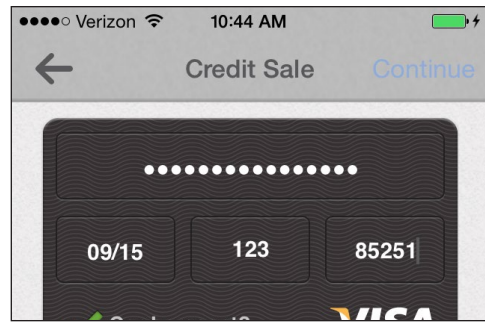


4. Enter your customer's credit/debit card number, expiration date, CVV, and Zip Code. You must also select whether the customer's card is present or not. If it is not present, you will be prompted to enter the billing address number for your customer's card account.



Transactions

5. Tap Continue.

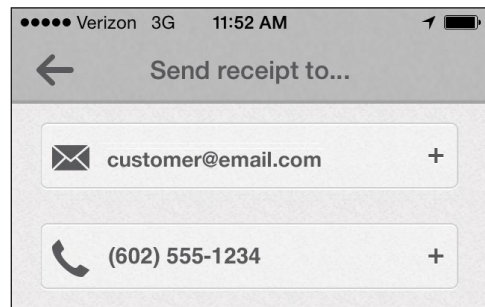


6. Ask your customer to sign for the transaction, and then tap Complete Purchase.

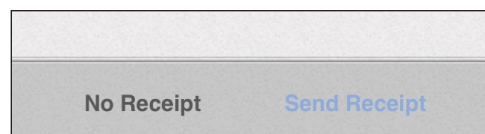


7. Enter your customer's Email address, Mobile number, or both in the boxes.

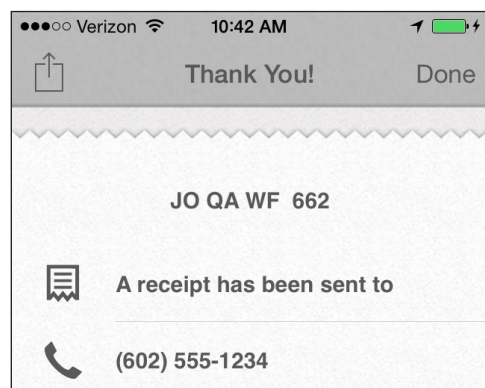
Note: You may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



8. Tap Send Receipt.



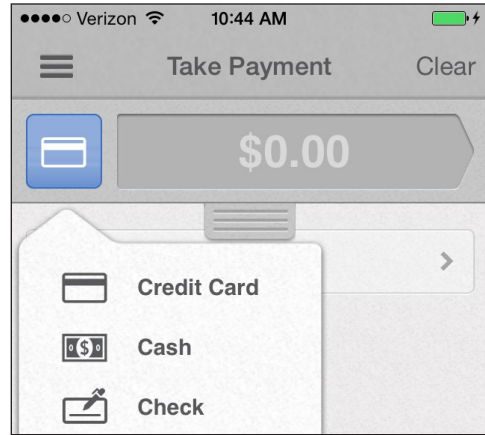
9. Tap Done to return to the sale screen.



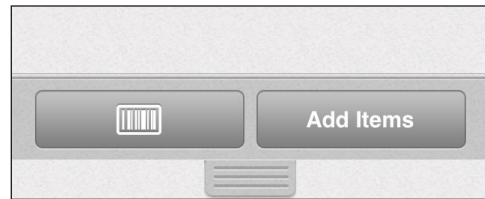
Transactions

Cash Sale (Item Mode)

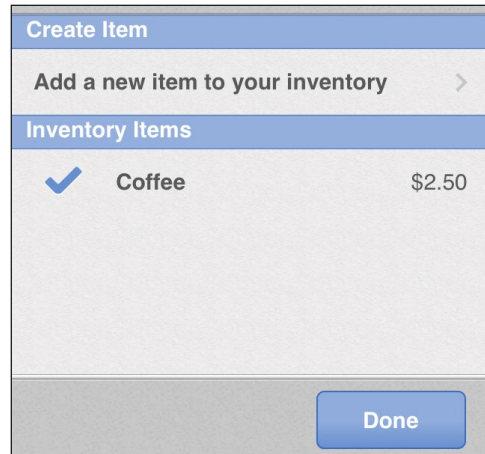
1. Tap the Payment Type icon, and then tap Cash.



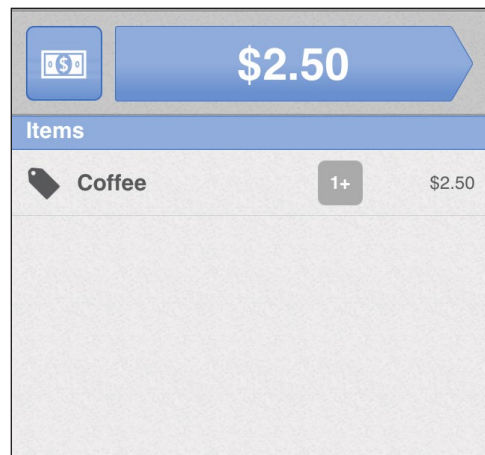
2. Tap Add Item.



3. Select the items to sell, and then tap Done.

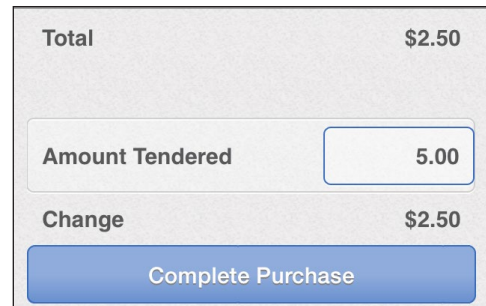


4. Tap the Amount button to continue.
NOTE: To change the quantity of items, tap the item count.



Transactions

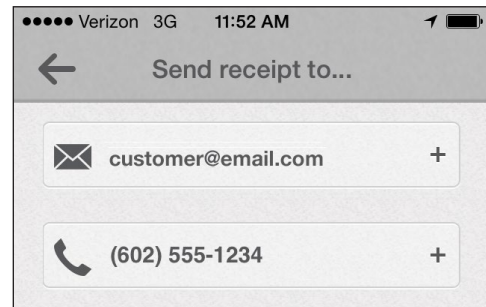
5. Enter the amount tendered in the box, and then tap Complete Purchase.



A screenshot of a mobile application interface for completing a purchase. It features a light gray background with a white rounded rectangle containing the following elements: 'Total' with a value of '\$2.50' on the right; 'Amount Tendered' with a text input field containing '5.00'; 'Change' with a value of '\$2.50' on the right; and a blue button at the bottom labeled 'Complete Purchase'.

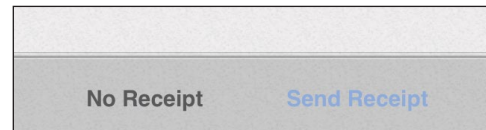
6. Enter your customer's Email address, Mobile number, or both in the boxes.

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.



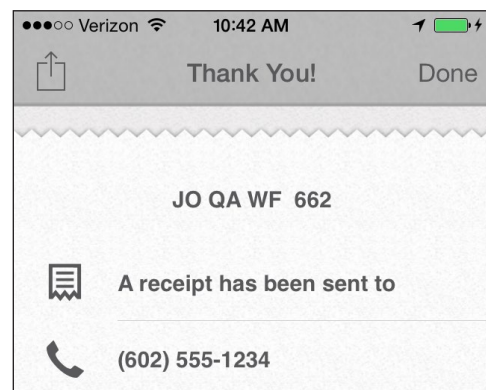
A screenshot of a mobile application interface titled 'Send receipt to...'. The status bar at the top shows 'Verizon 3G 11:52 AM'. Below the title is a back arrow icon. There are two input fields: the first contains an email address 'customer@email.com' with an envelope icon and a '+' icon to its right; the second contains a phone number '(602) 555-1234' with a phone icon and a '+' icon to its right.

7. Tap Send Receipt.



A screenshot of a mobile application interface showing two buttons: 'No Receipt' and 'Send Receipt'. The 'Send Receipt' button is highlighted in blue.

8. Tap Done to return to the sale screen.



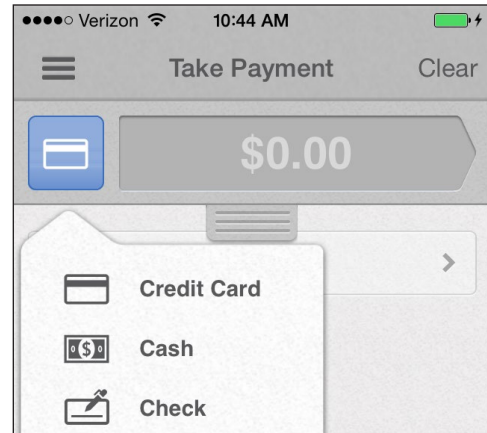
A screenshot of a mobile application interface titled 'Thank You!'. The status bar at the top shows 'Verizon 10:42 AM'. There is a share icon on the left and a 'Done' button on the right. Below the title, the text 'JO QA WF 662' is displayed. A receipt icon is followed by the text 'A receipt has been sent to'. Below this, a phone icon is followed by the phone number '(602) 555-1234'.

Transactions

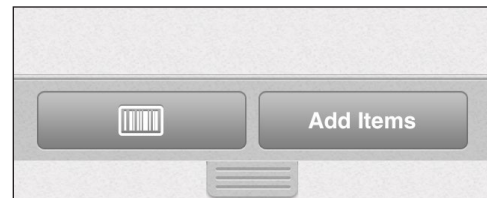
Check Sale (Item Mode)

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

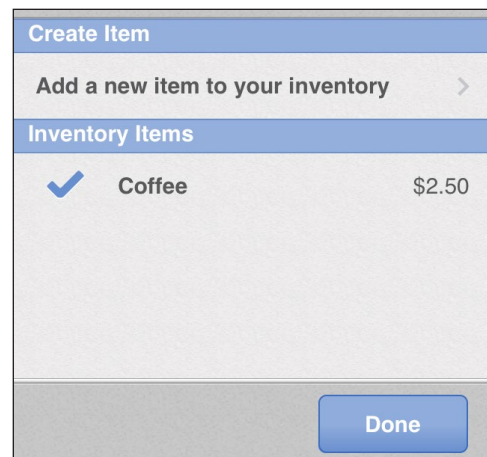
1. Tap the Payment Type icon, and then tap Check.



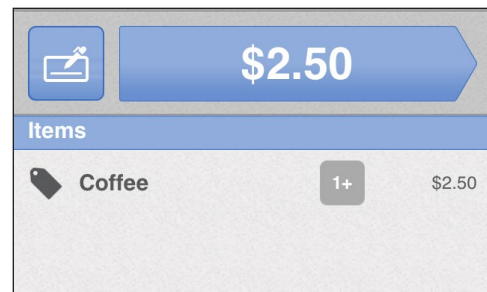
2. Tap Add Item.



3. Select the items to sell, and then tap Done.



4. Tap the Amount button.
NOTE: To change the quantity of items, tap the item count.



Transactions

5. Enter the Check Number in the box, and then tap Complete Purchase.

Total	\$2.50
Amount Tendered	\$2.50
Check Number	123
Complete Purchase	

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.

Verizon 3G 11:52 AM

Send receipt to...

customer@email.com +

(602) 555-1234 +

7. Tap Send Receipt.

No Receipt	Send Receipt
------------	------------------------------

8. Tap Done to return to the sale screen.

Verizon 10:42 AM

Thank You! Done

JO QA WF 662

A receipt has been sent to

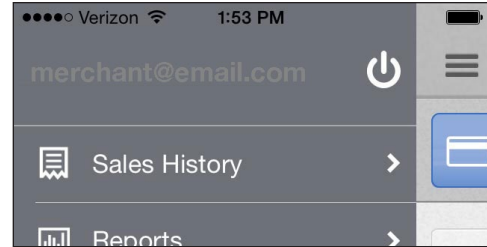
(602) 555-1234

Transactions

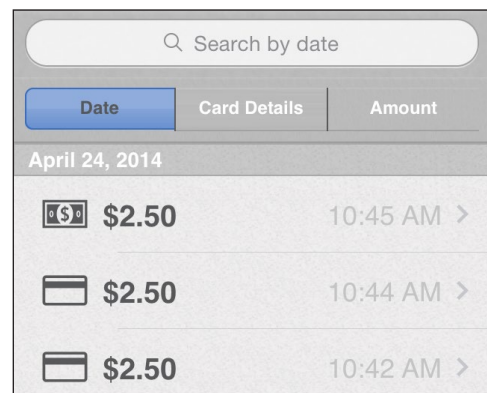
Refund (Quick Mode)

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.

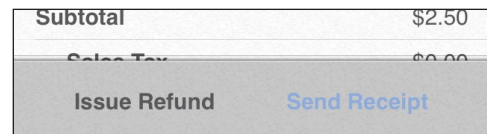
1. Tap Options and then tap Sales History.



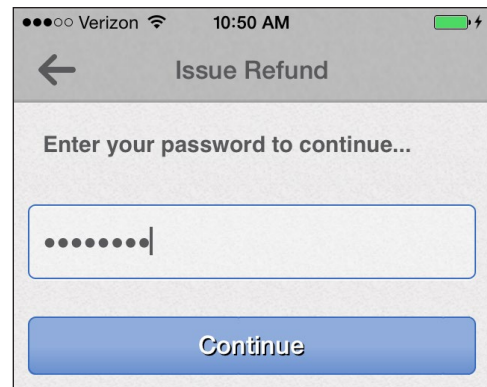
2. Select Transaction.



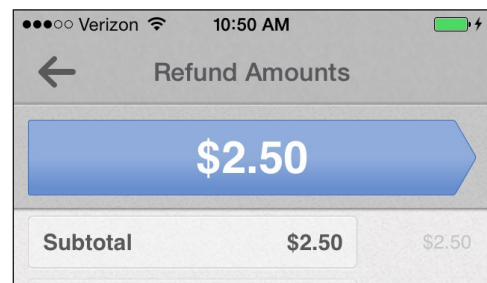
3. Tap Issue Refund.



4. Enter password, then tap Continue.
NOTE: This is the account Administrator password.

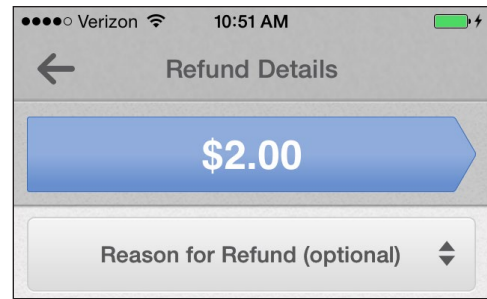


5. Enter new subtotal in the Subtotal box to reflect the amount of the refund, and then tap the Amount button.

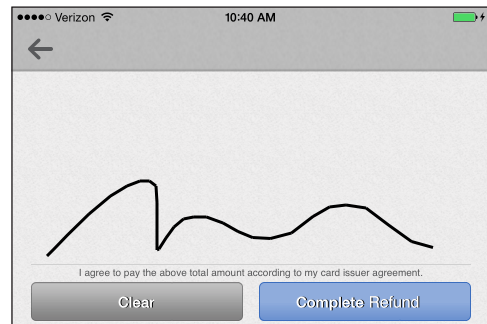


Transactions

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

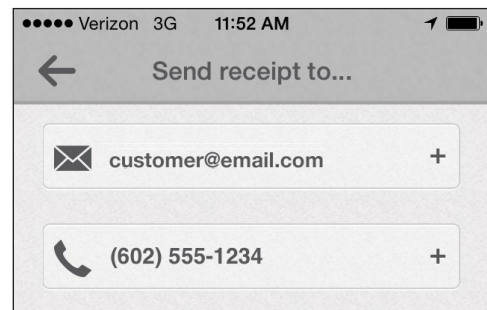


7. If refunding to a credit card, ask your customer to sign for the transaction, and then tap Complete Refund.

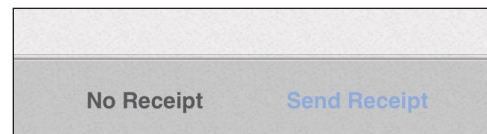


8. Enter your customer's Email address, Mobile number, or both in the boxes.

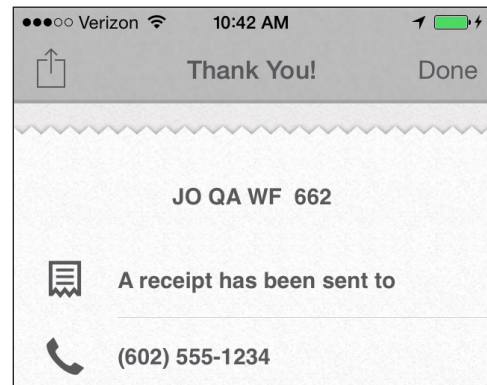
Note: You may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



9. Tap Send Receipt.



10. Tap Done to return to the sale screen.

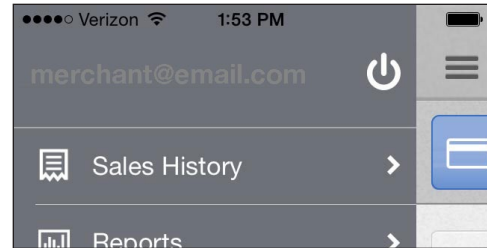


Transactions

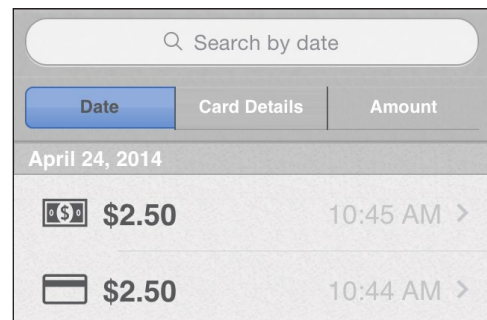
Refund (Item Mode)

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

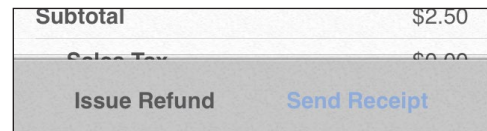
1. Tap Options and then tap Sales History.



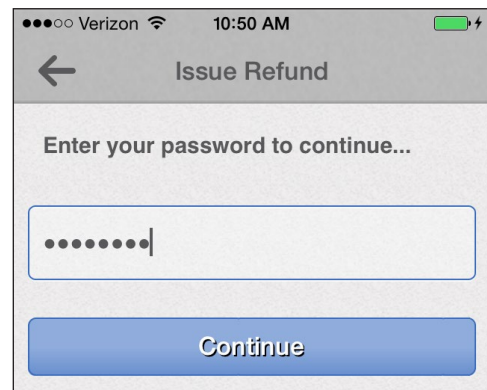
2. Select Transaction.



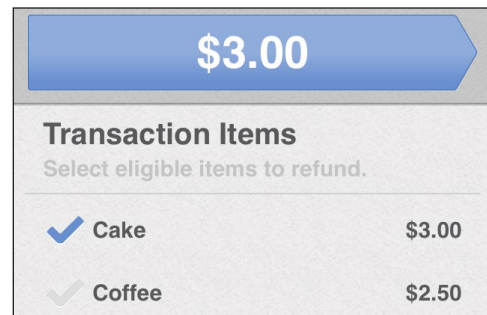
3. Tap Issue Refund.



4. Enter password, then tap Continue.
Note: This is the administrator password.



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

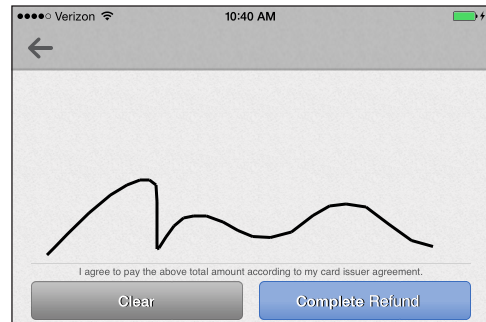


Transactions

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

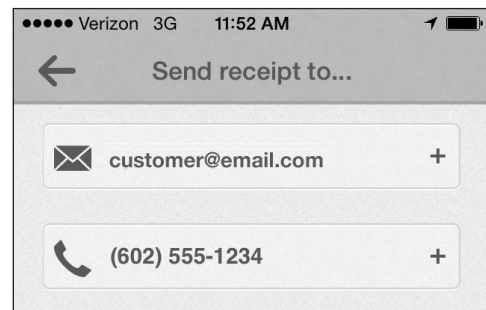


7. If refunding to a credit card, ask your customer to sign for the transaction, and then tap Complete Refund.

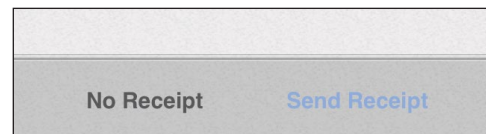


8. Enter your customer's Email address, Mobile number, or both in the boxes.

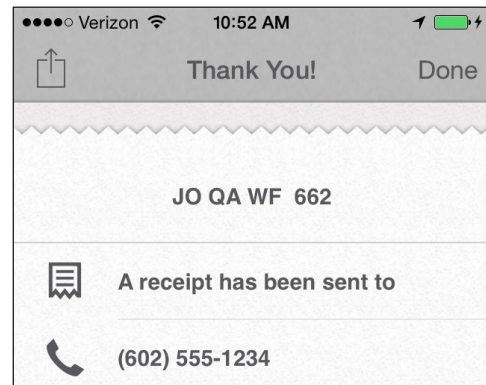
Note: You may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



9. Tap Send Receipt.



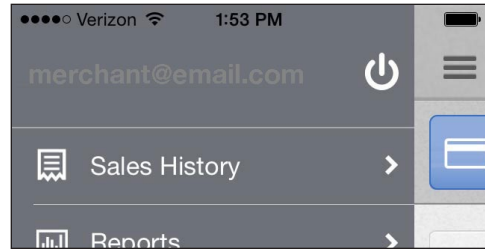
10. Tap Done to return to the sale screen.



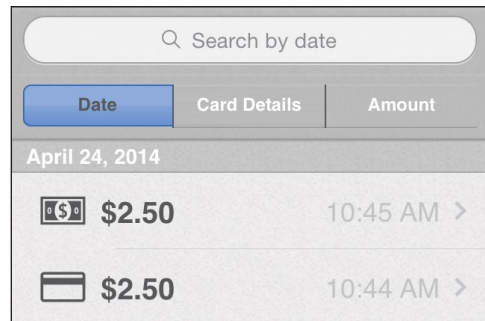
Transactions

Resend Receipt

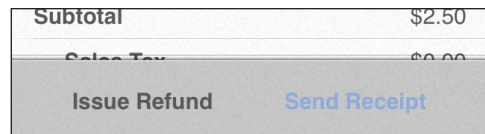
1. Tap Options and then tap Sales History.



2. Select Transaction.

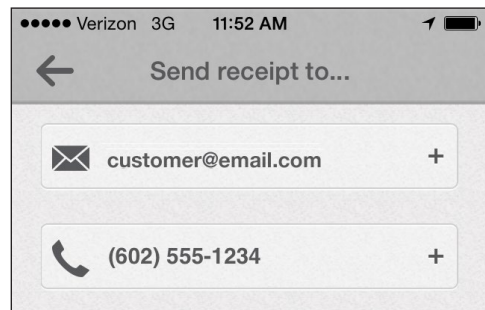


3. Tap Send Receipt.

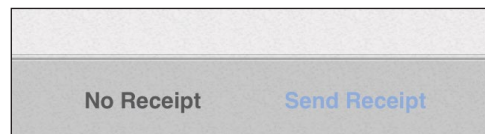


4. Enter your customer's Email address, Mobile number, or both in the boxes.

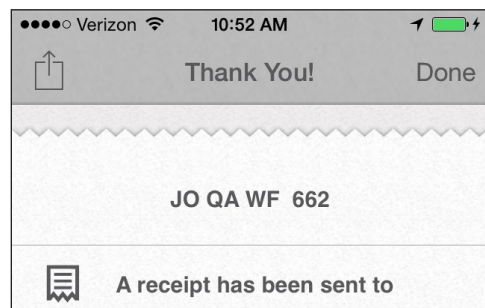
Note: You may enter multiple recipients by tapping the '+' icon. Additionally, you may choose a contact from your address book by tapping the contacts icon.



5. Tap Send Receipt.



6. Tap Done to return to the sale screen.



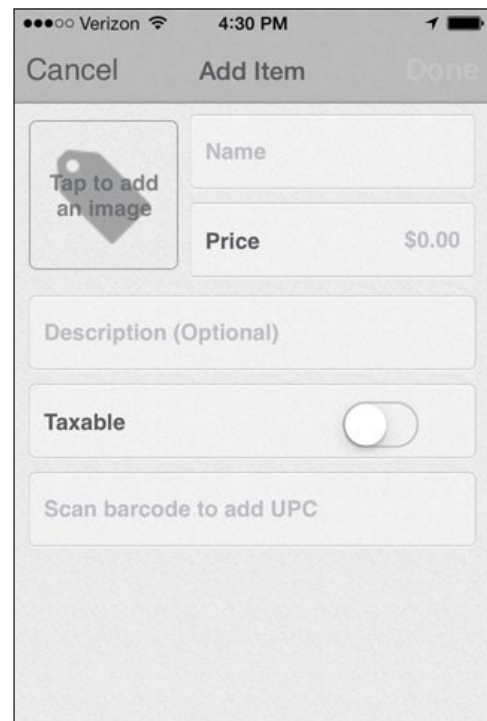
Inventory Maintenance

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 Done.

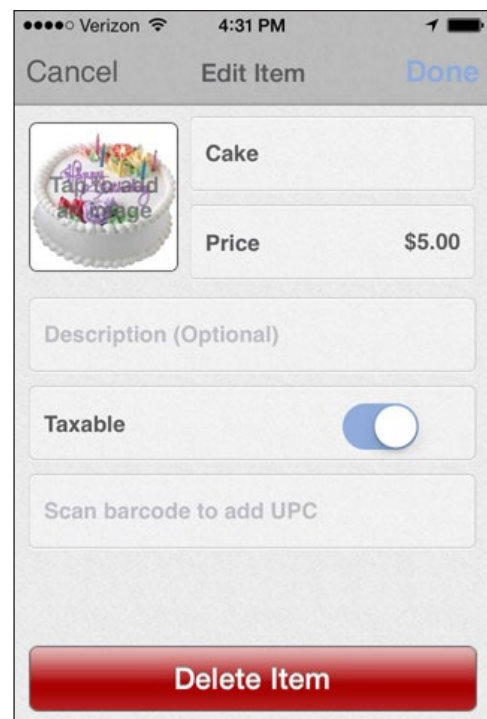


Add Item Window

Remove Items

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

1. Tap Settings.
2. Tap Inventory.
3. Select the item to remove.
4. Tap Delete Item.



Edit or Remove Items

Backup and Restore Inventory

Note: Only account administrators can perform inventory maintenance.

Backup or Restore Items

Once you have added items to your inventory, you can backup or restore items to/from one of your other iOS devices. This feature makes it easy for you to make all items available for sale on multiple devices. As an example, if you decide to use an additional device for your daily sales, you can simply restore items to the new device without having to enter all of the items a second time.

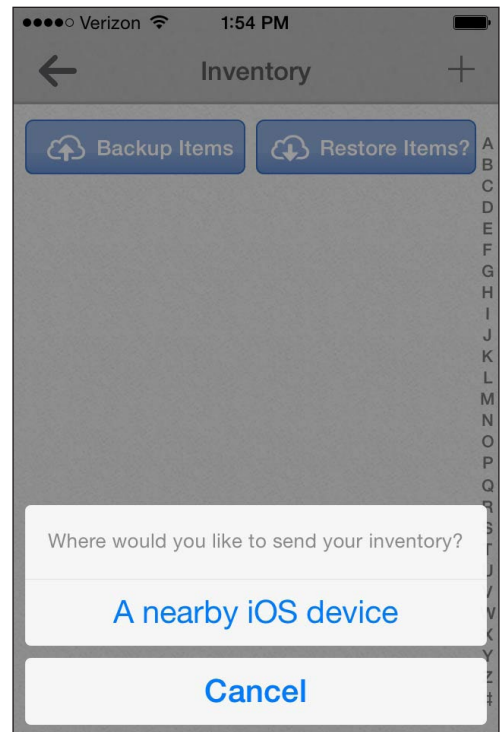
The inventory is automatically synced to the cloud when the administrator creates, deletes or modifies inventory items. Their associated users (sub-users) will receive these changes to their devices in real time.

Backup Items:

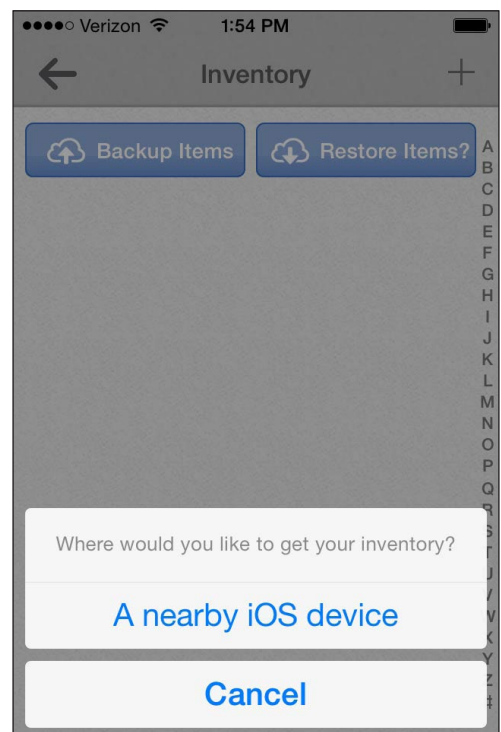
1. Tap Options.
2. Tap Inventory.
3. Tap Backup Items.
4. Tap A nearby iOS device to backup your inventory to one of your other iOS devices. If you use this option, Bluetooth must be enabled on both devices. Follow the on-screen prompts on both devices to complete the inventory backup.

Restore Items:

1. Tap Options.
2. Tap Inventory.
3. Tap Restore Items.
4. Tap A nearby iOS device to restore your inventory from one of your other iOS devices. If you use this option, Bluetooth must be enabled on both devices. Follow the on-screen prompts on both devices to complete the inventory restore.



Backup Items



Restore Items

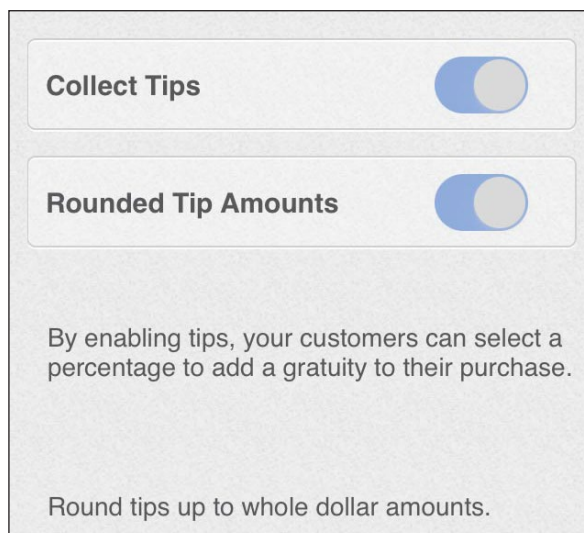
Settings

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

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.



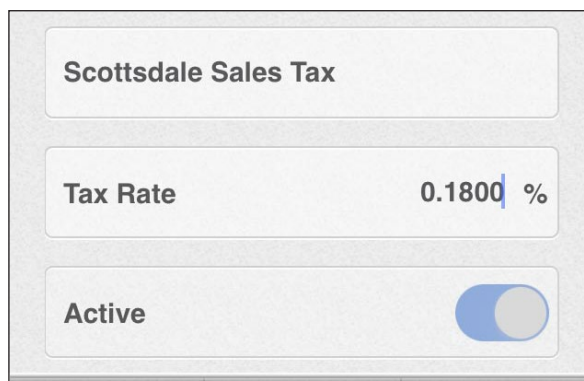
Collect Tips & Smart Tip Amounts slider

Tax

You may enable adding a sales tax percentage 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 Done.

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



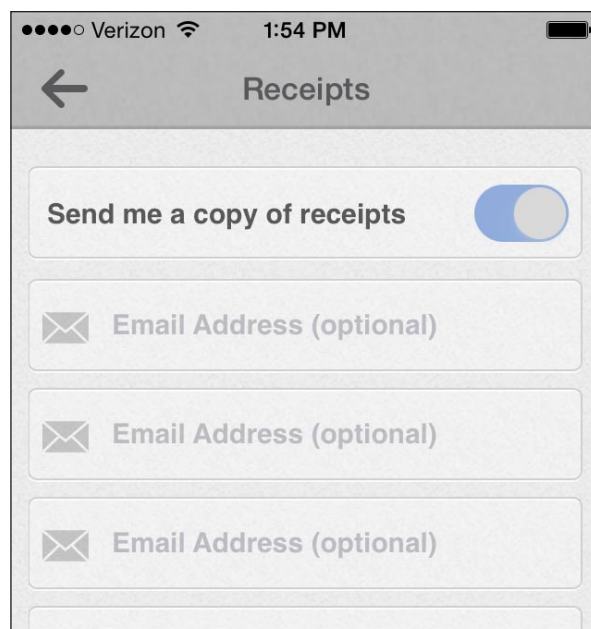
Add Sales Tax slider & Tax Rate

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. Turn the Send me a copy of receipts slider on, and then enter up to 3 email addresses and/or mobile numbers.

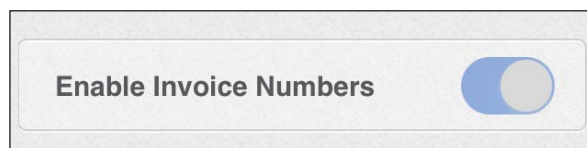


Receipts email & mobile numbers

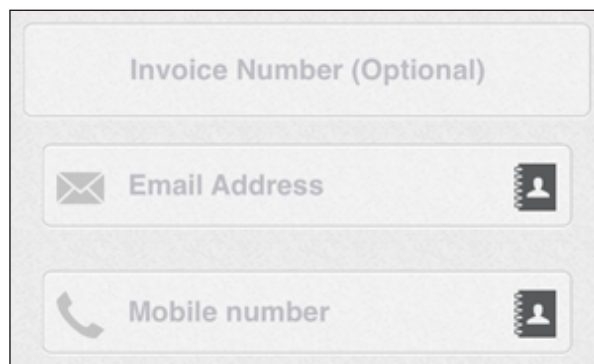
Invoice Numbers

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

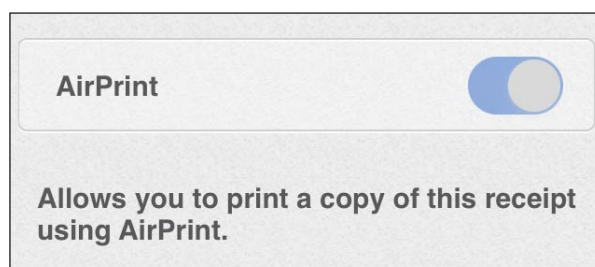


Invoice Number in transaction

AirPrint™

After processing a transaction, you can print receipts on your printer. NOTE: you will need to configure your printer prior to printing your transaction receipts. For help with configuring your printer, please see the [AirPrint setup and troubleshooting website](#).

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



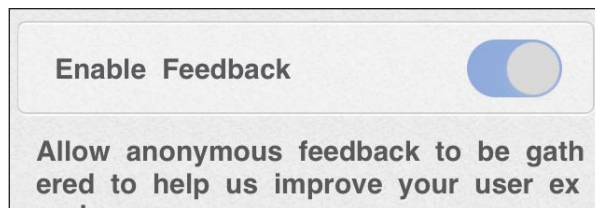
AirPrint Option

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.

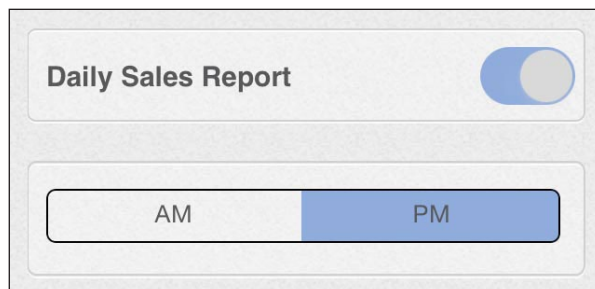


Feedback Option

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.

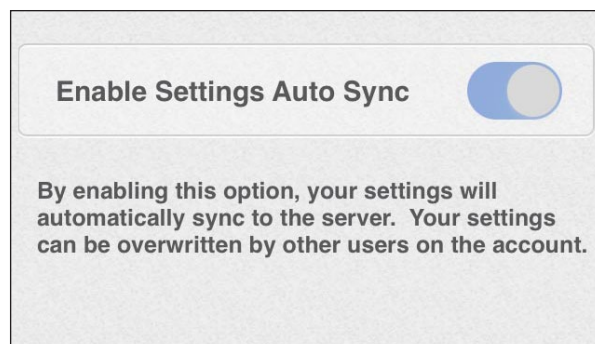


Daily Sales Report Slider

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.



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:

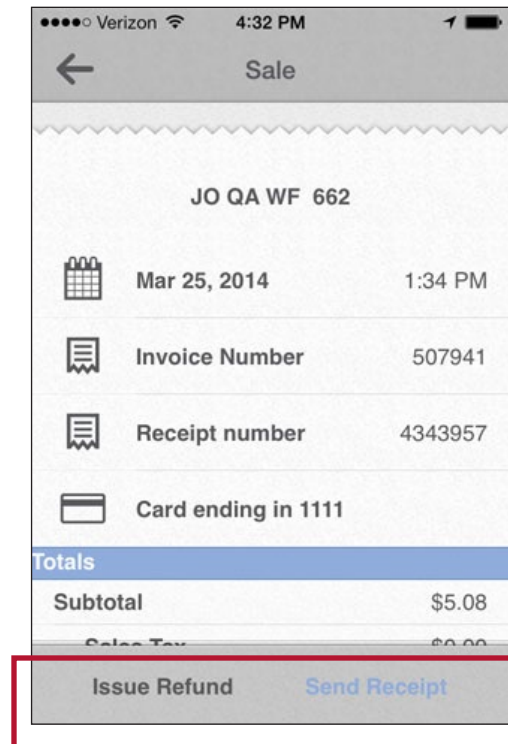
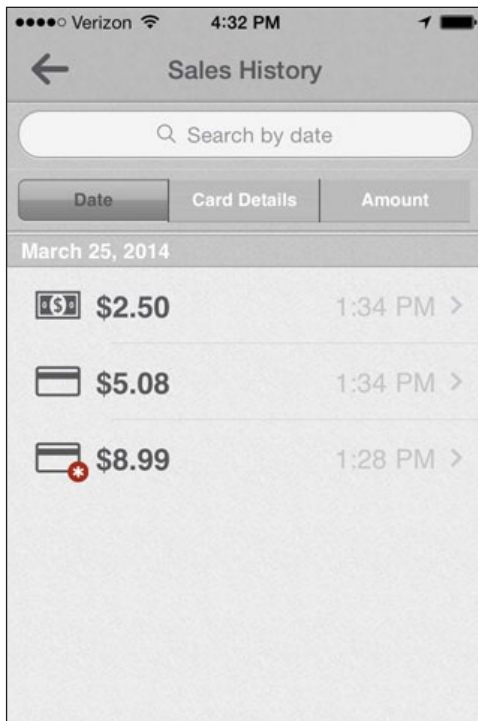
- Tax Settings
- Tip Settings
- Receipt Settings
- Invoice Numbers

Reports

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 Date, Card Details or Amount.
4. Enter your search criteria in the search box. NOTE: when searching by date, use the on-screen calendar to select the date, and then tap Done.
5. Tap a transaction from the results list to see the details of the transaction.



NOTE: Issue Refund or Resend Receipt

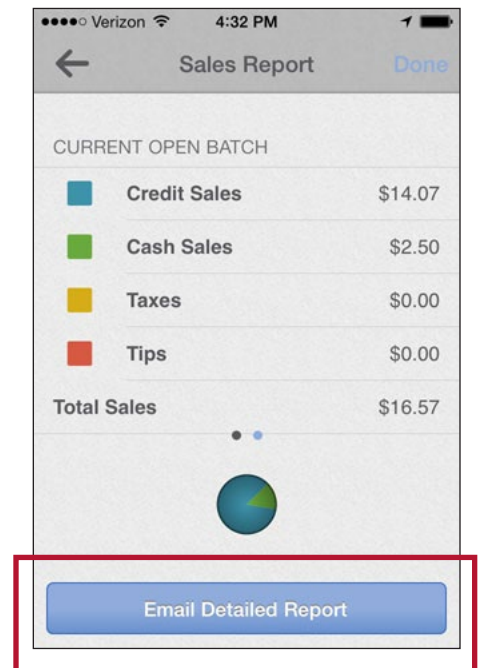
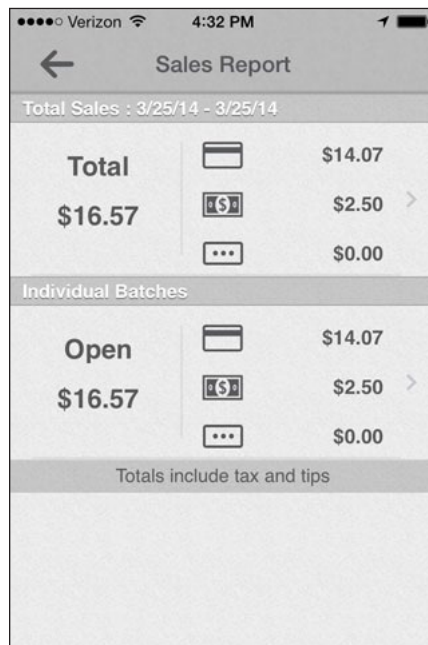
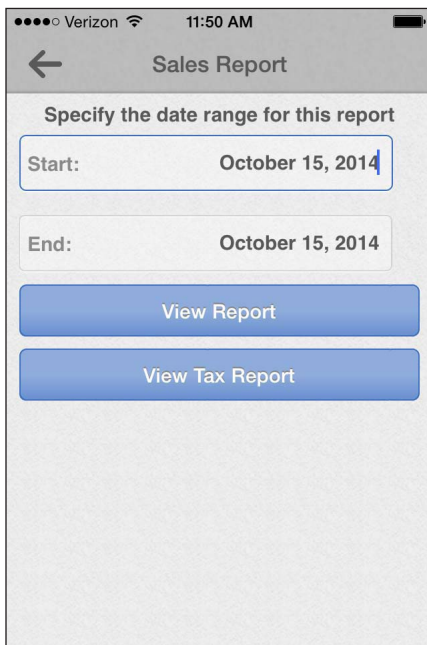
You may issue refunds or resend receipts directly from this screen. NOTE: Full and partial refunds can only be performed by account administrators.

Reports

Total Sales Report

The total sales report summarizes credit/debit card, cash (including checks), 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 using the on-screen calendar.
4. Tap View Report.
5. Tap a batch from the list to display the details.



Email Detailed Report

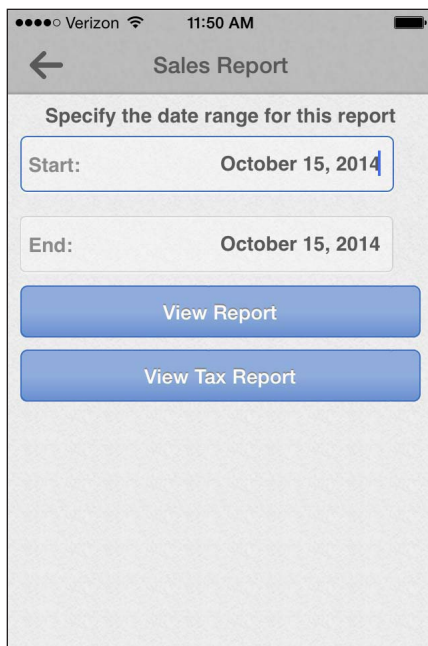
1. Tap Email Detailed Report.
2. Enter the recipient email address, and then tap Done.

Reports

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 using the on-screen calendar.
4. Tap View Tax Report.



Verizon 11:50 AM

← Sales Report

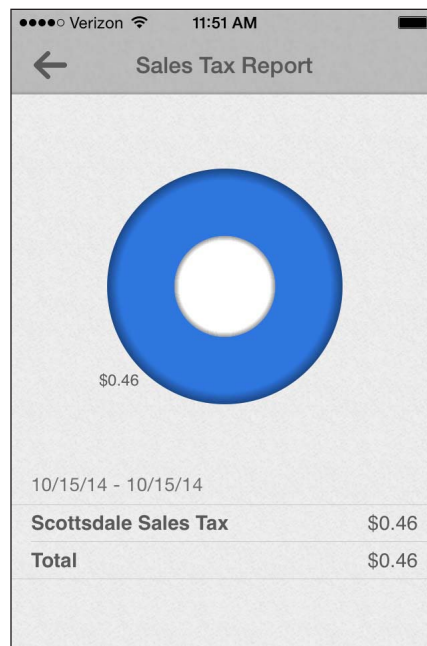
Specify the date range for this report

Start: October 15, 2014

End: October 15, 2014

View Report

View Tax Report



Troubleshooting and Support

Troubleshooting

Issue	Suggestion
Unable to log in to the app	<ul style="list-style-type: none">• Ensure that you are connected to a network and that your device is not in airplane mode.
Forgot password	<ul style="list-style-type: none">• Reset your password by tapping Reset Password on the Login Screen.
Password does not work	<ul style="list-style-type: none">• Ensure you are spelling it correctly.• Ensure you enter the case correctly.
Card reader is not working properly	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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