

QuickSwipe

QuickSwipe iOS User Guide

Bluefin Payment Systems

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Overview

QuickSwipe is a mobile payment application that allows you to process credit card, check, and cash transactions using an iOS device. QuickSwipe allows you to maintain a catalog of items for transactions and manage user access. QuickSwipe also has a web interface which allows you to view transaction history, manage the catalog, create reports, and manage users and settings.

Hardware

Devices

The QuickSwipe iOS app works on any iOS device running iOS version 6.0 or above.

Card Readers

ID TECH Shuttle

The ID TECH Shuttle card reader connects to the audio port of your iOS device.

Note: Do not open QuickSwipe when you are connected to headphones. QuickSwipe emits a loud sound through the audio port to determine if the card swiper is attached.

[Click here for instructions for connecting your device.](#)



Nomad 2.0

The Nomad 2.0 is a PCI-validated Point-to-Point Encryption (P2PE) device that connects via Bluetooth.

[Click here for instructions for connecting your device.](#)



Printers

Star SM-S230i

The Star SM-230i is a small, lightweight, rechargeable Bluetooth printer.

[Click here for instructions for connecting your printer.](#)



Star SM-S220

The Star SM-220 is a rechargeable Bluetooth printer.

[Click here for instructions for connecting your printer.](#)



Star SM-T300i

The Star SM-T300i is a rechargeable Bluetooth printer.

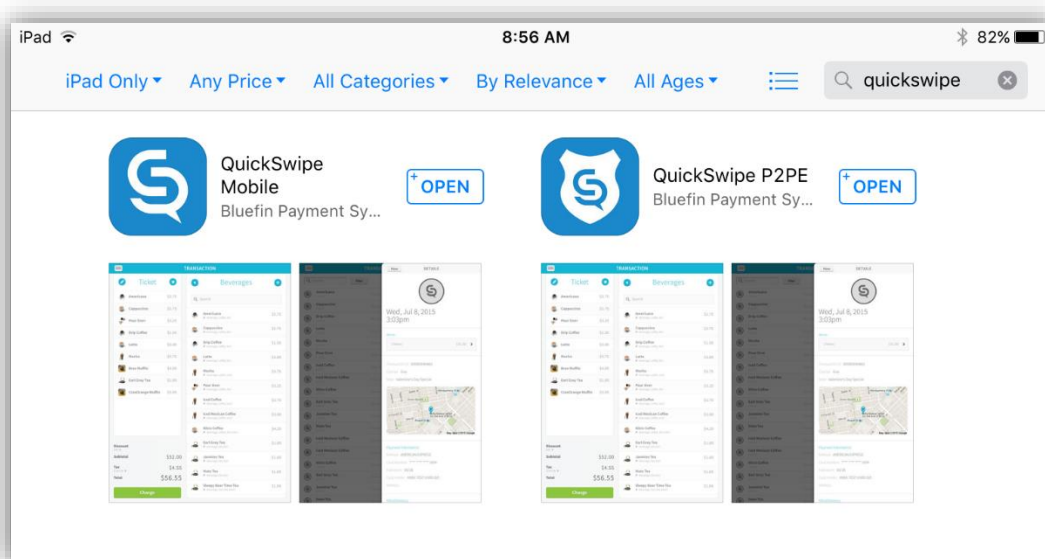
[Click here for instructions for connecting your printer.](#)



App Versions

There are separate versions of the app for P2PE and non-P2PE. If you have a Nomad device, download the P2PE version. If you have an ID TECH Shuttle, download the regular version. If you are keying card numbers directly to the device (not recommended), download the regular version.

To download the app, go to the app store on your iOS device and search for “QuickSwipe” and download the relevant app.



iOS Settings

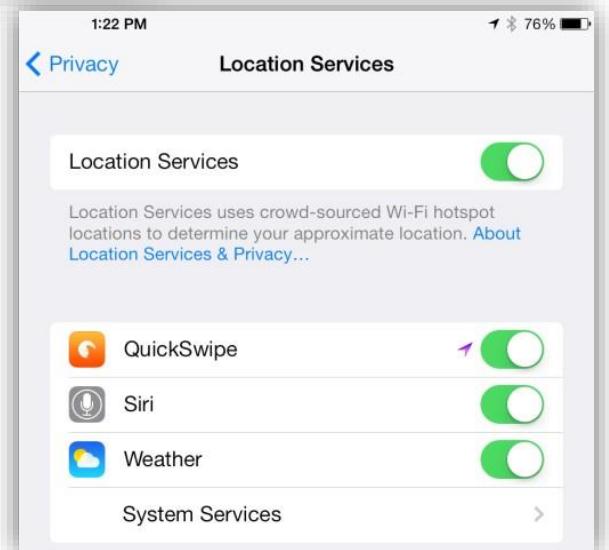
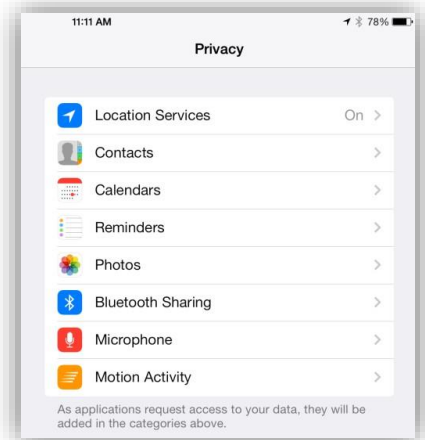
The settings below are turned on by default. If you are unable to run transactions, please adjust these settings as part of your troubleshooting.

Enabling Location Services

QuickSwipe uses location services to determine the location of transactions. When you first run QuickSwipe, QuickSwipe asks to use your current location. Tap **OK**.

If location services are disabled, you must re-enable location services. To enable location services, follow these steps:

1. From the home screen, tap **Settings**. The settings screen displays.
2. Tap **Privacy**. The privacy settings displays.
3. Tap **Location Services**.
4. The list of apps that have access to location services displays. If location services are not enabled in QuickSwipe, it will look like the “Location Services” picture.
5. If location services are not enabled, tap **QuickSwipe** to enable location services.



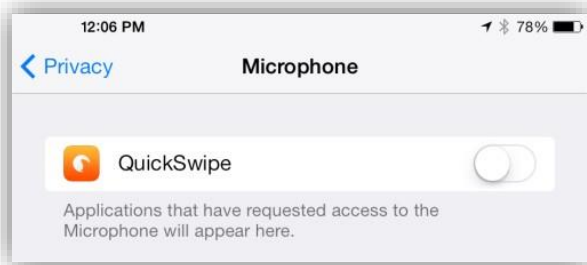
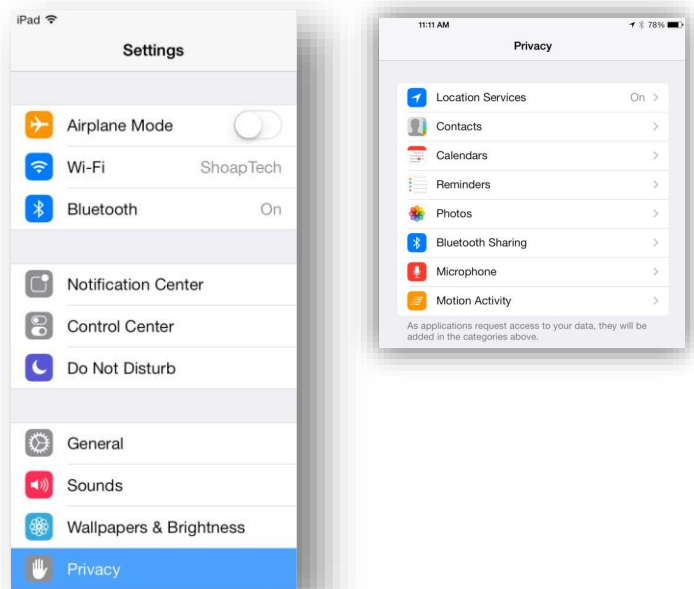
Enabling Microphone Access

In order to use the ID TECH mobile magstripe reader, QuickSwipe requires access to the microphone in iOS. By default, QuickSwipe already has access to the microphone. However, if microphone access is disabled, the card reader will no longer work.

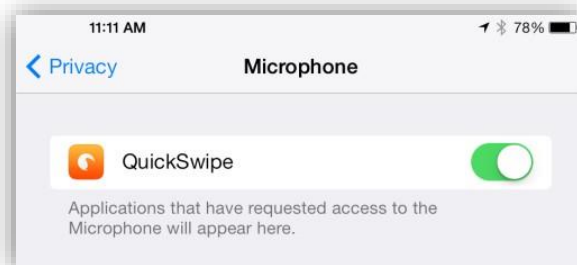
NOTE: *The device uses some of the technology associated with the microphone feature but does not record any audio.*

To enable microphone access, follow these steps:

1. From the home screen of your iOS device, tap **Settings**.
2. The settings screen displays.
3. Tap **Privacy**.
4. Tap **Microphone**.
5. The list of apps that have access to the microphone displays. If microphone access is not enabled in QuickSwipe, it will look like this:



6. If microphone access is not enabled, tap **QuickSwipe** to enable microphone access.



Log In

To log in to the iOS app, follow these steps:

1. Tap the QuickSwipe icon on your home screen. The following screen displays:

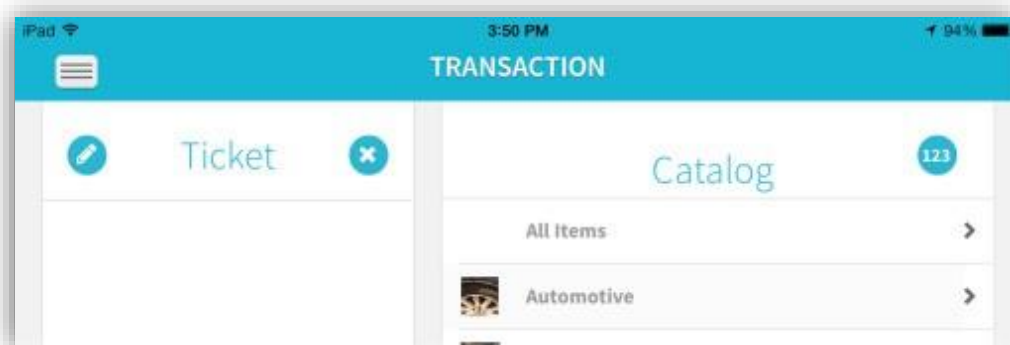


2. Enter the following information:

Field	Description
Account	Your PayConex ID.
User	The email address at which you received your invite.
Password	The password you created when you followed the instructions in the invite email.

3. Tap **Login**.

The transaction screen displays:




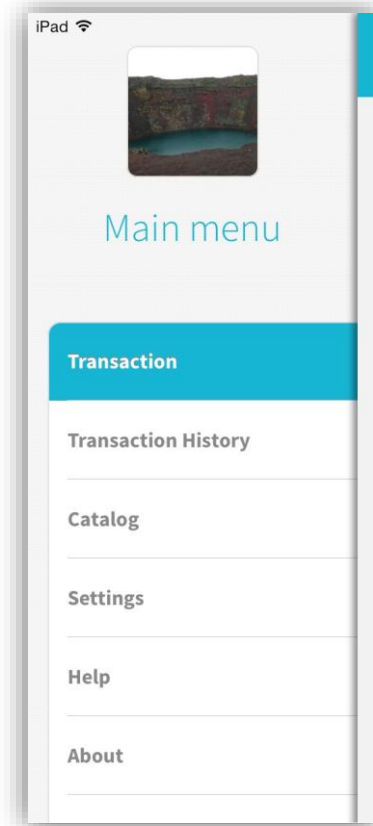
Reset Password

If you forgot your password, tap **Forgot password?** under the login button. Enter your account number and email address. QuickSwipe emails instructions for resetting your password.



Main Menu

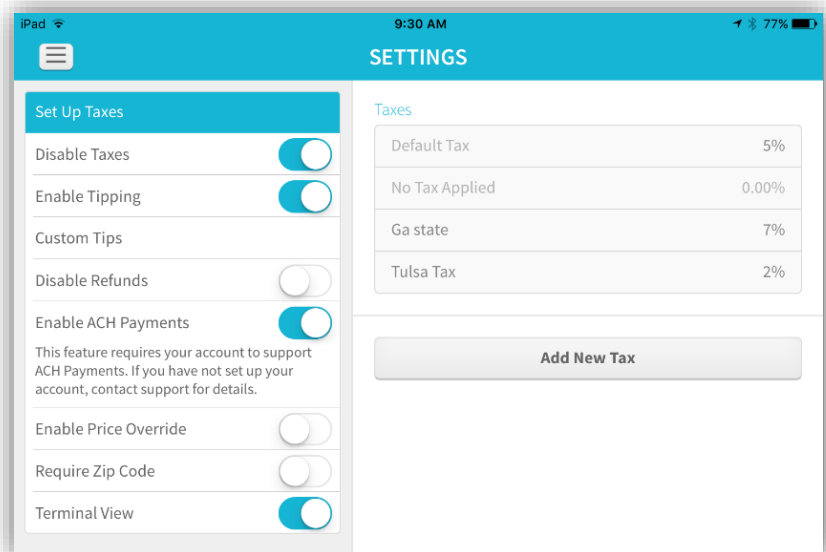
Use the main menu to access the functions of QuickSwipe. To access the main menu, tap . The main menu displays:

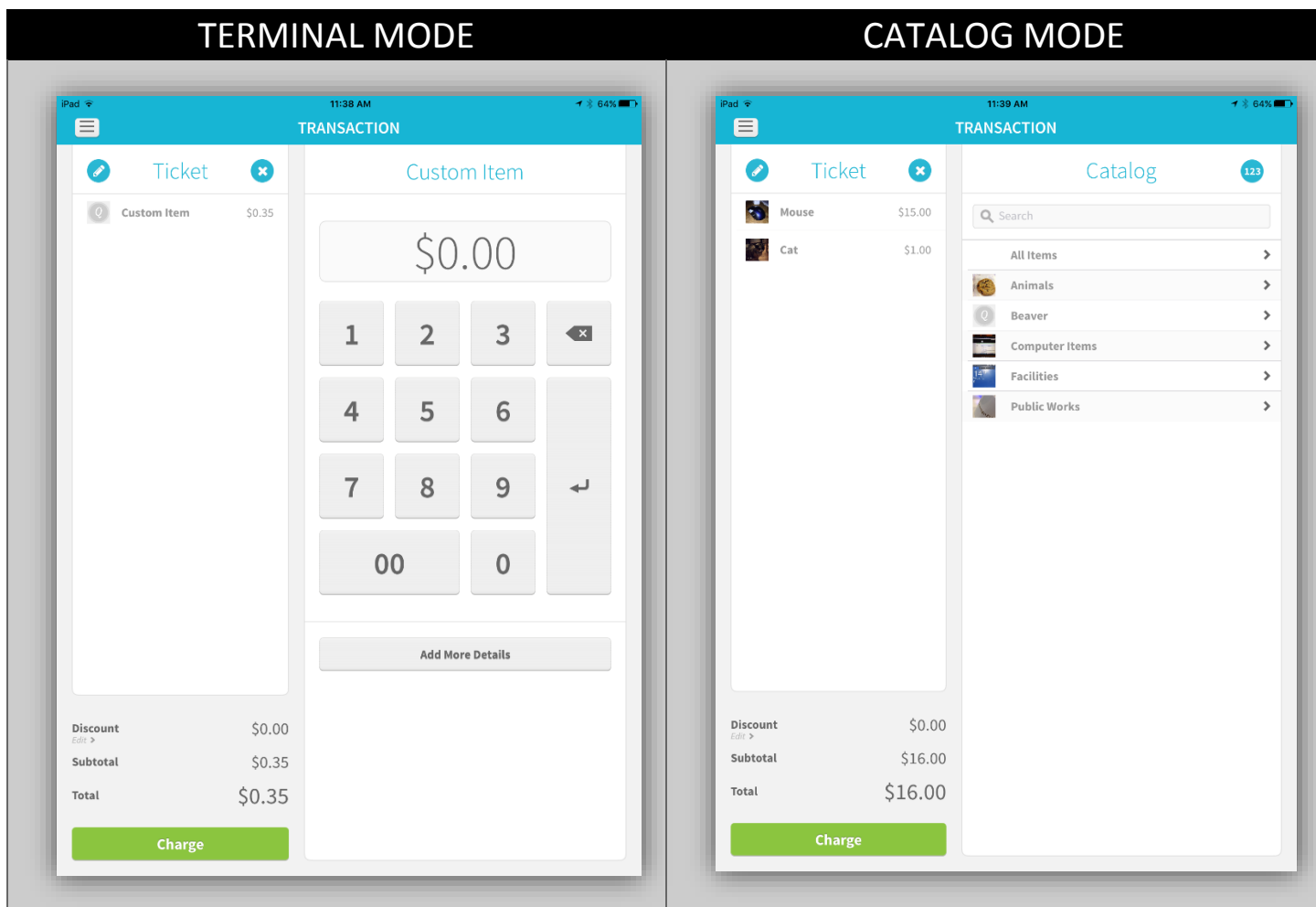


Disable Catalog Interface

QuickSwipe defaults to “Catalog Mode,” which allows you to create catalog items for better reporting and tracking. If this feature is not needed, follow these instructions to enter the simpler “Terminal View.”

1. Access Main Menu
2. Click “Settings”
3. Turn “Terminal View” on by sliding the circle to the right
4. To return to transaction screen, access Main Menu again and hit “Transaction”






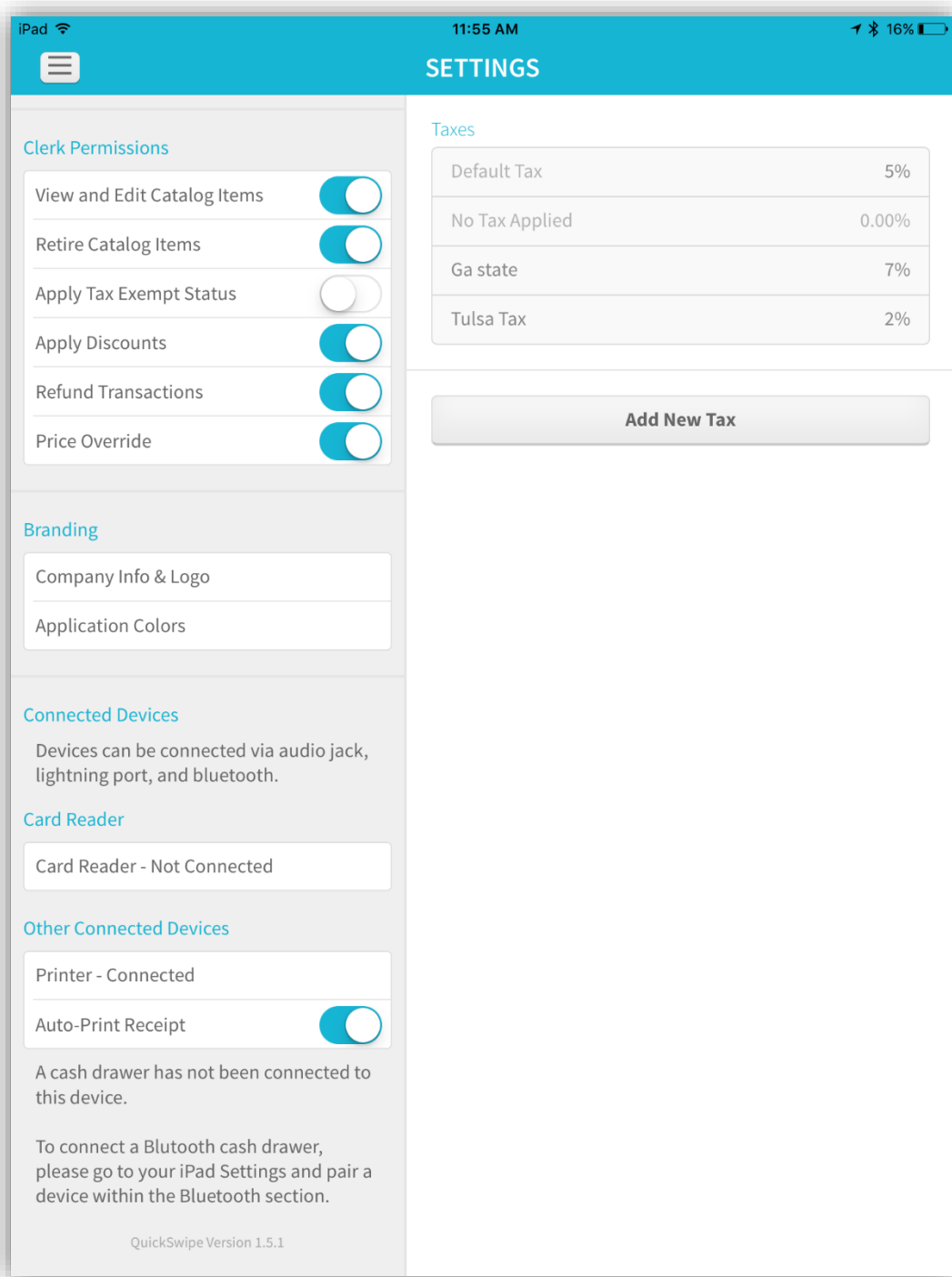
Management

The management section of the application allows you create and edit users (web only) and update settings for the application.

- Managing users (web only) – Each account can have any number of users enabled to log into the web application and iOS app. Use the web interface to add, edit, and disable users and determine the actions each user can take in QuickSwipe.
- Updating Settings – The settings area allows you to customize the type of information prompted for in each transaction, in clerk permissions and in taxes, as well as to customize the interface to match your company.

Settings

To access settings, tap  to view the main menu and select **Settings**. Make the desired edits to the settings. The edits take effect as soon as you make a change.



Taxes

If taxes are enabled under General Settings, taxes will be added to transactions by default. Each item can have a single tax setting applied to it in the catalog. The default tax is applied to items without a tax setting.

To edit taxes, tap **Set Up Taxes**. The taxes list displays:

The screenshot shows a mobile application screen titled "Taxes". It contains a list of five tax entries, each with a name and a percentage value:

Tax Name	Percentage
Default Tax	9.25%
No Tax Applied	0.00%
Illinois State Tax	6.25%
County Tax	2.25%
Mitch Man Tax	0.01%

Below the list is a button labeled "Add New Tax".

To edit an existing tax, follow these steps:

1. Tap the tax you want to edit.
2. Enter the display name in the Name field. Enter the percentage of the tax in the Tax field. For example 4.9 is 4.9%.
3. Tap **Save** to update the tax.

The screenshot shows the "EDIT TAX" screen. At the top, there are "Cancel" and "Save" buttons. Below them is a section titled "Edit Tax" containing two input fields: "Name" and "New tax". The "New tax" field has the value "4.9" entered. At the bottom of the screen is a red button labeled "Delete".

To add a new tax, follow these steps:

1. Tap Add New Tax.
2. Enter the display name in the Name field. Enter the percentage of the tax in the Taxfield. For example 4.9 is 4.9%.
3. Tap **Save** to add the tax.

The screenshot shows the "ADD TAX" screen. At the top, there are "Cancel" and "Save" buttons. Below them is a section titled "Add New Tax" containing two input fields: "Name" and "Tax".

General Settings

Setting	Description
Disable Taxes	Select to not add tax amounts to transaction amounts
Enable Tipping	Select to require a tip prompt to display during the payment flow
Disable Refunds	Select to not allow refund transactions
Enable ACH Payments	Allow ACH payments; *must be setup with ACH with Bluefin first*
Enable Price Override	Allows users to override catalog price and charge a different amount
Require ZIP Code	Select to require that customers enter a ZIP code during transactions
Terminal View	Disables catalog feature

Clerk Permissions

Clerk permissions allow you to set rules for which actions clerk users can perform in QuickSwipe. Select any of these options to allow clerk users to perform the task. **NOTE:** *Admin users can always perform these tasks.*

Setting	Description
View and Edit Catalog Items	Allows clerks to add and edit catalog items
Retire Catalog Items	Allows clerks to delete catalog items
Apply Tax Exempt Status	Allows clerks to override charging tax
Apply Discounts	Allows clerks to charge less than what the total adds up to be
Refund Transactions	Allows clerks to refund transactions
Price Override	Allows clerks to override price. NOTE: <i>If enabled under general settings, admins can override prices. This setting must be enabled as well to allow clerks to override prices.</i>

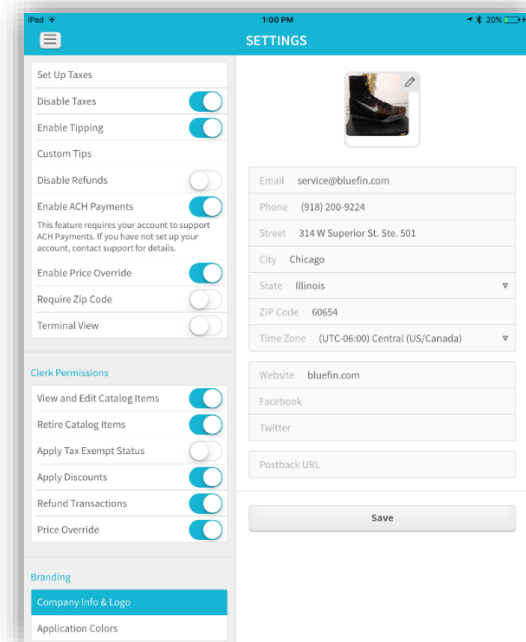
Branding

Company Info

The Company Info section contains the contact information for your company. This information is included on receipts generated through QuickSwipe.

To edit your company info, select **Company Info & Logo**.

Tap the image at the top and select an image to update the company logo. Edit the desired contact fields; Email, Street, City, and ZIP Code are required. Tap **Save** to complete changes to your company info.



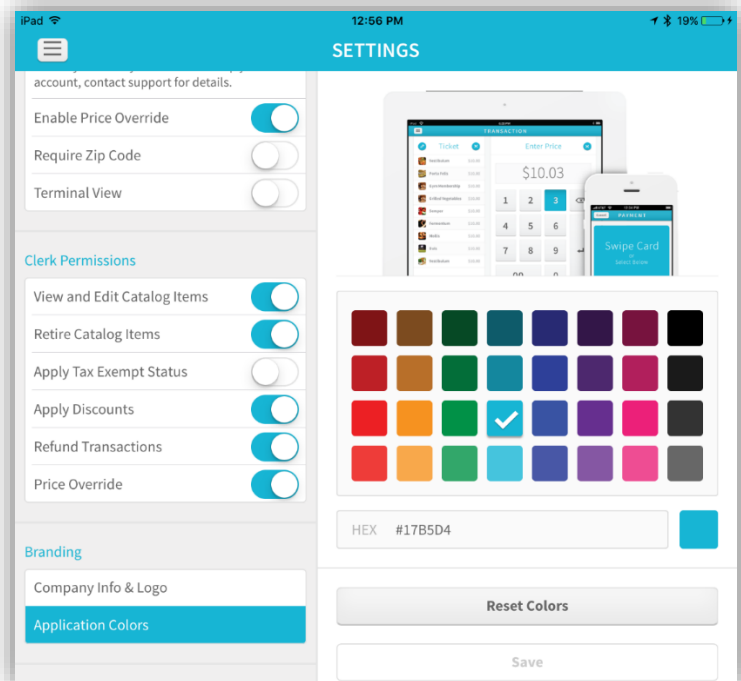
Application Colors

The Application Colors section allows you to customize the color of the interface to match your company's color scheme.

To edit the application colors, select **Application Colors**.

Select a new color by tapping on one of the colors in the palette that displays or by entering the [hex code](#) in the HEX field.

Tap **Save** to complete changes to your application colors.



Connecting a Device

If you are using a **Nomad 2.0 in QuickSwipe P2PE**, follow these steps:

1. Log into QuickSwipe P2PE on your iOS device
2. Navigate to the **settings** menu

3. Turn on your Nomad device
4. Tap **Card Reader – Not Connected** on the iOS device
5. Tap where last four digits of the serial number are displayed on the right
6. Device will display “WISEPAD READY” on the screen when it is ready

NOTE: The device will eventually turn off if no transactions are run; select “Stay Awake” if you want the device to remain turned on.

If you are using an **ID TECH Shuttle in regular QuickSwipe Mobile**, plug the device into the audio jack. When it is connected, it will say “Card Reader – Connected” in the settings menu as shown below. Upon plugging it in, you may be prompted for the device to use the microphone, answer “yes.”

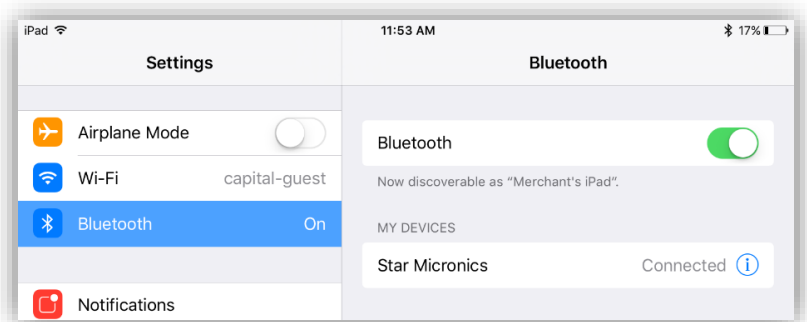
NOTE: The device uses some of the technology associated with the microphone feature but does not record any audio.



Connecting a Printer

[Click here for compatible printer list](#)

1. Press your home screen button
2. Go to “Settings”
3. Select “Bluetooth”
4. Your printer name will display, tap name
5. Enter PIN (if unknown, try 1234. If that doesn’t work, contact printer manufacturer.)
6. Once connected, navigate back to QuickSwipe
7. Go to Settings
8. Ensure printer is connected and decide if receipt should be auto-printed (there is a “print receipt” button after transaction is run when auto-print is not selected)




Catalog

The catalog is a list of pre-defined items that you can add to a ticket. Each item has properties and a price. Items are organized into categories to make them easier to find. Items can belong to more than one category.

NOTE: The catalog can also be edited in the online QuickSwipe portal

View

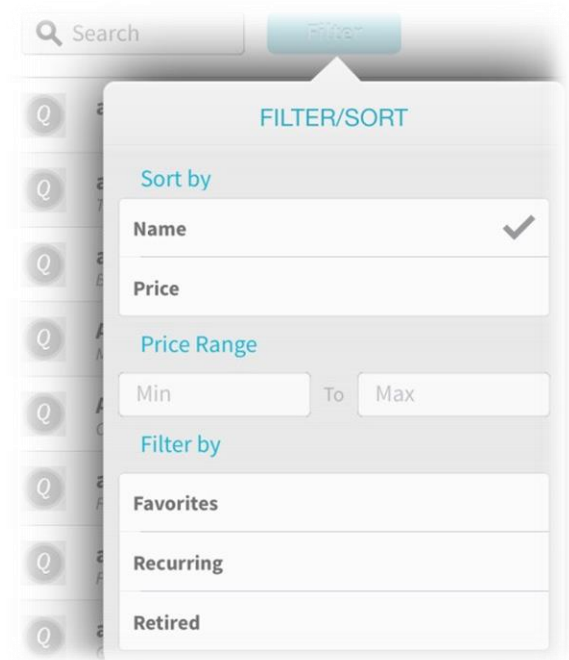
To view the catalog, tap  to view the main menu and select **Catalog**. The catalog displays. Tap a category to view all items in that category.



Search and Filter

Once in a category, you can search the list of items for a specific term by entering that term in the Search field and tapping **Enter**.

- You can filter the list of items displayed in the catalog by tapping **Filter** at the top of a list of items. The filters display.
- Select **Favorites** to show only items marked as favorites.
- Select **Recurring** to show only recurring sale items.
- Select **Retired** to show only items that have been retired from the catalog and are no longer available for sale.
- Enter a minimum and/or maximum price to show items that fall within a price range.



Sort

You can sort the items by name or price. To sort, tap **Filter** and select the desired option under the sort menu.

Categories

Use categories to organize items in the catalog. Items can belong to more than one category.

Adding Categories

1. From the catalog list, tap **New Category**. The following screen displays.
2. Tap the icon and select an image to set an image for the category.
3. Enter the name for the category in the Name field.
4. Tap **Create**.

The screenshot shows the 'Category Details' screen with a 'Cancel' button on the top left and a 'Create' button on the top right. In the center, there is a large square placeholder for an image with a small edit icon in the top right corner. At the bottom, there is a text input field labeled 'Name' with the placeholder text 'Category Name'.

Editing Categories

1. From the catalog list, tap **Edit** next to the Category you want to edit.
2. Tap the icon and select an image to set an image for the category.
3. Enter the name for the category in the Name field.
4. Tap **Update**.

The screenshot shows the 'Category Details' screen for editing. It has 'Cancel' and 'Update' buttons at the top. The image placeholder now contains a picture of a car wheel. The 'Name' field at the bottom contains the text 'Automotive'. A red button labeled 'Delete Category' is positioned at the bottom of the screen.

Deleting Categories

1. From the catalog list, tap **Edit** next to the Category you want to edit.
2. Tap **Delete Category**.
3. A confirmation message displays.
4. Tap **Okay**.

This screenshot is identical to the one for editing a category, showing the 'Category Details' screen with the 'Automotive' category name, a car wheel image, and a red 'Delete Category' button at the bottom.

Items

Adding an Item

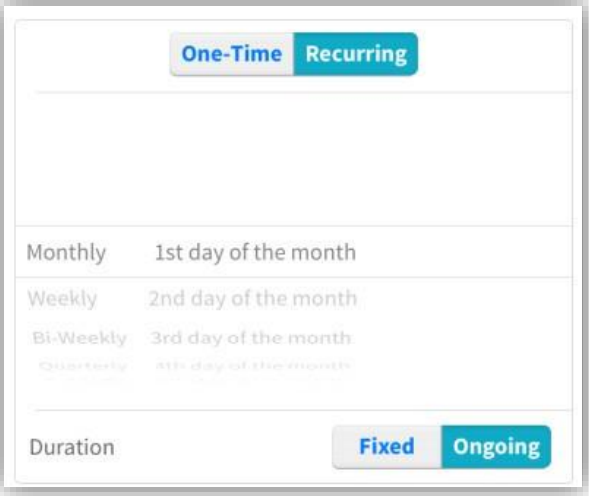
1. Select a category
2. Tap **New Item**.
3. Fill in fields
4. Tap the pencil icon and select an image to set an image for the item.

The screenshot shows the 'New Item' form with the following sections:

- Header:** 'Cancel', 'New Item', 'Create' buttons.
- Image Selection:** A square placeholder with a pencil icon.
- Basic Fields:**
 - Name: Name
 - Price: \$Price
- Details:**
 - SKU: SKU
 - Created By: Abe Lincoln
 - Date Created: 2013-11-21
 - Last Modified: 2013-11-21
- Type:** One-Time (selected), Recurring
- Notes:** A large text area.
- Tax:**
 - ☒ Default Tax: 9.25%
 - ☐ No Tax Applied: 0%

5. Use the following table to complete the fields on this screen:

Field	Description
Name	Required. Enter the name of the item to display in the catalog and on tickets.
Price	Required. Enter the price of the item.
SKU	Required. Enter the SKU (stock keeping unit) that identifies the item. If you do not use SKUs for your business, simply enter a random character to complete this field.

Type	<p>Select whether the item is a one-time purchase item or a recurring item. One-time purchase items are billed only once at the time of sale.</p> <p>Recurring items are billed at an interval that you set. If you select Recurring, the following screen displays:</p>  <p>Complete the details of the recurring payment to determine when the payment will be billed.</p>
Notes	Add any additional details about the item that will display in the catalog.
Tax	Select the tax that applies to the item. Only one tax can be applied to an item.
Categories	Select any categories that the item will be displayed under in the catalog. An item can belong to zero or more categories.
Favorite	Select Favorite to mark the item as a favorite for catalog searches.

6. Tap **Create** to add the item.

Editing Items

1. From the catalog list, tap the item you want to edit
2. Tap **Favorite** to mark the item as a favorite for catalog searches.

Cancel Item Details Update

Name ac

Price \$158.00

Details

SKU 85943ED8-ED55-D61C-DC3B-191442D970CF

Created By Jane Doe

Date Created Unknown

Last Modified Unknown

Type

☒ One-Time ☐ Recurring

Notes

Sed diam lorem, auctor quis,

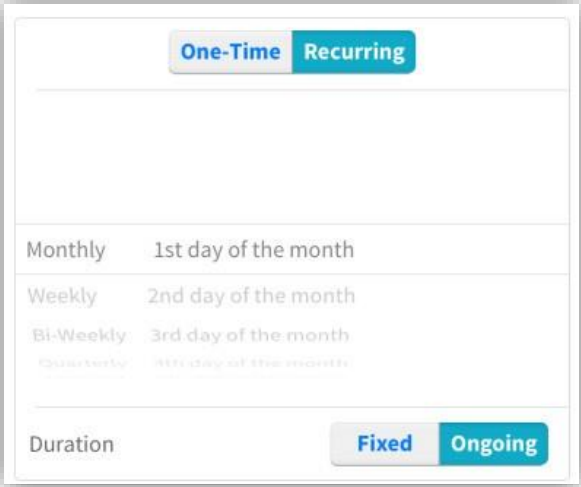
Tax

☒ Default Tax 9.25%

☐ No Tax Applied 0%

3. Use the following table to complete the item details:

Field	Description
Name	Required. Enter the name of the item to display in the catalog and on tickets.
Price	Required. Enter the price of the item.
SKU	Required. Enter the SKU (stock keeping unit) that identifies the item. If you do not use SKUs for your business, simply enter a random character to complete this field.

Type	<p>Select whether the item is a one-time purchase item or a recurring item. One-time purchase items are billed only once at the time of sale.</p> <p>Recurring items are billed at an interval that you set. If you select Recurring, the following screen displays:</p>  <p>Complete the details of the recurring payment to determine when the payment will be billed.</p>
Notes	Add any additional details about the item that will display in the catalog.

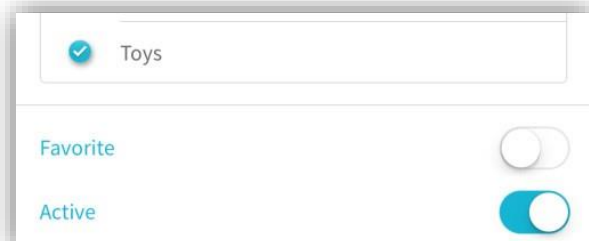
4. To edit the tax for the item, select the tax that applies to the item. Only one tax can be applied to an item.
5. To edit the categories for the item, select any categories that the item will be displayed under in the catalog. An item can belong to zero or more categories.
6. Tap **Update** to complete the edit.

Retiring Items

When you want to remove an item from the catalog, you retire the item. The item is no longer available to be added to tickets; however, it remains in QuickSwipe for reporting on previous sales.

NOTE: Depending on settings, clerks may not have permission to retire items.

1. From the catalog list, tap the item you want to retire. The item details screen displays
2. Slide **Active** to the left to retire the item.



Transactions

QuickSwipe allows you to perform credit, check, cash, and recurring sale transactions.

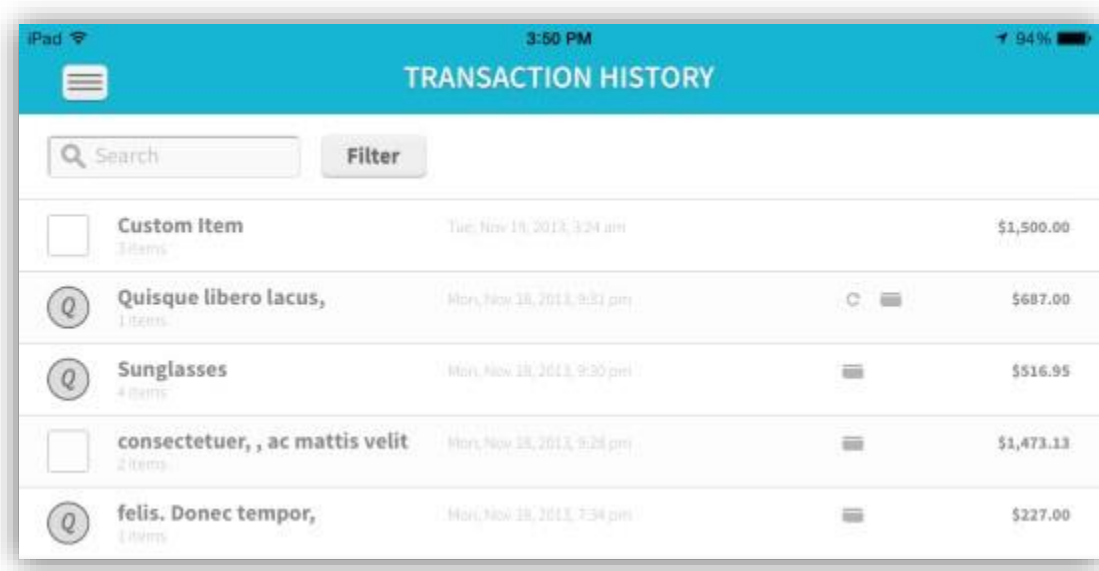
Transaction History

The transaction history screen shows you all of your past transactions and allows to you to perform refunds, email receipts, and cancel recurring transactions.

View

Tap  to view the main menu and select **Transaction History**. The Transaction History displays.

Tap any transaction in the list to view transaction details.

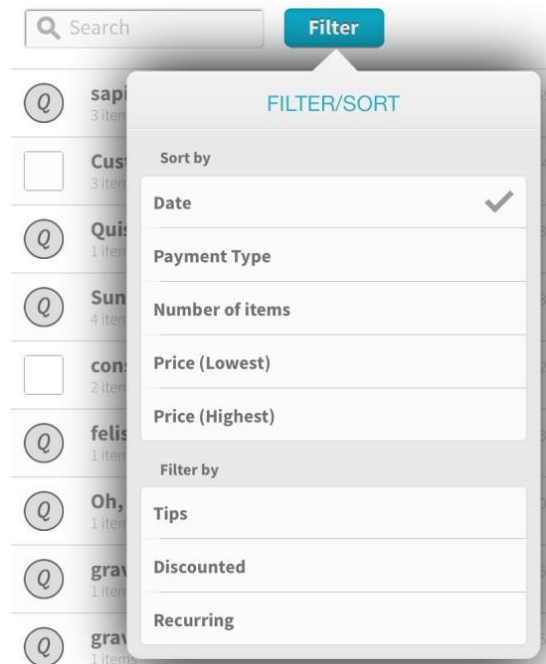


Search and Filter

You can search the list of transactions for a specific term by entering that term in the Search field and tapping **Enter**.

You can filter the list of transactions by tapping **Filter** at the top of the transaction history. The filters display:

- Select **Tips** to show only transactions that include a tip.
- Select **Discounted** to show only transactions with a discount applied.
- Select **Recurring** to show only recurring transactions.





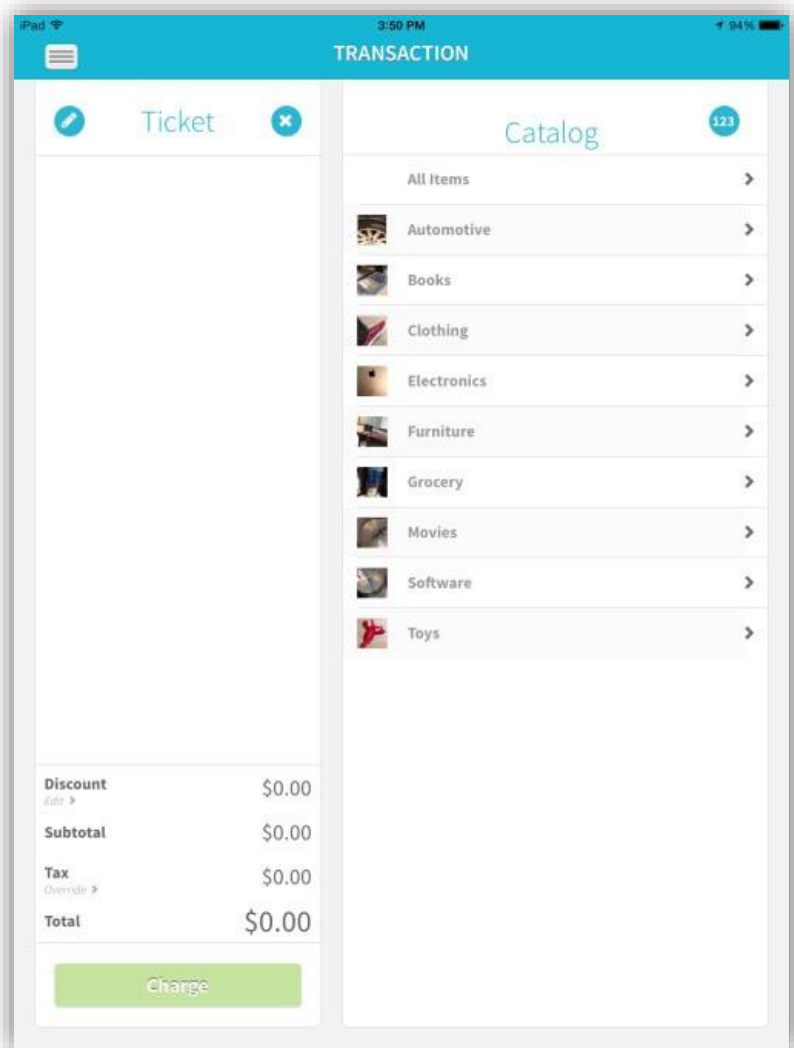
Sort

You can sort the items by name or price. To sort, tap **Filter** and select the desired option under the sort menu.

Creating a Ticket

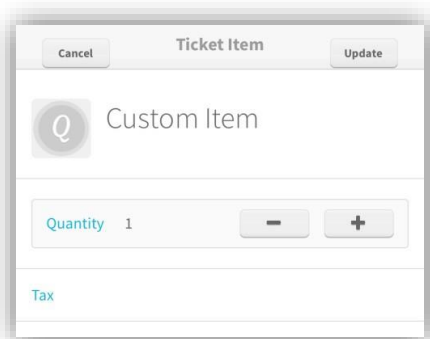
To create a ticket for a sale, follow these steps:

1. Tap  to view the main menu and select Transactions.
2. To add an item from the catalog to the ticket, select the category then select the item from the catalog.
3. If the item displays with an  icon, this is a recurring sale item. You can only include one recurring sale item in a transaction and cannot mix recurring items with regular items. For more information, see [Recurring Sale](#).



Adding a Custom Item

To add a custom item to the ticket, tap , enter the item amount and tap .



Viewing Item Details

Tap any item on the ticket to view item details.


Adjusting Item Quantity

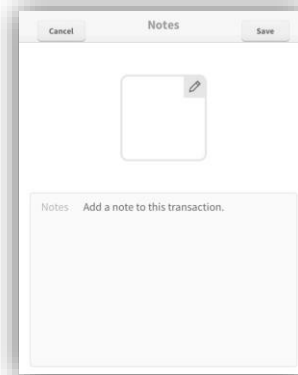
1. Tap an item on the ticket
2. Use the + and - buttons to adjust the quantity. Tap **Update** to adjust the quantity.

Removing an Item from the Ticket

Tap an item on the ticket then tap **Remove** to remove the item from the ticket.

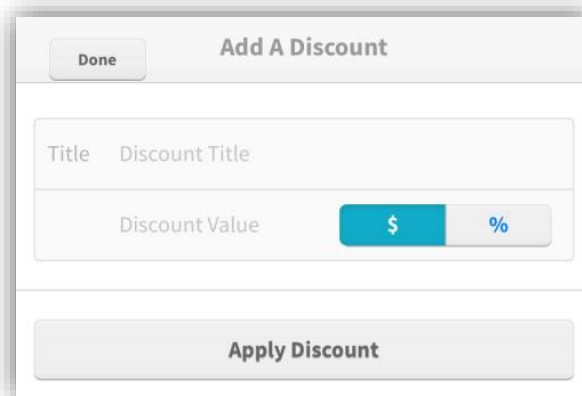
Adding a Note to an Item

1. Tap  to add a note to the transaction which will display in the transaction history and on the receipt.
2. Tap the icon to add an image to the transaction note (if needed).
3. Tap **Save** to save the note.



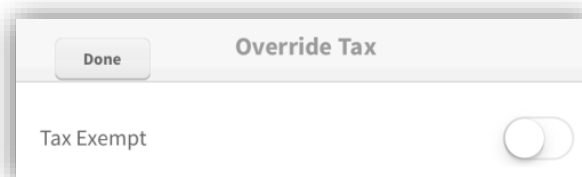
Adding a Discount to the Ticket

1. If the clerk has permission to add a discount to the ticket, tap **Discount** to add a discount.
2. Enter the name for the discount to appear on the receipt. Enter the amount of the discount and select whether the amount is a dollar or percent amount. Tap **Apply Discount** to apply the discount to the ticket.




Overriding Tax

1. If the clerk has permission to override the tax, tap **Tax** to override the tax amount for exempt customers.
2. Select **Tax Exempt** to remove taxes for the transaction if the customer is tax exempt.



Clearing all Ticket Items

1. Tap  to clear the list of items.
2. A confirmation screen will appear, tap **Yes**.

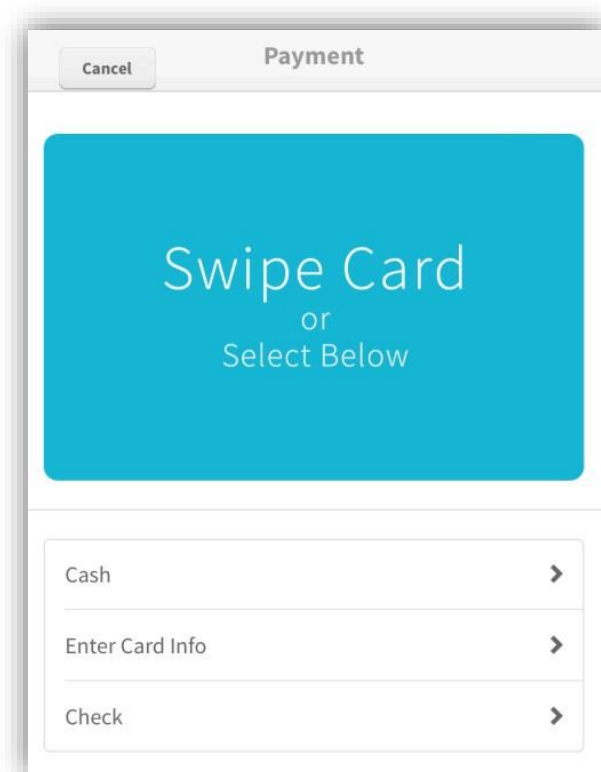
Completing the Ticket

1. The subtotals of the transaction display at the bottom of the screen.
2. When you have completed the ticket, tap **Charge** to start the payment process.

If the card reader is attached, swipe the card to complete a credit card sale. Or, tap **Enter Card** Info to manually key in the credit card information. See [Credit Sale](#) for detailed instructions.

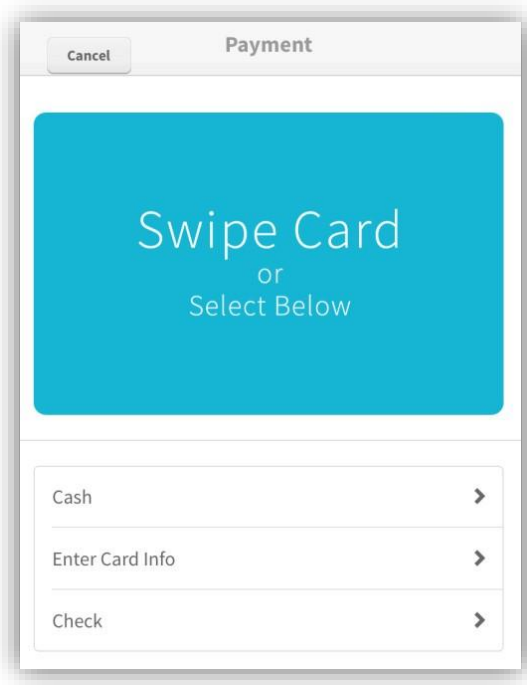
Tap **Cash** to pay with Cash. See [Cash Sale](#) for detailed instructions.

Tap **Check** to pay with a Check. See [Check Sale](#) for detailed instructions.

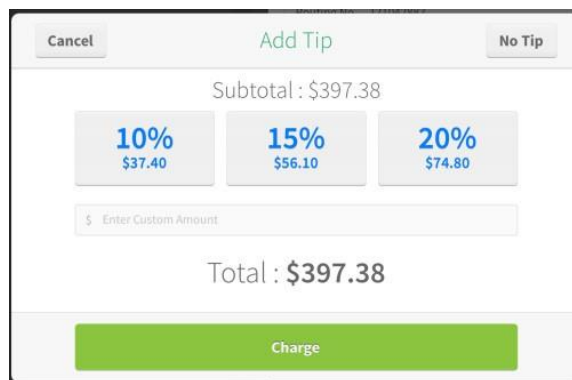


Credit Sale

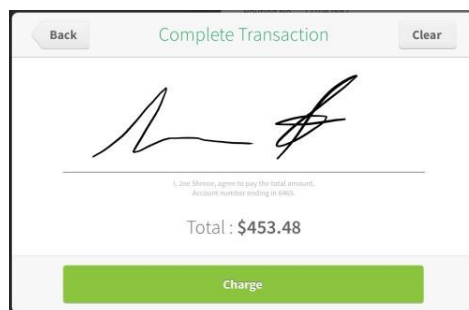
1. Follow the steps in [Creating a Ticket](#) to complete a ticket and tap **Charge**.



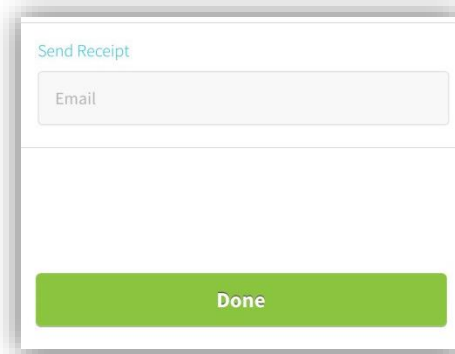
2. Swipe the credit card. Or, to manually enter the card details, tap **Enter Card Info** (due to PCI Compliance regulations, this will not be possible in the P2PE version of the app).
3. If tips are enabled, the Add Tip screen displays. Select the percentage amount or enter a custom amount. The total updates.
4. Tap **Charge**.



5. Have the customer sign on the device then tap **Charge**.

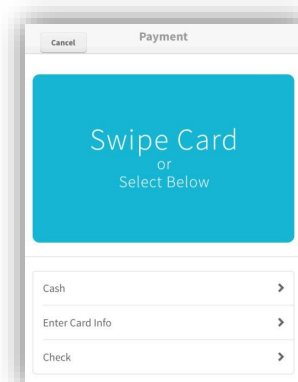


6. To email the customer a receipt, enter the customer's email address in the Send Receipt field and tap **Done**. Otherwise, tap **Done** to complete the transaction.

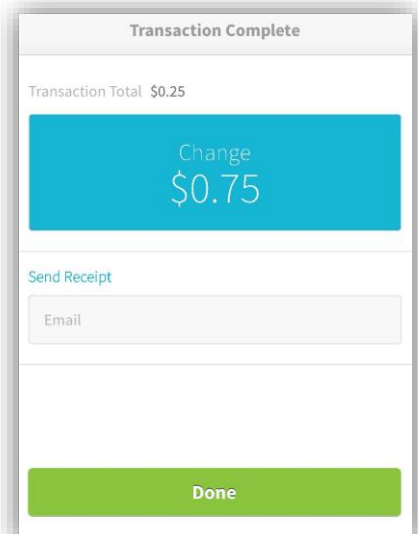
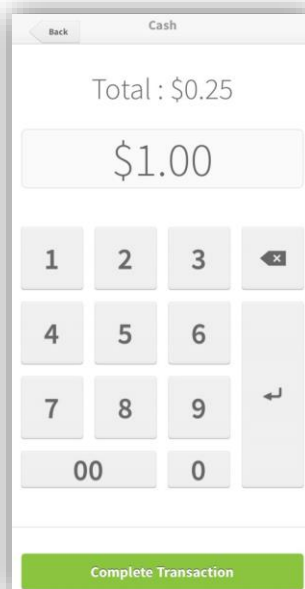


Cash Sale

1. Follow the steps in [Creating a Ticket](#) to complete a ticket and tap **Charge**.
2. Tap **Cash**.



3. Enter the amount of cash the customer presents and tap **Complete Transaction**. QuickSwipe requires the cash amount to be at least equal to the amount of the transaction.
4. The Transaction Complete Screen displays, showing any amount of change.
5. To email the customer a receipt, enter the customer's email address in the Send Receipt field and tap **Done**. Otherwise, tap **Done** to complete the transaction.



Check Sale

NOTE: Must be setup for ACH service with Bluefin to process checks electronically. If you would like to record that you received a paper check and plan to bring it to your bank on your own, just follow the instructions for cash transactions and include a note that a check was received.

1. Follow the steps in [Creating a Ticket](#) to complete a ticket and tap **Charge**.
2. Tap **Check**.
3. Select whether the check is from the customer's checking or savings account.
4. Enter the name on the account and the account and routing number.

JOHN SMITH ← **Name** 1492
321 Maple St.
Anytown, US 54321 DATE _____
PAY TO THE ORDER OF _____ \$ _____
BANK OF MONEY
FOR ← **Routing** ← **Account**
1:1230012341 1:12345678901911 1234

5. If tips are enabled, the Add Tip screen displays.
6. Select the percentage amount or enter a custom amount. The total updates.

Cancel Add Tip No Tip
Subtotal: \$397.38
10% \$37.40 15% \$56.10 20% \$74.80
\$ Enter Custom Amount
Total: \$397.38
Charge

7. Tap **Charge**
8. Have the customer sign on the device then tap **Charge**.

Back Complete Transaction Clear
Total: \$453.48
Charge

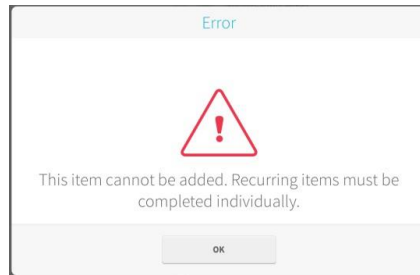
Cancel Payment
Swipe Card
or
Select Below
Cash >
Enter Card Info >
Check >



Back Check
Type
Checking Savings
Name
Account No.
Routing No.
Address
City
State
Zip Code
Complete Transaction

Recurring Sale



Recurring transactions allow merchants to enter transactions that repeat on a regular basis, such as for subscription items or recurring services. Recurring transactions include one item on a ticket. The time period of the recurring transaction is set in the [catalog item](#).

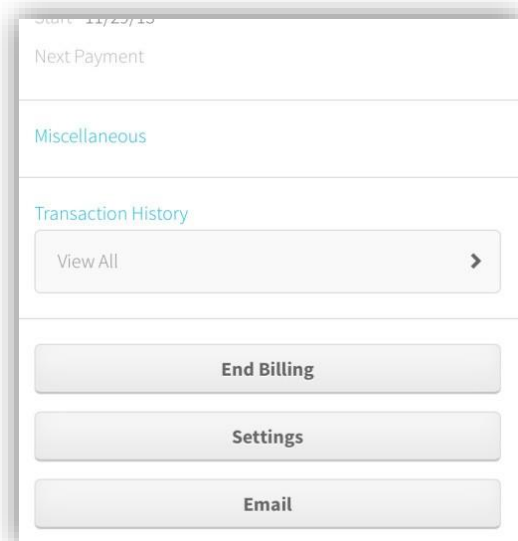
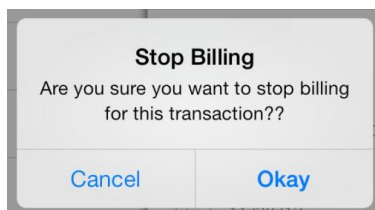
NOTE: Only one recurring sale item can be included on a ticket. If you try to add more items, an error message will be displayed



1. Tap  to view the main menu and select Transactions.
2. To add an item from the catalog to the ticket, select the category then select the item from the catalog. Recurring items are indicated by an  icon.
3. Tap the recurring item to add it to the ticket and tap **Charge**.
4. If the card reader is attached, swipe the card to complete a credit card sale. Or, tap **Enter Card** Info to manually key in the credit card information. See [Credit Sale](#) for instructions. Tap **Check** to pay with a Check. See [Check Sale](#) for instructions.


Cancel a Recurring Sale

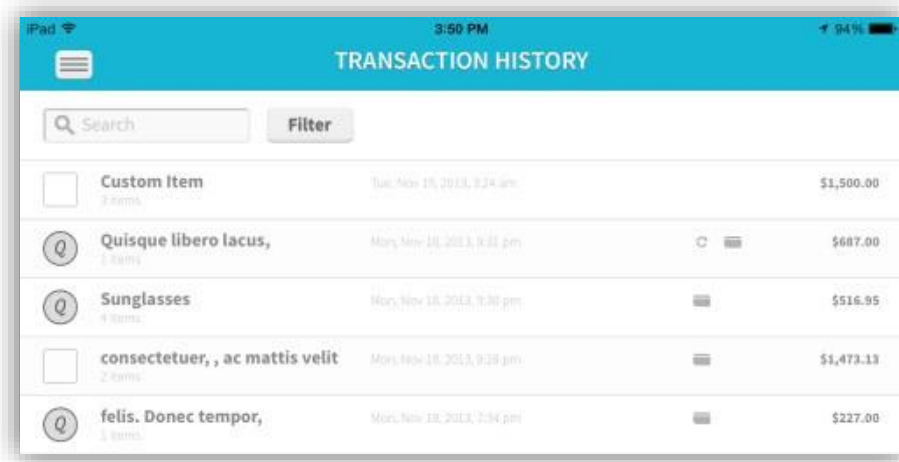
1. Tap  to view the main menu and select **Transaction History**.
2. Tap the transaction in the list to cancel. Recurring sale transactions display with an  icon. See [Transaction History](#) for instructions on filtering the list.
3. Tap **End Billing**.
4. Tap **Okay** to confirm. All future transactions are cancelled.



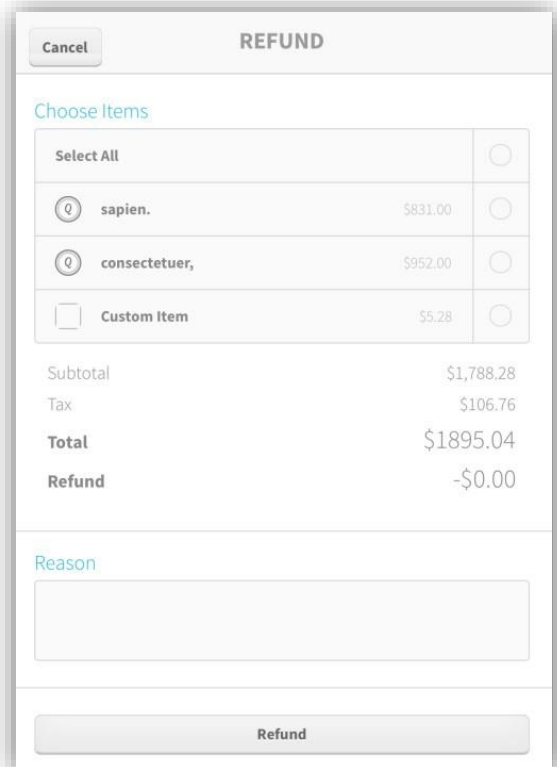
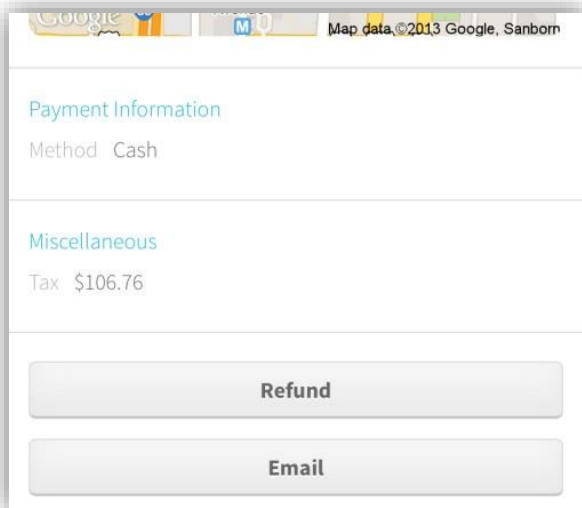
Refund

NOTE: A transaction can only be refunded once.

1. Tap  to view the main menu and select **Transaction History**.
2. Tap the transaction in the list to refund. See [Transaction History](#) for instructions on filtering the list.
3. Tap **Refund**



4. Select the item to refund or tap **Select All** to refund all transactions.
5. Tap **Refund**.

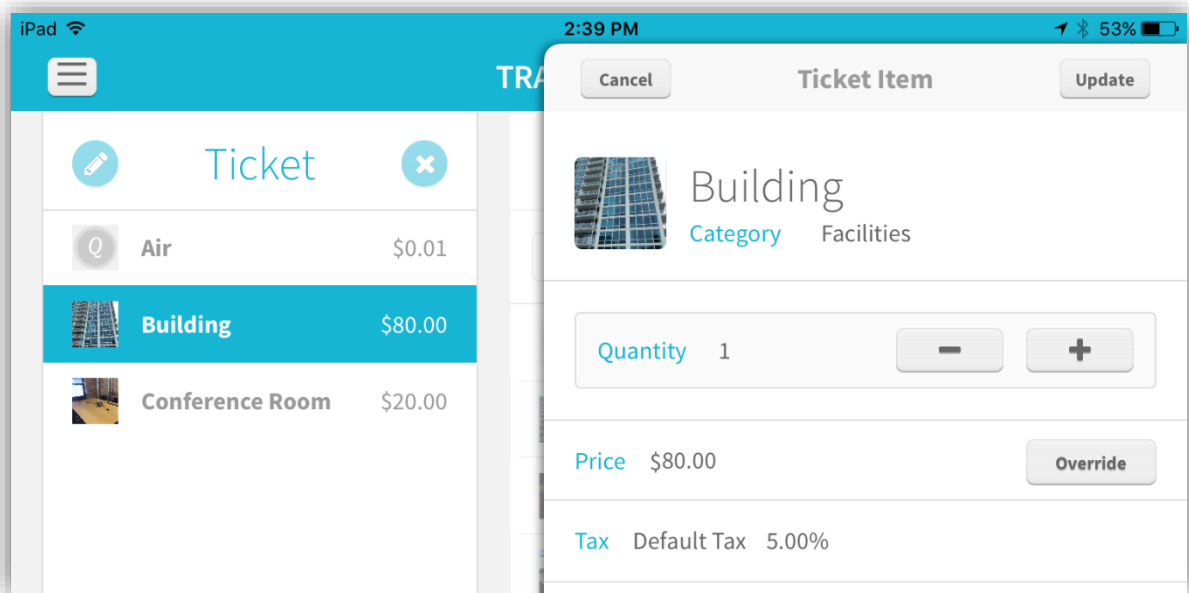


Override Price

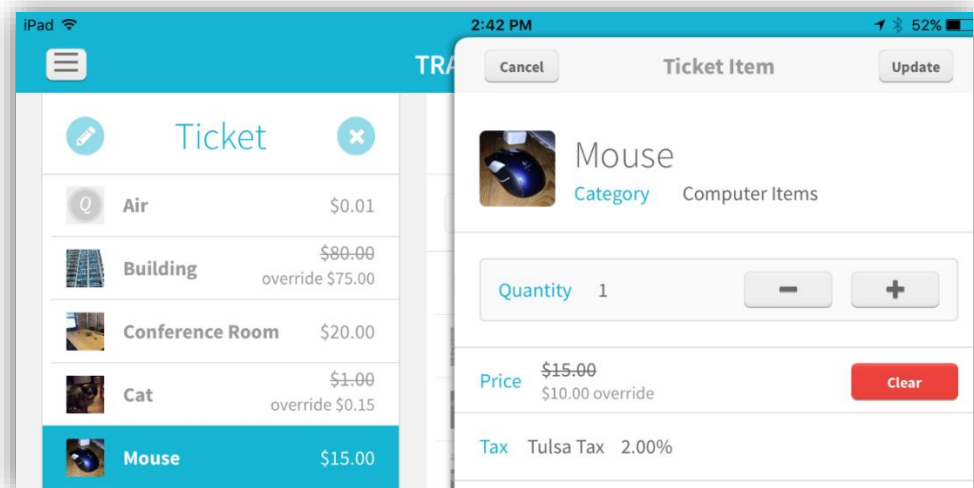
NOTE: See [settings](#) section to enable or disable price override

1. [Add item to the ticket](#)
2. Tap item

3. Tap **Override** button next to price.



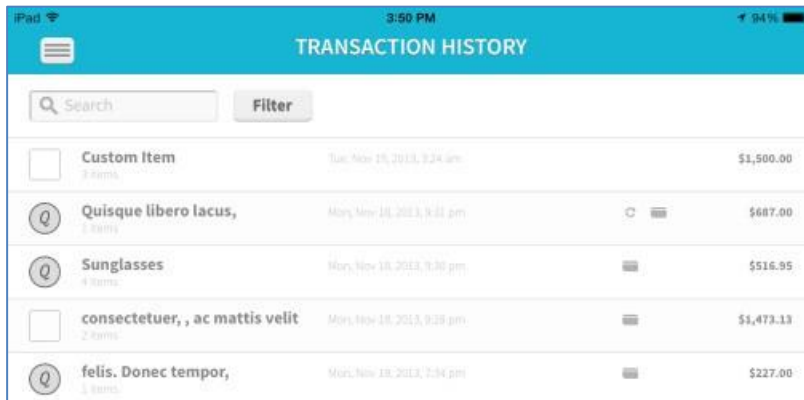
4. Enter in new price and press **Update** in top right corner.



Email Receipt

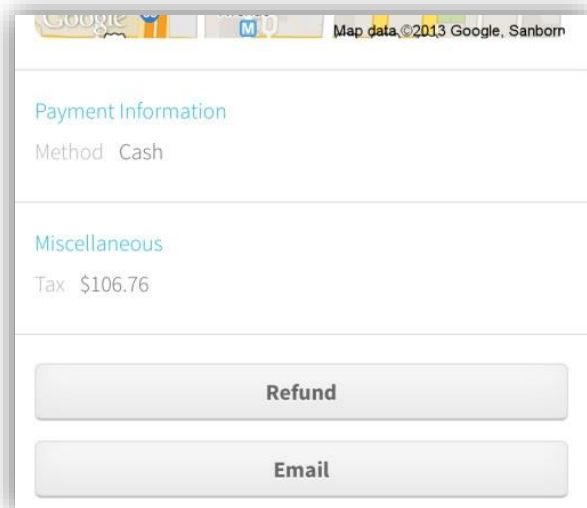
NOTE: A receipt is automatically emailed when an email address was included at the time the transaction took place. Instructions below are to send this receipt again or to an alternate or additional email address.

1. Tap  to view the main menu and tap **Transaction History**.



TRANSACTION HISTORY			
Search		Filter	
<input type="checkbox"/>	Custom Item 3 Items	Tue, Nov 19, 2013, 9:24 am	\$1,500.00
	Quisque libero lacus, 1 Item	Mon, Nov 18, 2013, 9:31 pm	\$687.00
	Sunglasses 4 Items	Mon, Nov 18, 2013, 9:30 pm	\$516.95
<input type="checkbox"/>	consectetur, ac mattis velit 2 Items	Mon, Nov 18, 2013, 9:29 pm	\$1,473.13
	felis. Donec tempor, 1 Item	Mon, Nov 18, 2013, 7:34 pm	\$227.00

2. Tap the transaction in the list whose receipt you want to email. See [TransactionHistory](#) for instructions on filtering the list.
3. Tap **Email**.



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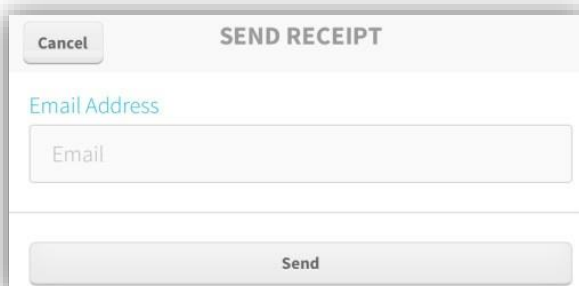
Payment Information
Method: Cash

Miscellaneous
Tax: \$106.76

Refund

Email

4. Enter the customer's email in the Email Address field. Tap **Send** to email the receipt.



Cancel

SEND RECEIPT

Email Address

Email

Send