Authorize.Net LLC ("Authorize.Net") has made efforts to ensure the accuracy and completeness of the information in this document. However, Authorize.Net disclaims all representations, warranties and conditions, whether express or implied, arising by statute, operation of law, usage of trade, course of dealing or otherwise, with respect to the information contained herein. Authorize.Net assumes no liability to any party for any loss or damage, whether direct, indirect, incidental, consequential, special or exemplary, with respect to (a) the information; and/or (b) the evaluation, application or use of any product or service described herein.

Authorize.Net disclaims any and all representation that its products or services do not infringe upon any existing or future intellectual property rights. Authorize.Net owns and retains all right, title and interest in and to the Authorize.Net intellectual property, including without limitation, its patents, marks, copyrights and technology associated with the Authorize.Net services. No title or ownership of any of the foregoing is granted or otherwise transferred hereunder. Authorize.Net reserves the right to make changes to any information herein without further notice.

**Authorize.Net Trademarks**

- Advanced Fraud Detection Suite™
- Authorize.Net®
- Authorize.Net Your Gateway to IP Transactions™
- Authorize.Net Verified Merchant Seal™
- Automated Recurring Billing™
- eCheck.Net®
Contents

Recent Revisions to This Guide  5

About This Guide  6
   Audience and Purpose  6
   Conventions  6
      Note and Important Statements  6
      Text and Command Conventions  6
   Customer Support  7

Chapter 1  Introduction  8
   Features  8
   Feedback  8

Chapter 2  Merchant Requirements  9
   Device Support  9
   Merchant Agreements  9
   Collecting Customer Information  9
   Product Type  10
   Account User Types  10
   For More Information  11

Chapter 3  Setting Up  12
   Reviewing Payment Form Settings  12
   Configuring Address Verification Service (AVS) Settings  13
   Updating Business Information  13
   Downloading the Authorize.Net Mobile Application  14
   Accepting Terms and Conditions  14
   Logging In to Your Account  14
      Using a Sandbox Account  14
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allowed Special Characters</td>
<td>15</td>
</tr>
<tr>
<td>Managing Mobile Devices</td>
<td>15</td>
</tr>
<tr>
<td>Setting Up the Application</td>
<td>15</td>
</tr>
<tr>
<td>Merchant Information</td>
<td>15</td>
</tr>
<tr>
<td>Fields in Merchant Information Settings</td>
<td>16</td>
</tr>
<tr>
<td>Sales Tax</td>
<td>16</td>
</tr>
<tr>
<td>Tipping</td>
<td>16</td>
</tr>
<tr>
<td>Shipping</td>
<td>16</td>
</tr>
<tr>
<td>Skip Signature</td>
<td>17</td>
</tr>
<tr>
<td>Reason Response Codes</td>
<td>17</td>
</tr>
<tr>
<td><strong>Chapter 4</strong>              <strong>Accepting Payments</strong></td>
<td>18</td>
</tr>
<tr>
<td>Using the Transaction Page</td>
<td>18</td>
</tr>
<tr>
<td>Entering Payment Information</td>
<td>18</td>
</tr>
<tr>
<td>Completing the Transaction</td>
<td>19</td>
</tr>
<tr>
<td>Confirmation of the Transaction</td>
<td>19</td>
</tr>
<tr>
<td>Sending an Email Receipt</td>
<td>20</td>
</tr>
<tr>
<td>Logging Out of the Authorize.Net Mobile Application</td>
<td>20</td>
</tr>
<tr>
<td><strong>Chapter 5</strong>              <strong>Managing Transactions</strong></td>
<td>21</td>
</tr>
<tr>
<td>Enabling the Transaction Details API</td>
<td>21</td>
</tr>
<tr>
<td>Viewing Transaction History</td>
<td>22</td>
</tr>
<tr>
<td>Searching Transactions</td>
<td>22</td>
</tr>
<tr>
<td><strong>Appendix A</strong>             <strong>Supported Card Readers</strong></td>
<td>23</td>
</tr>
<tr>
<td>How to Order</td>
<td>23</td>
</tr>
</tbody>
</table>
Recent Revisions to This Guide

<table>
<thead>
<tr>
<th>Release</th>
<th>Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 2015</td>
<td>Removed the section Authorizing the Device for Use. This section is no longer required because devices are automatically authorized the first time a user logs in from the device.</td>
</tr>
<tr>
<td>August 2015</td>
<td>Updated guide to reflect the most recent enhancements to the user interface.</td>
</tr>
<tr>
<td>March 2015</td>
<td>Updated Android support information. The Authorize.Net mobile application is supported on Android 4.0 or later.</td>
</tr>
<tr>
<td>June 2014</td>
<td>Updated guide to indicate that application can be used with both card-not-present and card-present accounts.</td>
</tr>
</tbody>
</table>
About This Guide

Audience and Purpose

This guide is written for merchants who use the Authorize.Net mobile application to process transactions. Some operations require administrator privileges in the Authorize.Net merchant interface.

Conventions

Note and Important Statements

A Note contains helpful suggestions or references to material not contained in the document.

An Important statement contains information essential to successfully completing a task or learning a concept.

Text and Command Conventions

<table>
<thead>
<tr>
<th>Convention</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>bold</strong></td>
<td>■ Field and service names in text; for example: Include the <strong>ics_applications</strong> field. ■ Items that you are instructed to act upon; for example: Click <strong>Save</strong>.</td>
</tr>
</tbody>
</table>
Customer Support

For support information about any Authorize.Net service, visit the Support Center:

https://support.authorize.net/
Introduction


Features

- Uses existing Authorize.Net account login ID and password to securely access the Authorize.Net Payment Gateway through the Authorize.Net Mobile Application.
- Accepts credit, signature debit, and prepaid card payments from Visa, MasterCard, American Express, and Discover.
- Establishes settings with a simple one-time configuration that enables merchants to set a default tax rate, skip signature for transaction amounts less than $25, and turn Tips on or off.
- Itemizes individual items for purchase.
- Captures shipping details for goods to be shipped to the customer.
- Sends an email receipt of the completed transaction to the customer’s email address.
- Manages transactions originated by the device such as voids (voiding of unsettled transactions) and refunds (refunding of settled transactions).
- Tracks the history of all purchase and void/refund transactions or searches for specific transactions originated from the device.
- Securely manages and controls permissions for multiple devices.

Feedback

If you have any comments or suggestions about the Authorize.Net Mobile Application, please contact feedback@authorize.net.

If you have any comments or suggestions about this document, please contact documentation@authorize.net.
Merchant Requirements

2

Device Support

The Authorize.Net Mobile Application supports Android 4.0 or later devices with connectivity from a wireless carrier or Wi-Fi provider.

It has been optimized for these tablet devices:

- Samsung Galaxy 10.1
- Samsung Galaxy 7.0
- Samsung Note 2

Merchant Agreements

The Authorize.Net Payment Gateway Merchant Service Agreement and the Authorize.Net Mobile Application Terms and Conditions govern the use of your Authorize.Net Payment Gateway account and your use of the Authorize.Net Mobile Application, respectively. Both the agreement and the terms and conditions require you to comply, at your expense, with all laws, policies, guidelines, regulations, ordinances, orders of any governmental body and/or rules applicable to your use of the Authorize.Net services including, without limitation, the rules promulgated by the credit card networks and the Federal Trade Commission, and all laws and regulations governing the security, privacy, collection, retention and use by Merchant of consumer data, including, without limitation, financial information, card account numbers, and all other personally identifiable consumer information.

Collecting Customer Information

You may collect shipping addresses using the Authorize.Net Mobile Application only if you are shipping a product to a customer. Should you collect a customer’s shipping address or
any other personally identifiable information for the purpose of shipping a product to the customer, you may not use such information for any purpose other than product shipment.

The customer’s email address can be captured only when the application prompts for it after the transaction is completed, subject to the customer’s request for an email receipt. See “Sending an Email Receipt,” page 20.

**Product Type**

You can use the Authorize.Net Mobile Application key-in functionality with both card-present and card-not-present accounts. You can use an encrypted card reader with either type of account. Different transaction rates apply depending on which type of transaction you process. For more information on transaction pricing, call your merchant bank and your Authorize.Net sales contact.

**To view your Authorize.Net product type:**

1. Log in to your account at https://account.authorize.net.
2. In the main toolbar, click Account.
3. Click Merchant Profile.
4. Under Business Information, refer to Product Type.

**Account User Types**

The Authorize.Net Payment Gateway account includes the following user types:

**Account Owner**: an account owner is the top level user, has access to all features of the Merchant Interface, and manages all other user accounts. Only an account owner can create another account owner.

**Account Administrator**: by default, an account administrator has all Merchant Interface permissions except for the ability to enable or disable payment gateway services or manage account owner user accounts.

**Transaction Manager**: by default, a transaction manager can perform all transaction processing functions in the Merchant Interface.
For More Information

For more information about this product, including availability, pricing, and transaction rates, contact your merchant bank and your Authorize.Net sales contact.
Before downloading the app, you can begin by completing some mobile-related tasks in the Authorize.Net merchant interface.

### Reviewing Payment Form Settings

The Payment Form settings in the Merchant Interface enable you to specify certain fields as being required when transactions are submitted to Authorize.Net. Because the fields passed to Authorize.Net from the Authorize.Net Mobile Application are already defined, you may experience transaction errors (Reason Response Code 33) if you have other fields selected as required in the Payment Form settings. To prevent these errors, log in to the Merchant Interface and review the Payment Form settings.

**To review payment form settings:**

1. Log in to your account at [https://account.authorize.net](https://account.authorize.net).
2. From the main toolbar, click **Account**.
3. Under Transaction Format Settings, click **Payment Form**.
4. Click **Form Fields**.
5. Uncheck all selected fields in the Required column.
6. Click **Submit**.

Changes made to the Payment Form settings will affect any software solution that posts transactions to Authorize.Net using the Advanced Integration Method (AIM), Direct Post Method (DPM) or Server Integration Method (SIM). Contact your developer to ensure that other solutions are not adversely affected by these changes.
Chapter 3  Setting Up

Configuring Address Verification Service (AVS) Settings

AVS helps detect suspicious payment card transactions. It compares the billing address provided by the cardholder with the billing address on file at the payment card issuing bank. A transaction is accepted or rejected based on your AVS settings in the Merchant Interface. When a transaction is rejected, the application displays a status of Declined.

To configure your AVS settings:

Step 1  Log in to the Merchant Interface at https://account.authorize.net/.
Step 2  From the main toolbar, click Account.
Step 3  Select Settings.
Step 4  In the Security Settings section, click Address Verification Service.
Step 5  Check the AVS codes for which the payment gateway should reject transactions.
Step 6  Click Submit.

Changes made to the AVS settings will affect any transaction submitted to Authorize.Net using the Advanced Integration Method (AIM), Direct Post Method (DPM) or Server Integration Method (SIM). Contact your developer to ensure that other solutions are not adversely affected by these changes.

Updating Business Information

To edit your business information, you must log in to the Authorize.Net Merchant Interface. If you have not entered merchant information in the app, the receipt will use the information entered in this section. If merchant information is entered in the app, the information in the app takes precedence.

To update your business information:

Step 1  Log in to the merchant interface at https://account.authorize.net/.
Step 2  In the main toolbar, click Account.
Step 3  In the left menu, click Merchant Profile.
Step 4  Click Edit Business Information.
Step 5  Update your business information as needed by editing the provided text fields and drop-down menus.
Step 6  Click **Submit**.

### Downloading the Authorize.Net Mobile Application

You can download the Authorize.Net Mobile Application from Google Play by searching for Authorize.Net. Once the application is finished downloading, it will be in the Applications menu on the home screen.

### Accepting Terms and Conditions

The first time you launch the Authorize.Net Mobile Application on your mobile device, you are prompted to accept the Terms and Conditions specific to the Authorize.Net Mobile Application. You will continue to be subject to your existing Authorize.Net Payment Gateway Merchant Service Agreement.

### Logging In to Your Account

After you accept the Terms and Conditions, the login page appears. Enter your Merchant Interface credentials and tap Log In.

### Using a Sandbox Account

We recommend that you test your implementation using your sandbox account before processing live transactions. Tap the **Use Sandbox Account** slider on the login page. When you are logged in to the sandbox account, an orange bar appears at the top of the user interface.

If you do not have a sandbox account, tap the **Create Sandbox Account to Try This App** link.
Allowed Special Characters

The following table shows which special characters are allowed, and for which fields.

<table>
<thead>
<tr>
<th>Special Character</th>
<th>Login ID</th>
<th>Password</th>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>&amp;</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>%</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>- (Hyphen)</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>_ (Underscore)</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>#</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>&amp;</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

Managing Mobile Devices

Using the Authorize.Net merchant interface, an account administrator can enable, disable, or delete mobile devices from an account.

To manage mobile devices:

**Step 1** Log in to the merchant interface at https://account.authorize.net.

**Step 2** Navigate to Account > Settings > Security Settings > General Security Settings > Mobile Device Management.

**Step 3** Select a device in the Device ID column.

**Step 4** Click one of the following options: Enable Device, Disable Device, or Delete Device.

Setting Up the Application

When you log in for the first time, you are given the choice to update settings or accept payments. We recommend that you update settings.

Merchant Information

Here you can enter information about your business that will appear on the receipt sent from the mobile device. If you do not enter information in the app, the receipt will display the merchant information that exists in the Authorize.Net merchant interface. If you enter
merchant information in the app, that information supercedes the information in the merchant interface.

**Fields in Merchant Information Settings**
- Business name
- Address
- City
- State
- ZIP code
- Phone number
- Email address

**Sales Tax**
Tap the slider to enable the sales tax feature. The Sales Tax page appears. Use the number dials to select the default sales tax percentage. When you are finished, tap **Back** to return to the Transaction Settings page.

**Tipping**
Tap the slider to enable the tipping feature.

---

**Note**
When tipping is enabled, a signature is always required. Keep this requirement in mind when adjusting the Skip Signature option.

**Shipping**
Tap the slider to enable the shipping feature. Doing so enables you to add shipping address information. Shipping information includes:
- First name
- Last name
- Address one
- Address two
- City
- State
- ZIP code
- Phone number
Skip Signature
When this feature is enabled, a signature is not required for transactions of less than $25. Be aware that this feature is incompatible with tipping. When tipping is enabled, the Skip Signature option cannot be enabled.

Reason Response Codes
Reason Response Codes may be displayed in parentheses within the Authorize.Net Mobile Application when an error occurs during processing.

To view reasons for a specific error:

- **Step 1** Go to https://developer.authorize.net/tools.
- **Step 2** Click Response Reason Code Tool.
- **Step 3** Enter the error code.
- **Step 4** Click Submit.
CHAPTER 4

Accepting Payments

Using the Transaction Page

The Transaction page is where you create an itemized list of goods and services. You can also enter shipping information if shipping was enabled in the Settings page.

To create an itemized list:

Step 1 Tap Goods/Services.
Step 2 Enter a description for the first item and tap Next.
Step 3 Enter a price and then tap +.
To add another item, repeat Steps 1-3. To view the itemized list, tap Item List.

To enter shipping information:

Step 1 Tap Shipping. The Shipping page appears.
Step 2 Tap $0.00 to enter the shipping cost. Tap Next.
Step 3 Tap First Name and enter the first name of the customer. Tap Next.
Step 4 Enter a last name and tap Next.
Step 5 Continue entering shipping information until you have entered the phone number. Tap Done.
Step 6 Tap the left-arrow icon to return to the Transaction page.

Entering Payment Information

After creating an itemized list, you can enter payment information by using a card reader or keying in the payment information. To key in information, tap Key in Card Info and manually enter payment information.
To use an encrypted card reader:

**Step 1** Plug in the card reader. A menu of card readers appears.

**Step 2** Tap the card reader that you are using. The message Swipe When Ready appears.

**Step 3** Swipe the card. The Authorize page appears.

**Step 4** Have the customer sign in the signature area.

---

**Important**

Do not reduce or mute the volume while the card reader is plugged in to the headphone jack. The reader draws power from your device’s headphone jack. When you plug in the reader, your device’s volume is automatically set to maximum. If you manually decrease or mute the volume level while the reader is plugged in, the reader might not have enough power to read credit card data, and you will receive an error.

---

**Completing the Transaction**

From the Authorize page, the customer can do the following:

- Enter a tip amount if the Tip feature is enabled (optional).
- Confirm the final transaction amount.
- Provide a signature.
- Tap **Authorize** to complete payment.

**Confirmation of the Transaction**

After the transaction has successfully completed, the Authorize.Net Mobile Application displays the Transaction Summary page. A unique Transaction ID is generated and appears with the transaction status.

After you review the Transaction Summary page, choose one of the following actions:

- Send the customer an email receipt and tap the envelope icon. For more information about email receipts, see "Sending an Email Receipt," page 20.
- Tap **New Transaction** to begin a new transaction.
If the transaction results in an error, you receive the same error codes that apply to standard Authorize.Net transactions. Refer to the online Response Reason Code Tool for further detail about these codes:

https://developer.authorize.net/tools/responsereasoncode/

**Sending an Email Receipt**

A customer can provide an email address to receive a receipt by email. A customer is not required to provide this information. If a customer prefers not to provide an email address for delivery of the transaction receipt, a merchant must comply with pertinent laws and regulations and the agreement with their acquirer pertaining to the provision of receipts for debit and credit card transactions, which may include providing a paper receipt. If a customer declines to receive a receipt in any form, you do not need to provide a receipt. You may provide a handwritten receipt if requested by the customer.

The email is sent from the Authorize.Net gateway on your behalf. If the customer replies to this email, the reply is sent to the email address associated with your Authorize.Net Payment Gateway account.

---

**Note**

The receipt is sent, but it is not saved to your mobile device.

---

**Logging Out of the Authorize.Net Mobile Application**

To log out of the application, go to the Menu page, tap **Log Out**, and then confirm that you want to log out.

The Authorize.Net Mobile Application automatically logs off when it is idle for 30 minutes and after every 8-hour interval, regardless of use.

If you use the application after it is idle for 30 minutes, you will not be asked to log in until you try to perform an action (such as send a payment from the Review & Authorize page or view the History page). If you are prompted to log in after tapping Authorize in the Review & Authorize page, you can then resume your previous session. All basket information should be available to you, but previously entered payment information will not be because this information is not stored on the device.
Enabling the Transaction Details API

Before you can view transaction history from the application, you must enable transaction details in the merchant interface.

To enable the Transaction Details API:

1. Log in to your account at https://account.authorize.net.
2. Enter your login ID and password.
3. Click Account.
4. Under Security Settings, click Transaction Details API.
5. Enter your secret answer.
6. Click Enable Transaction Details API.

The default setting of the Transaction Details API feature on the Merchant Interface is OFF, which prevents you from seeing the history of transactions made with the application or from accessing the void or refund functions for those transactions.

If you do not enable this feature, you cannot view transaction history on the application.

Note: An owner or administrator has the ability to see Settings and History pages as part of the application's Manage feature. If the Transaction Details API remains OFF, the owner or administrator sees only the Settings page, and the Transaction Manager can see only the History page. In this case, the Transaction Manager cannot see the Manage feature.
Viewing Transaction History

You can view transactions submitted through the Authorize.Net Mobile Application by the logged-in user if you have enabled the Transaction Details API. For more information on enabling the Transaction Details API, see “Reviewing Payment Form Settings,” page 12.

An account owner or account administrator can see Settings and History pages as part of the application’s Manage feature. A Transaction Manager can see only the History page, assuming the account’s Transaction Details API is enabled.

To view the transaction history, tap the three-bar button on the upper-left side of the page and choose History.

You can choose the following types of transactions:

- **Last Transaction**: this option displays the details of the last transaction processed by this device. You can void the transaction by tapping Void.
- **Unsettled Transactions**: this option displays purchases or refunds that are pending settlement. Tap a transaction to display its details. You can void an unsettled transaction from the detail page by tapping Void.
- **Settled Transactions**: this option displays purchases that have already settled as part of the standard Authorize.Net settlement process. Tap a transaction to view its details. You can refund a transaction from the details page by tapping Refund.
- **Voided Transactions**: this option displays voided transactions, which are defined as unsettled transactions that were cancelled before settlement. Tap a transaction to view its details.
- **Refunded Transactions**: this option displays those settled transactions that were refunded to the original card. Tap a transaction to view its details.

Searching Transactions

You can search for specific transactions from the History page by tapping the Transaction ID field. Enter a valid Transaction ID, tap the magnifying glass icon, and the Details page for that transaction appears.
Supported Card Readers

Only card readers that have been injected with the Authorize.Net security key are supported. The card readers below work only with certain devices and carriers. Before purchasing, we recommend that you ensure that your device and carrier are compatible before purchasing.

How to Order

Supported mobile card readers may be purchased through our partner POS Portal. For more information, visit http://authorizenet.posportal.com/.