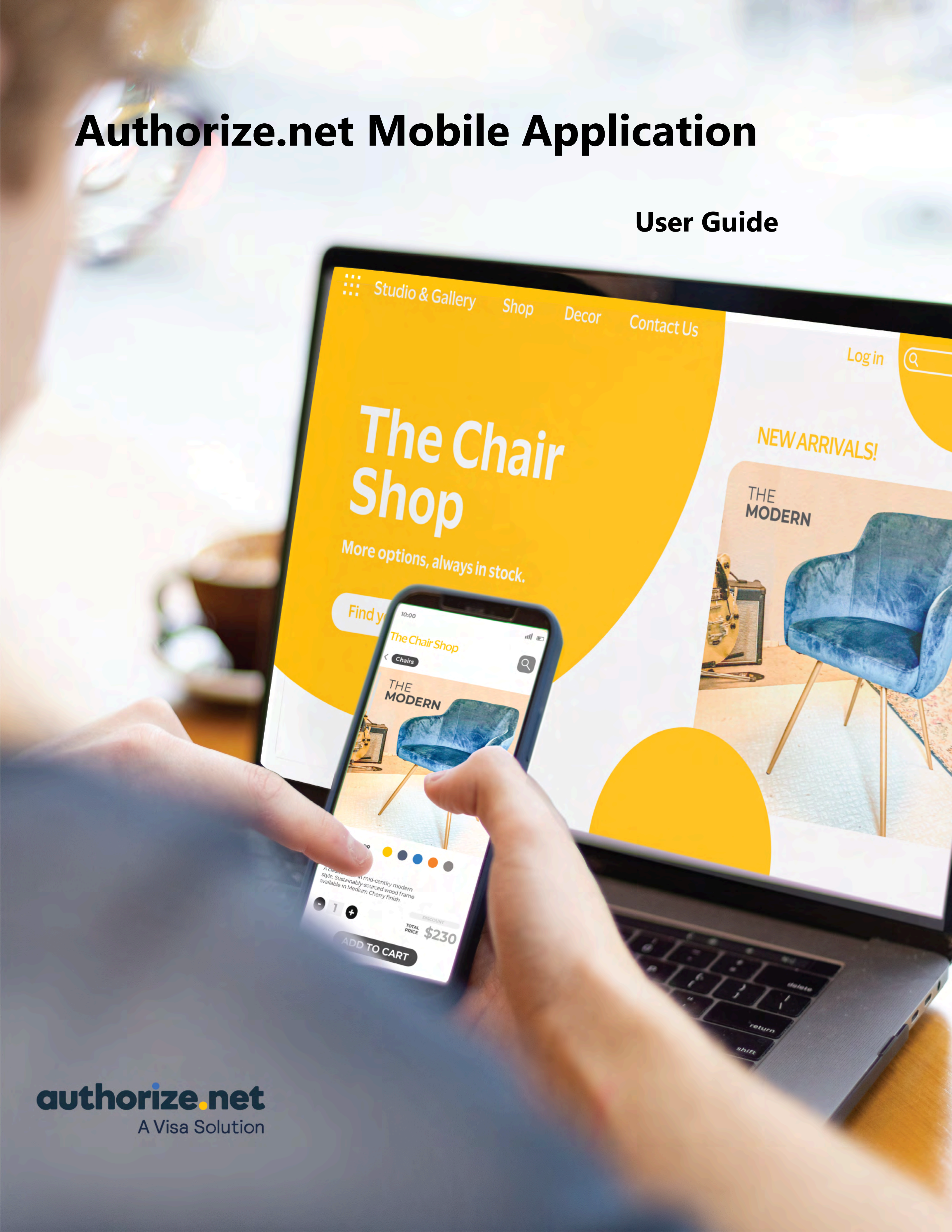
Authorize.net Mobile Application

User Guide



authorize.net
A Visa Solution

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Recent Revisions to This Document

24.02

New Application Support

Added an explanation of support for the legacy mobile app as well as the new mobile app. See Using the Mobile App (on page 9)

Android Audio Considerations for Legacy App

Added an explanation that the Android audio considerations apply only to the legacy Authorize.Net app. See Android Audio Considerations (on page 28)

24.01

General update

This revision contains only editorial changes and no technical updates.

About This Guide

This section describes how to use this guide and where to find further information.

Audience and Purpose

This guide provides merchants with details on how to use the Authorize.net mobile application on their smartphone or tablet to process transactions.

Conventions

The following special statement is used in this document:

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

Customer Support

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

https://support.authorize.net

Reviewing Settings

Before downloading the Authorize.net mobile app, review settings in the Merchant Interface that might affect your processing.

After you complete the tasks in the Merchant Interface and download and install the app, you can use the app Settings screen to set up your payment options.

Reviewing Payment Form Settings

The Payment Form settings in the Merchant Interface enable you to specify certain fields as required when transactions are submitted to Authorize.net. Because the fields passed to Authorize.net from the Authorize.net mobile app are already defined, you might 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, follow these steps:

1. Log in to your account at https://login.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**.

Important: Changes made to the Payment Form settings will affect any software solution that posts transactions using the Authorize.net API. Contact your developer to ensure that other solutions are not adversely affected by these changes.

Configuring Address Verification Service Settings

The Address Verification Service (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, follow these steps:

1. Log in to your account at https://login.authorize.net.
2. From the main toolbar, click **Account**.
3. Click **Settings**.
4. Under Security Settings, click **Address Verification Service**.
5. Click **Form Fields**.
6. Check the AVS codes for which the payment gateway should reject transactions.
7. Click **Submit**.

> **Important:** Changes made to the AVS settings will affect any software solution that posts transactions using the Authorize.net API. Contact your developer to ensure that other solutions are not adversely affected by these changes.

Updating Business Information

If you do not enter merchant information in the Authorize.net mobile app, the receipt uses the information entered in the Merchant Interface. If merchant information is entered in the app, the information in the app takes precedence.

To update your business information in the Merchant Interface, follow these steps:

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

Managing Mobile Devices

Using the Merchant Interface, an account administrator can enable, disable, or delete mobile devices from an account.

To manage mobile devices:, follow these steps

1. Log in to your account at https://login.authorize.net.
2. Choose **Account > Settings > Security Settings > General Security Settings > Mobile Device Management**.
3. Select a device in the Device ID column.
4. Click **Edit Business Information**.
5. Click one of the following options: **Enable Device**, **Disable Device**, or **Delete Device**.

Using the Mobile App

The following information explains the basics of using the Authorize.net mobile app.

App Versions

The Authorize.net mobile app comes in two versions that you can download. Choose the version that is appropriate for the hardware that you are using:

- The version named "Authorize.Net" is in maintenance mode and only receives security and maintenance updates. This version supports older card readers, including audio jack readers.
- The version named "Authorize.net 2.0" is the current version of the mobile app and receives updates for new features and reader support. It does not support audio jack readers.

Downloading and Launching the Mobile App

You can download the legacy Authorize.net mobile app from Google Play, Apple’s App Store, or iTunes by searching for *Authorize.net*. When the app is finished downloading, it will appear on your home screen.

Accepting Terms and Conditions

The first time you launch the app on your mobile device, you are prompted to accept the Terms and Conditions specific to the app. 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, choose whether to use a sandbox account, and tap **Log In**. You can set the slider to **Remember Me** so that your credentials are saved.

Using a Sandbox Account

We recommend that you test your implementation using a sandbox account before processing live transactions. Tap the **Use Sandbox Account** slider on the login page.

If you do not have a sandbox account, tap **Create Sandbox Account**.

Allowed Special Characters

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

Special Character	Login ID	Password	Name	Email
&	No	No	Yes	No
%	Yes	Yes	Yes	No
- (Hyphen)	Yes	Yes	Yes	Yes
_ (Underscore)	Yes	Yes	Yes	Yes
#	Yes	Yes	Yes	No

Using the Tutorial

When you log in to the app for the first time, a tutorial is displayed. You can swipe right to view all the tutorial panes. On each panel, you can tap **Try Now** to try the functionality for that pane, or you can tap **Skip** to go into the setup.

Updating Your Card Reader

When you log in to the app for the first time, the app attempts to update your card reader's firmware. To skip this set, tap **Skip**. To check for an update, tap **Check Now**.

Using the Menu Button

To access the app menu, tap ☰ (menu) in the upper-left corner.

Options in the app menu include:

- Current Transaction
- Transaction History
- Settings
- Customer Support
- User Guide
- Terms and Conditions
- Logout
- Tutorial

Setting Up the App

When you log in for the first time, you can choose to update settings or accept payments. We recommend that you update your settings before accepting payments. You can also navigate to the Settings page at any time by tapping ☰ (menu) and choosing **Settings**.

Default Sales Tax

Tap the slider to enable the sales tax feature. Tap **Default Sales Tax** to set the default sales tax rate for payment transactions. Use the number dials to select the default sales tax percentage. When you are finished, tap **OK** to return to the Settings page.

The Default Sales Tax applies to Quick Add Items only. Catalog items are taxed at rates assigned in the POS Setup section.

Tipping

Tap the slider to enable the tipping feature in the transaction page.

When tipping is enabled, a signature is always required. Keep this requirement in mind when adjusting the Skip Signature option later on the Settings screen.

Shipping

Tap the slider to enable a shipping option during checkout. Doing so enables you to add shipping address information on the Transaction screen. Shipping information includes:

- First name
- Last name
- Address one
- Address two
- City
- State
- ZIP code
- Phone number

Show Signature Panel

When this option is on, the transaction screen shows a signature panel.

Skip Signature

When this feature is enabled, a signature is not required for transactions of less than 25.00.

This feature is incompatible with tipping. When tipping is enabled, the Skip Signature option cannot be enabled.

EMV Reader

When this feature is enabled, the app expects an EMV reader during payment.

Check Reader Update on Login

This setting causes the app to check for a card reader update every time you log in.

Merchant Info

Enter the following information about the merchant.

- Business name
- Address
- City
- State
- ZIP code
- Phone number
- Email address

If you add this information to the app, it overrides the merchant information in the Merchant Interface.

Set Default Landing View

To configure the app to open to a particular area each time you log in, select one of the following:

- Quick Add
- Categories
- All Items

About

This section shows the version of the app, the date it was last updated, and the details of any EMV connected to the device.

Card Reader Updates

If a card reader is plugged in, information about it is shown here. To update the card reader's firmware, tap **Card Reader Updates** and then tap **Check For Updates**. Allow up to 15 minutes for the card reader to check for updates and to download and install them to the reader.

POS Setup

The POS Setup page contains several important options that enable you to add departments, categories, and items.

Setting Tax Types

This feature enables you to create specific tax types that can be selected at checkout.

To add a tax type, follow these steps:

1. Tap **+ Add Tax Type**.
   The Add Tax Type page displays.
2. Tap the **Tax Type** field and enter a name for the tax type.
3. To modify an existing tax type, tap **Base Tax (Optional)** and select the existing tax type.
4. Tap **Tax Rate Name** and enter a name for the tax rate.
5. Tap the **Rate (%)** field and enter the tax rate percentage.
6. Tap **Save**.

The app returns to the Tax Types screen.

Setting Sales Departments

This feature enables you to add sales departments. For example, a sales department might be *Electronics*. Departments can contain categories, making them the top level of the hierarchy.

To add a sales department, follow these steps:

1. Tap **+ Add Department**.
   The Add New Department screen displays.
2. Tap **Department Name** and enter a name for the department.
3. Tap **Select Tax Type** to select a tax type. If no tax type exists, you can add one from the POS Setup page.
4. Tap **Save**.

The app returns to the Sales Department screen.

Setting Sales Categories

This feature enables you to create sales categories, which can be contained within a sales department. For example, within the *Electronics* sales department, you can create a *Television* category.

Sorting Categories

You can sort through existing categories by using three sorting options, all of which can be found at the top of the screen next to Sales Categories List:

- **Search**: To search for a particular category by its name, tap the magnifying glass icon to open the search field. Enter the category name or a keyword. Matches are automatically shown, and you can tap one to select it.
- **Grid View**: Tap the grid icon to display multiple categories for each row.
- **List View**: Tap the List icon to display one category for each row.

Creating Sales Categories

To create a sales category, follow these steps:

1. Tap **Category Name** and enter the name of the category.
2. To add an image associated with this category, tap **Upload Images**.
   The image will be scaled to fit your device. The minimum size is 50 kB and the maximum is 5 MB. Most popular image types are accepted, including JPG, PNG, and BMP.
3. To select an existing sales department, tap **Select Department**.
   If no sales department exists, you can create one from the POS Setup page.
4. To select an existing tax type, tap **Select Tax Type**.
   If no tax type exists, you can add one from the POS Setup page.
5. Tap **Save**.

The app returns to the Sales Categories screen.

Setting Sales Items

This feature enables you to create specific sales items that fit within a sales category. For example, within the *Television* sales category, you could create an item called *50-inch 4K Display*.

Sorting Items

You can sort through existing items by using three sorting options, all of which can be found at the top of the screen next to Sales Items List:

- **Search**: To search for a particular item by its name, tap the magnifying glass icon to open the search field. Enter the item name or a keyword. Matches are automatically shown, and you can tap one to select it.
- **Grid View**: Tap the grid icon to display multiple items for each row.
- **List View**: Tap the List icon to display one item for each row.

Creating Sales Items

To create one sales item using the app, follow these steps:

1. Tap **+ Sales Item**.
   The Add Sales Item screen displays.
2. Tap **Item Name** and add a name for the item.
3. Tap **Item ID** and add the ID number for this item.
4. Tap **UPC** and add the Universal Product Number for this item.
5. Adjust the **Available** slider to show whether this item is in stock.
6. To add an image associated with this item, tap **Upload Images**. The image will be scaled to fit your device. The minimum size is 50 kB and the maximum is 5 MB. Most popular image types are accepted, including JPG, PNG, and BMP.
7. Tap **Retail Price** and enter the pre-tax price of the item.
8. Tap **Select Category** to select an existing sales category. If no sales category exists, you can create one from the POS Setup page.
9. Tap **Select Tax Type** to select a tax type. If no tax type exists, you can add one from the POS Setup page.
10. Tap **Save**.

Setting Sales Items Using Templates

The bulk item upload feature enables you to upload multiple items at once by adding them to a spreadsheet application and uploading the spreadsheet to the app. Tapping the **Bulk Upload** link on the Settings screen opens the Bulk Upload page.

You must first create your catalog.

Catalog Creation Workflow

Before creating items using a template, you must first use the app to manually create any categories, departments, and taxes that the items will use. Use the following workflow:

- Tax Types
- Sales Departments
- Sales Categories

After these catalog items are complete, you can begin the bulk upload process, in which the catalog elements that you created are put into a CSV file that you can open with a spreadsheet application.

Creating Sales Items From Templates

To use the template to create multiple items, follow these steps:

1. Tap **Use Template**.
2. Tap **Step 1**.
3. Tap **Export.**
   The app exports all your catalog elements to a CSV file on your device.
4. Tap **Step Completed**.
5. Transfer the file to your computer and add items to it, and then transfer the file back to your mobile device.
6. Tap **Select Your File** and select the updated CSV file from your device.
7. Tap **Upload**.
   A confirmation screen appears.
8. Tap **Start Import**.

Template Fields

The template for creating multiple items include the following fields:

Spreadsheet Row	Required/ Optional	Format	Description
SystemGenerated ID	—	—	This is a system generated ID that we assign to each item in your Catalog. This column should not be changed or added to.
ItemID	Required	String. 64-character maximum.	Merchant-assigned ID for each item.
Item Name	Required	String. 64-character maximum.	Name of the item.
UPC	Optional	String. 64-character maximum.	Universal Product Number for the item.
Category	Required	String. 64-character maximum.	Category assigned to the item. The category must already exist in your catalog. The field is not used for adding new categories.
Tax Type	Optional	String. 64-character maximum.	Tax type assigned to the item.
Available Flag	Optional	TRUE or FALSE	Setting this field to TRUE makes the item available in your catalog. Setting it to FALSE makes it unavailable.
Retail Price	Optional	Number. Up to two decimal points.	Price for the item.
Image	Optional	*filename.jpg* or *filename.png*	The app supports *.png* and *.jpg* files. In this column you only need to include the filename with extension. The actual image files should be in the same folder on your device that the Bulk Upload file was downloaded to.
Action	Optional	A or U	Use A to add new items to your catalog. Use U to update existing items.

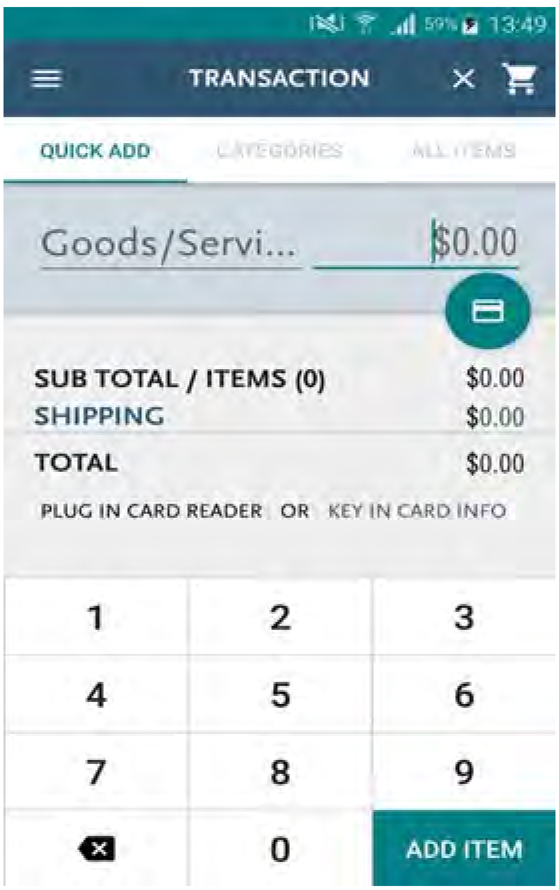
The Transaction Screen

There are three tabs at the top of the Transaction page which enable you to add items to the order:

- Quick Add: Add items that are not defined in the Manage console by typing in their name, amount, and other order information.
- Categories: Select items from a hierarchy of categories.
- All Items: Lists all items that are defined in the Manage console.

Using Quick Add

This feature enables you to add items to a sale quickly.



To use Quick Add, follow these steps:

1. Tap **Quick Add**.
   The Quick Add screen appears.
2. Tap the **Goods/services** field and enter the name of the item.

If a name is not entered here, the item is recorded as Goods/Services.

3. Enter a price in the amount field. The field is set to $0.00 by default.

4. If you enabled sales tax and you did not set a default, or you want to use a tax rate different from the default, tap the **Sales Tax** field and enter the tax rate.

5. If you enabled shipping on the Settings screen, tap the **Shipping** field and enter the shipping charge and the customer's shipping information.

6. Tap **Add Item**.
   The item is added to the order, and the shopping cart icon in the upper-right corner shows the number of items for this order.

7. Repeat steps 1-6 to add more items.

Adding Items Using Categories

Use the Categories tab to view a hierarchy of categories taken from the Management screen.

To select an item from a category, follow these steps:

1. Tap **Categories**.
   The Categories screen appears.

2. Tap a category.

3. Tap an item.
   Each time you tap the item, an item is added to the order.

4. Tap the plus icon next to the item.

5. **Optional:** Tap the plus icon again to display the item quantity pop-up window.

   a. Choose the number of items, either by tapping the plus (**+**) or minus (**-**) icons, or by tapping the quantity and typing the number directly.

   b. Tap **Update** to add the items to the order, or tap **Remove All** to remove the items.

6. Repeat steps 1-5 to add more items.

Adding Items Using All Items

Use the All Items tab to view all items that you added on the Management screen.

To select an item from the All Items screen, follow these steps:

1. Tap **All Items**.
   The All Items screen appears.
2. Tap an item.
   Each time you tap the item, an item is added to the order.
3. Tap the plus (**+**) icon next to the item.
4. **Optional:** Tap the plus (**+**) icon again to display the item quantity pop-up window.
   a. Choose the number of items, either by tapping the plus (**+**) or minus (**-**) icons, or by tapping the quantity and typing the number directly.
   b. Tap **Update** to add the items to the order, or tap **Remove All** to remove the items.
5. Repeat steps 1-4 to add more items.

Checking Out with a Card Reader

When you are finished adding items to the order, you can tap the card swipe icon to check out with a card reader. Or, you can review the order before checking out. To review, tap the shopping cart icon in the upper-right corner of the screen to display all selected items. Review the items and tap the back arrow to return to the transaction, or tap **Checkout** to continue to the checkout page.

The checkout page displays the amount of the transaction.

To use a card reader, follow these steps:

1. Plug the card reader into the headphone jack.
2. Insert the smart-chip card into the slot, or swipe the card's magnetic strip.
   See the card reader's documentation for more information about this process.
3. If tips are enabled, the customer chooses a tip option.
4. Unless you enabled Skip Signature in the Setting page, have the customer sign their name.
5. Tap **Authorize**.
   Do not remove the card or reader while the amount is authorizing.

After authorization is complete, the Transaction Summary screen appears.

Important:

If you are using the legacy Authorize.Net app, 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.

If you are using an Android device with the legacy Authorize.Net app, see Android Audio Considerations (on page 28).

Checking Out Without a Card Reader

Without a card reader plugged in, you can key in payment card information manually or have the customer pay by cash.

To enter payment card information manually, follow these steps:

1. Tap **Key In Card Info**.
2. Tap the **Card Number** field and enter a valid payment card number.
3. Tap the **MM/YY** field and enter the card's expiration date in the format MM/YY.
4. Tap the **CVV2** field and enter the card's verification value.
   The card's verification value is a unique three-digit number on the back of most cards, or a four-digit number on the front of an American Express card.
5. Tap the **ZIP** field and enter the postal code associated with the card.
6. Tap **Charge**.
   The Authorize screen appears.
7. If you enabled tips on the Settings screen, tap the **Tip** field and have the customer enter a tip amount.
8. Unless you enabled Skip Signature on the Setting screen, have the customer sign their name.
9. Tap **Authorize**.

After authorization is complete, the Transaction Summary screen appears.

Paying with Cash

To accept cash for a sale:

1. Tap **Key In Card Info**.
2. Tap **Cash**.
3. To enter an exact amount, tap the **Cash Tendered** field.
4. To enter individual bills, tap the number of the denomination for each bill.
5. To accept the full transaction amount, tap **Exact Amount**.
6. Tap **Accept Cash**.

Transaction Summary

After the transaction is successfully submitted, the Transaction Summary page appears. A Transaction ID is provided and the customer's receipt is shown.

To email the receipt to the customer, tap the **Email** field and enter their valid email address. The receipt is sent but is not stored on your device.

To begin a new transaction, tap **New Transaction**.

Logging Out of the App

To log out of the app, tap **Options**, tap **Log Out**, and then confirm that you want to log out.

If the app is idle for 30 minutes, the next action prompts the user to log in. This also happens after every 8-hour interval.

Response Reason Codes

Response reason codes may be displayed in parentheses within the app when an error occurs during processing.

To view information associated with specific codes, use the response reason code tool:

http://developer.authorize.net/api/reference/responseCodes.html

Viewing Transaction History

To view the transaction history, tap ☰ (menu), and then tap **Transaction History**.

You can choose the following types of transactions:

- **Last Transaction**: this option is selected by default, and it displays the details of the last transaction processed with this device. You can refund the transaction by tapping the **Refund** button.
- **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 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.
- **Cash Transactions**: this option displays transactions that were paid for by cash. Cash transactions are only stored on the device, and only for 7 days.

Searching Transactions

You can search for specific transactions from the **Transaction History** page by tapping the Transaction ID field. Enter a valid transaction ID, tap the magnifying glass icon, and the details for that transaction appear.

Android Audio Considerations

Card readers that plug into a mobile device's heaphone jack draw power from the device’s audio power, and they rely on that device’s audio power being set to maximum in order to work properly. Various audio settings can interrupt this power.

If you use the legacy Authorize.Net mobile app with a card reader that plugs into the headphone jack, review the following scenarios to ensure that your card reader receives full power.

Phone Audio Settings

If you are using an Android device, allow all audio permissions. All special audio settings should be off, including but not limited to these settings:

- Dolby
- MI Sound
- Beats Audio
- Boom Sound
- BesAudEnh
- DTS
- DAC

Audio Warning

A volume warning and limit were added in Android versions 4.2 and newer. This might affect the communication between the Android device and your card reader. To ensure that the device can output high volume, the user must accept the warning. Most Android devices will show the warning automatically, but some devices require the user to manually make this change. The user is prompted to accept this warning after each reboot.

Follow the appropriate steps below to accept the warning.

Warning Opens Automatically

If the warning was not accepted before, it shows automatically when the first controller command is called. You must accept the warning.

Warning Opens in Setting When User Changes Volume

1. Plug the card reader into the headphone jack.
2. Open Settings in the App menu and choose **Sound**.
3. Select **Music, video, games and other media**, and then maximize the volume.

Warning When Opening a Music or Video App

1. Plug the card reader into the headphone jack.
2. Open the music or video app.
3. Maximize the volume.

Warning When User Maximizes Volume

1. Plug the card reader into the headphone jack.
2. Maximize the volume.