

SwipeSimple Merchant FAQ

How to use:

How do I use SwipeSimple?

SwipeSimple is very easy to use. Follow the steps below to get started:

1. You can download to the SwipeSimple app from the App Store for iOS or the Google Play Store for Android or visit SwipeSimple.com
2. Sign-in using the email address on file and the temporary password included in your Welcome Email
3. Take your first transaction!

How do I process a SwipeSimple transaction?

1. Download the mobile app or visit SwipeSimple.com to sign in
2. Type an amount on the Sale screen (We recommend a \$0.01 test transaction).
3. Tap the "Credit Card" button
4. Connect the SwipeSimple card reader to your device
5. Swipe or Dip your card when prompted by the app
6. Select "Process Payment" on the following screen
7. Enter an email address or phone number to send a receipt

Where can I accept SwipeSimple transactions?

SwipeSimple is an mPOS solution. The card readers can be used with iOS and Android phones or tablets. You can also manually enter transactions through the dashboard at www.SwipeSimple.com.

Is there a way to demo SwipeSimple?

Yes. The SwipeSimple app is available for free in the App Store for iOS and the Google Play for Android. After downloading the app, anyone can select "demo mode" and explore the app from there. Please note, SwipeSimple will not store transactions taken while in demo mode.

To exit demo mode, just select "log out" in the upper right-hand corner of the sales screen.

Support:

Who do I contact for my support questions?

Please contact TransNational Payments customer support at (888) 998-6224 or via email at support@gotnp.com for all troubleshooting advice or SwipeSimple account inquiries. Check the “Support” section of the setting page in your app for contact information.

How do I sign-in after I apply for SwipeSimple?

After your application has been approved, TransNational Payments will create your SwipeSimple account. Within 24 hours of your approval you will receive a Welcome Email with a temporary password and login details. Next Steps:

1. You can download the SwipeSimple app from the App Store for iOS or the Google Play Store for Android or visit SwipeSimple.com
2. Sign-in using the email address and the temporary password provided to you in your Welcome Email
4. Take your first transaction!

Will I need to contact someone to set-up my card reader after I receive my Welcome Email?

No. After you follow the instructions provided in your SwipeSimple Welcome Email, your account will be completely ready to accept transactions!

If you have any trouble connecting your card reader, simply follow the troubleshooting advice in the Pocket Guide that is included in the box with your card reader or contact TransNational Payments.

What are the common Troubleshooting steps for SwipeSimple?

iOS:

- Please ensure that the device is able to run one of the three latest versions of the OS (iOS versions 7 and up)
- Please make sure the volume on the device is at the maximum level
- Make sure the microphone is enabled in the settings of the device
 - You can enable the microphone in the “Privacy” section
 - Please note that uninstalling & reinstalling the app may toggle this microphone off

Android:

- Please contact Transnational Payments customer support to confirm compatibility or test your device real-time using the “diagnostic tool” in the app.

- Please make sure the volume on the device is all the maximum level. If a warning message comes up when the device is plugged in it must be accepted. (Typically happens on Samsung devices.)
- Confirm that Bluetooth is turned off when using a audio jack card reader.

How do I purchase additional card readers?

Contact TransNational Payments customer support to order additional SwipeSimple card readers.

Features:

Is there a limit on the number of users I can add to my SwipeSimple account?

No. There is no limit on the number of users you may add to SwipeSimple. Please contact TransNational Payments for details regarding fees.

How do I add additional users to my SwipeSimple account?

Contact TransNational Payments to request additional users.

Can I restrict my employee's user settings?

Yes. User roles determine the level of access each user has on a SwipeSimple account.

What is the difference between an "admin" user and a "member" user?

Admin users will have access to all account details including reports, account settings, and transactions run by all users. Admin merchant will also be able to run transactions, refunds, and voids.

Member users will only have access to their own transactions and may be restricted to a single MID on multiple MID accounts. Member users can only process transactions and void items in their personal history.

Does SwipeSimple support EMV?

Yes. Transactions taken while in Offline Mode are magstripe and manual entry only and will not work with EMV.

Does SwipeSimple support store-and-forward or offline transactions?

Yes, users may enable offline mode in the settings of the app. Offline mode will allow merchants to accept transactions without data or Wi-Fi. These transactions will be processed after the merchant re-connects to Wi-Fi or gains cellular service.

Will offline transactions be processed real-time?

No. Please note, that transactions taken while in offline mode will appear as “pending” until the app is taken back online. After the app is taken online, transactions will be processed and may be either approved or declined.

Will store-and-forward work with EMV transactions?

No. Transactions taken while in Offline Mode are magstripe and manual entry only.

Does SwipeSimple support Bluetooth printers?

No. SwipeSimple does not support a Bluetooth print option at this time. Merchants may print a receipt from their computer by visiting the transaction details page on the dashboard.

Do accounts manually batch out?

No. SwipeSimple does not support manual batching. All batches are set to settle automatically once every 24-hours.

Please contact TransNational Payments customer support to confirm or change your batch time.

How do I set a batch time?

Batch times are set when an account is onboarded. If a batch time needs to be adjusted, please contact TransNational Payments. Batch times can be set to any time on the hour.

How long does it take to receive funds?

All batches on SwipeSimple are scheduled to close once every 24-hours. After a batch has closed on SwipeSimple, the timing of funding is out of our jurisdiction.

Can a refund be processed after a batch has been closed?

Yes. There is no time limit on processing refunds through SwipeSimple.

Will the credit card need to be present to run a refund?

No. The user will only have to go into the transaction detail and select the “refund” option.

Does SwipeSimple support partial refund?

Yes. A partial refund can be done from the app or dashboard. The user would select the “refund” button, edit the amount in the confirmation box, and select refund. The amount must be equal to or less than the original sale amount.

I cannot access a setting on my account. How do I get this setting updated?

Contact TransNational Payments customer support at (888) 998-6224 or via email at support@gotnp.com for any changes to the merchant account on SwipeSimple.

What information can I add to the receipt?

Every receipt will automatically include the merchant account name, address and phone number*. You may also edit the header or footer on the receipt to include return policies, greeting messages, or website links.

*Phone number optional on merchant accounts.

How can I add a name or note to a transaction during a sale?

If a merchant would like to add a note to a transaction they would enter in the amount and press the "+" sign in the bottom right-hand corner of the sale screen in the app. After this step, they would select the "items (#)" area which will bring up a screen that will display the "custom item" they just created. If they select that item, a menu bar will drop down and on the left-hand side there is an icon that looks like a piece of paper. If they select that icon a field will come up where they can enter in notes that will be associated with the transaction.

Does SwipeSimple integrate with QuickBooks or other accounting software?

No. Transactions can be exported as CSV or Excel spreadsheets to be used as needed.

Does the SwipeSimple dashboard support recurring billing?

No. The dashboard does not support recurring billing. TransNational Payments can support recurring billing with other products. Please reach out to your sales executive or customer support to learn more.

Other Common Questions:

Will I receive two statements?

No. TransNational Payments will include all fees and transactions associated with SwipeSimple in your regular monthly statement.

What about the virtual terminal that I use today? Will I have to pay two separate fees?

SwipeSimple offers a web dashboard in addition to the app. The dashboard allows merchants to accept manually entered transactions.

How secure is the SwipeSimple system?

We use DUKPT with Triple DES encryption and we are a PCI Level 1 compliant service provider.