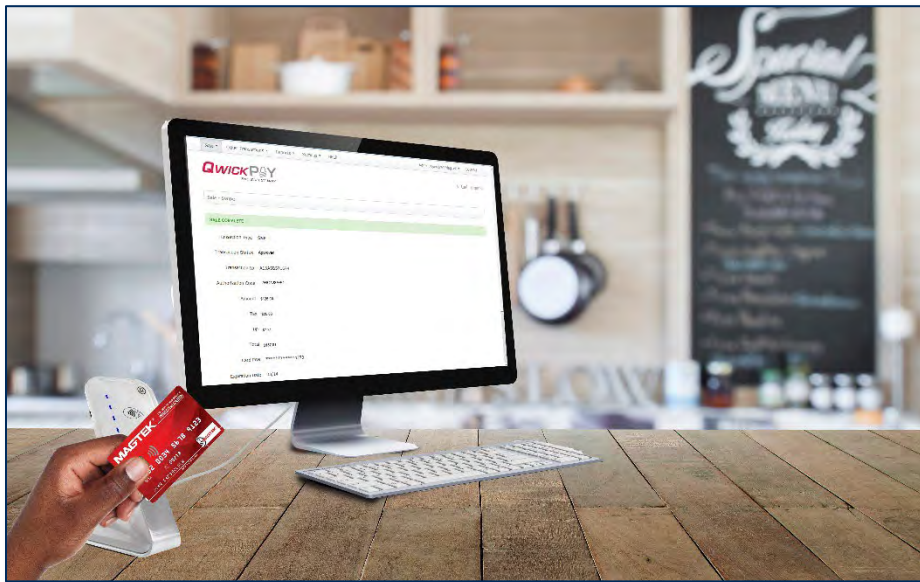


## QwickPAY 3.2 User Guide – Virtual Terminal Mobile Merchant Powered by Magensa

QwickPAY 3.2 is a complete payment solution that uses the most reliable and safest card readers (secure card reader authenticators by MagTek, SCRA's).



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**Table 0-1 - Revisions**

<b>Rev Number</b>	<b>Date</b>	<b>Notes</b>
60	July 2020	Reformatted manual, added Invoice content
70	Sept 2020	Updated with MagneFlex 2.0, removed caution notice, updated content regarding EMV acceptance
80	June 2021	Short Invoice Token and Auto-send Authorized Sale Receipts to Merchant
90	November 2022	Removed DynaPro, DynaPro mini, uDynamo.
900	February 2025	Added Web HID Support for the DynaFlex and DynaProx family of devices.

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## 1 QwickPAY Introduction

QwickPAY is a complete payment solution that uses the most reliable and safest card readers (secure card reader authenticators by MagTek, SCRAs). Whether you need to accept payments in-store, curbside, for delivery, or call-in takeout, QwickPAY is ready with point-of-sale devices that accept secure data entered over the phone with manual entry, or in-person with a swipe, tap, or dip of a card, or from tap and go mobile wallets like Apple Pay and Google Pay. Streamline the payment process and create frictionless sales and invoices to facilitate in person and remote, touchless transactions with QwickPAY.

### 1.1 Contacting Support

For assistance related to processing, transactions, applications, and settlement, please contact your QwickPAY Service Provider. Your QwickPAY Service Provider is the vendor that provided you with your Login credentials, or you can directly contact your processor (the entity that supplied your merchant account). They will be able to provide you with the best possible service. Most merchant account providers have 365/24/7 support.

For faster service, please have your reader charged (if using an audio jack or Bluetooth reader) and have the part number and serial number available. You can find this information on the MagTek sticker attached to your reader.

### 1.2 A Note on Your Merchant Account

Your merchant account is separate from your QwickPAY subscription. Your merchant account provides an agreement between you, a merchant bank, and a payment processor for the settlement of credit card and/or debit card transactions. Most transactions settle within 24 - 48 hours.

Merchant service providers deliver financial linkage between you, your customers, your bank, and the credit card companies. Fees and fee structures will vary, but you can expect that every merchant processing account will include a Discount Rate. This is the percentage of the transaction amount you will be billed for the transactions you process. Rates vary based on certain risk criteria usually categorized into “Qualified”, “Mid-Qualified” and “Non-Qualified” tiers. In addition, rates vary depending on your type of business, whether or not you swiped the customer’s card through the reader and other factors that can be explained in further detail by your merchant account provider. To ensure that you get the lowest fees possible, always swipe the customer’s card through the MagTek reader, and be sure to include all the required information whenever processing a transaction.

## 2 Sign up for a Subscription

Fill out the contact form to request a QwickPAY account and secure card reader kit from [www.QwickPAY.com](http://www.QwickPAY.com). An Authorized Service Provider will supply you with your preferred card reader(s) and send your QwickPAY login credentials via email.

### 2.1 Access and Browser Requirements

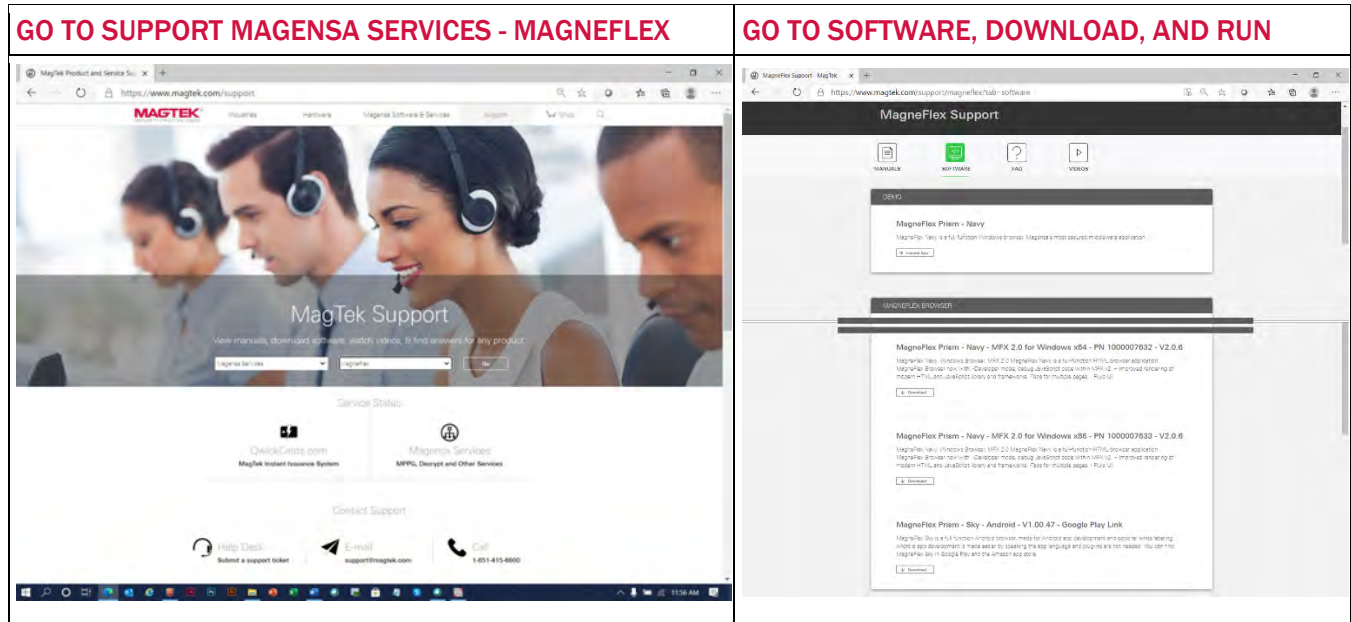
The table below will help users to understand what card reading devices work in each browser. Users can perform the following using MagTek SCRA and PIN Pad devices: Tap transactions using; Dip transactions; Swipe Transactions when using a KB reader; Manual Entry (Keyboard) Transactions; Void Transactions; Refund Transactions; QwickCodes Sale Transactions; Barcode Sale Transactions; Reports (all); and Settings (all).

Go to Settings and Device on the MagneFlex Navy browser and choose how to connect to your card reading device by selecting the desired reader type and connection interface. Note, you will ALSO need to configure the QwickPAY Virtual Terminal to select your card reading device. The QwickPAY Virtual Terminal can be accessed by ALL of the browsers listed below.

Operating System	Windows 10 or newer works best			Web HID Support
Browser	MagTek MagneFlex Navy	Firefox ver. 24.0	Internet Explorer 11	Chromium Desktop Browsers
Device Type				
HID Swipe	✓	✓	✓	✓
HID PIN Pad	✓	✓	✓	✗
HID KB Swipe	✓	✓	✓	✓
EMV Contact	✓	✗	✗	✓
Contactless	✓	✗	✗	✓

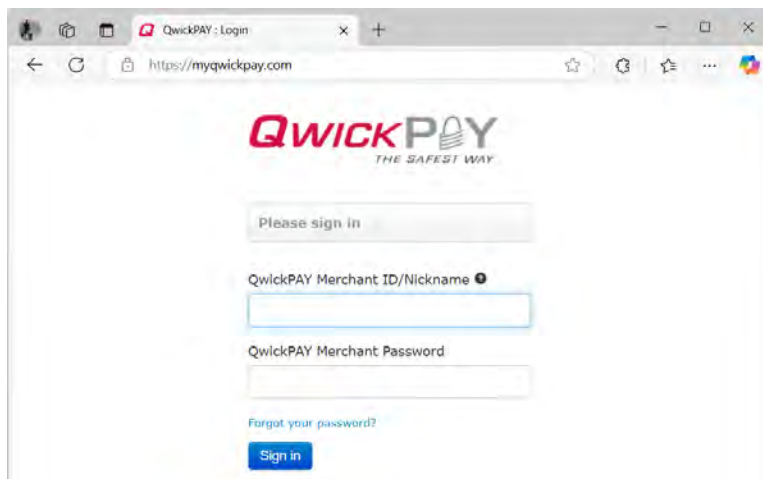
✓ Works with      ✗ Not functional at this time

The QwickPAY Virtual Terminal is a mobile responsive cloud application. Mobile Responsive applications automatically format the application’s layout to provide the best viewing format for the PC you are using. You can access the Virtual Terminal from a Windows PC or Mac running a Desktop Chromium Browser or by using MagTek’s MagneFlex Navy browser for Windows. Download the MagneFlex Prism - Navy - MFX 2.0 for Windows [x##] browser here: <https://www.magtek.com/support/magneflex?tab=software>.



### 2.1.1 Login

Once your subscription is processed you will receive your login credentials; these may come direct from QwickPAY or from your merchant account card processor. You can login by going to <https://myQwickPAY.com>.



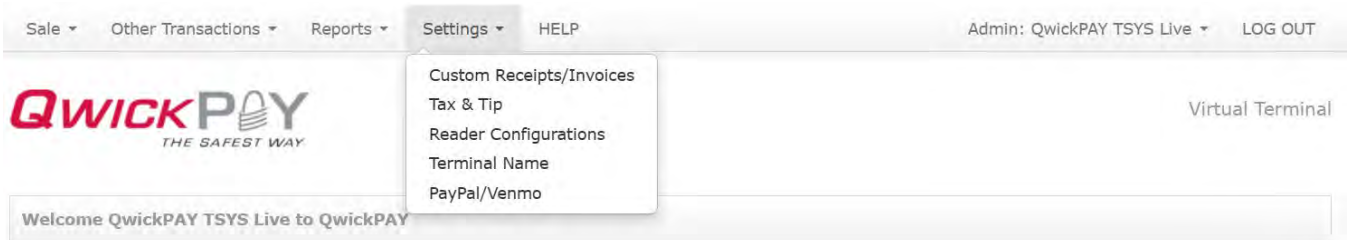
### 3 QwickPAY VT Overview

The Virtual Terminal is your office in the cloud and can be used on its own or in conjunction with mobile devices. The Virtual Terminal holds all aggregated transactions, and provides the ability to create reports, perform administrative tasks and create customized receipts.

<b>SALE</b>	Turn your computer into a POS terminal and make sales.
Swipe Only	Swipe using your connected SCRA (Visa, MC, AMEX or Discover accepted).
Dip/Tap/Swipe (Contact & Contactless EMV, MSR Fallback)	Dip/Tap/Swipe using your connected SCRA (Visa, MC, AMEX or Discover accepted).
Manual Entry (Keyboard)	Card not present, manual entry allows you to enter card data (PAN, Name and Exp Date) when necessary. You can securely enter the data into the keyboard.
Manual Entry (PIN PAD)* MagneFlex ONLY	Card not present, manual entry allows you to enter card data (PAN, Name and Exp Date) when necessary. You can more securely enter the data into a MagTek PIN PAD, which may reduce PCI scope.
Invoice	Send an Invoice for payment request
PayPal/Venmo	Accept payment from a cardholder's PayPal or Venmo wallet via QR Code.
<b>OTHER TRANSACTIONS</b>	Issue credits to your customers.
<b>VOID</b>	Enter in the transaction ID to void a sale prior to settlement.
<b>REFUND</b>	Enter in the transaction ID to refund a sale after settlement.
<b>REPORTS</b>	
<b>STANDARD</b>	The Standard Report is designed to act as a "Daily Report". The merchant should run this report every day and it will report on that day's transactions. It has a defaulted "From Date" of TODAY (which can be overridden to any date back as far as 90 days) and an implied "To Date" of TODAY which cannot be changed.
<b>CUSTOM</b>	Allows you to create a custom report of your aggregated transactions. The Custom Report is designed to let the merchant get more granular with what to show/not show and for what data range (as long as it does not exceed 90 days). Reports go as far back as 90 days for a Start Date (FROM) with an End date (TO) of any day up until and including TODAY.
<b>SETTINGS</b>	
<b>CUSTOM RECEIPTS/INVOICES</b>	This allows you to build your own branded and customized receipts/invoices, as well as designate CC and BCC email address for you to receive copies of the receipt/invoice. There is a field to add a custom message.
<b>TAX &amp; TIP</b>	Set your default tax and tip settings.
<b>READER CONFIGURATIONS</b>	Choose your point of sale device. Allows you to select the configuration of your reader.
<b>TERMINAL NAME</b>	If you want to track and report the name of a computer where a transaction was performed (ex - Joe's Front Desk Computer), please give this computer a "Terminal Name". Once set, you will be able to view transaction history and sort the transactions by Terminal Name using the Standard or Custom Reports. Please choose a Terminal Name that is between 1 and 64 alphanumeric characters.
<b>HELP</b>	Brings you to <a href="http://www.QwickPAY.com/support">www.QwickPAY.com/support</a>
<b>ADMIN: QWICKPAY 3.2</b>	
<b>CHANGE PASSWORD</b>	Allows you to change your password on your virtual terminal. If you change your password, it will only change the password from the device you are using and does not change your subscription password. If you want all devices to have a matching password, you will need to update them all accordingly.
<b>MERCHANT NICKNAME</b>	The Merchant Nickname is a feature that lets the merchant choose a unique nickname that can be used to login into QwickPAY instead of using the system generated QwickPAY Merchant ID.
<b>LOGOUT</b>	Securely logout

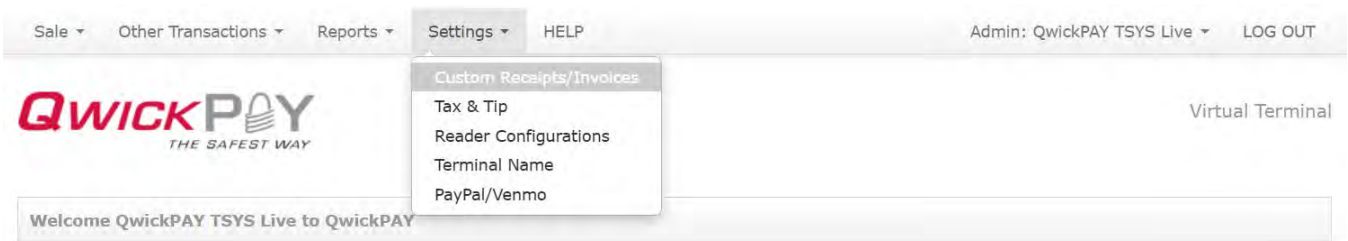
## 4 Settings

Settings include customization for the receipts/invoices, tax and tip settings, reader configurations, terminal name and PayPal/Venmo / Header Value.



### 4.1 Customize Receipts/Invoices

Merchants can customize their receipts/invoices in the virtual terminal. The Receipt and Customer Invoice will contain the same data. Go to the virtual terminal at <https://myQwickPAY.com/login.aspx>. Enter your QwickPAY Merchant ID and Password. Under SETTINGS go to CUSTOM RECEIPTS/INVOICES.



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Add your Logo, a header, and a footer; you can also add a “default message” that will be used for the message body when sending receipts/invoices by email. There are additional fields for the merchant to set a Carbon Copy (cc:) and/or Blind Carbon Copy (bcc:) email address when sending receipts/invoices via email.

**LOGO IMAGE:** The logo must be in PNG, GIF or JPG format and cannot be more than 40 kilobytes in size, 250 pixels wide and 100 pixels high. You can access photos on your PC or mobile device. **TIP:** If you want the logo background to blend in with the background of the receipt/invoice, you should put the logo on a white background with the hex color set to #FFFFFF.


**HEADER:** The header is the information located at the top of the receipt/invoice just under the logo. It is always centered. Most commonly the header consists of address and contact details.

**FOOTER INFORMATION:** The footer information is located after the receipt/invoice information and is left justified. It is commonly used for thanking customers, URL information and return policies.

**MERCHANT EMAIL FOR RECEIPT/INVOICE:** There are additional fields for the merchant to set a Carbon Copy (cc:) and/or Blind Carbon Copy (bcc:) email address when sending receipt/invoice via email. Check the box for Auto-Send Authorized Sale Receipts to the email address listed in CC or BCC.

**RECEIPT/INVOICE MESSAGE:** The merchant can also set a “default message” that will be used for the message body when sending receipt/invoice by email or SMS.


**SAVE:** Be certain to SAVE your receipt/invoice updates.


Virtual Terminal

Custom Receipts/Invoices

Your receipt settings were successfully saved.

### Your logo


Delete

Your logo can appear on top of your receipt/invoice.

**NOTE:** The logo must be in PNG, GIF or JPG format and can't be more than 40 kilobytes in size, 250 pixels wide and 100 pixels high.

**TIP:** If you want the logo's background to blend in with the background of the receipt/invoice, you should put the logo on a white background with the hex color #FFFFFF and then upload this version of the logo.

Choose File | No file chosen

Upload Logo
Cancel

### Header Info

Company Address and Contact Information

1710 Apollo Court  
Seal Beach, CA 90740

### Footer Info

Return Policy and Footer Information

Thank you for shopping at MagTek. Please contact our support team at: support@magen

### Merchant Email for Receipts/Invoices


cc:

Use for Auto-send

bcc:


Use for Auto-send

### Preview



1710 Apollo Court  
Seal Beach, CA 90740

Trans Type	Sale Swipe
Status	Approved
Trans ID	117084
Auth Code	000311
Date	5/19/2015 11:35:32 PM
Sub-Total	\$0.01
Tax	0.000% / \$0.00
Tip	0.000% / \$0.00
Total	\$0.01
Name	YOU/A GIFT FOR
Card #	*****6532
Location	33.7579705116812 / -118.090665476762



Thank you for shopping at MagTek. Please contact our support team at: support@magens.net for any issues with your account and you will receive at reply within 1-2 business days. For any issues related to transaction status, please contact your processor. For our return policy, please contact your MagTek Sales Representative.

Save
Cancel

## 4.2 Tax and Tip Default Settings

Select **SETTINGS** and then select **TAX & TIP** from the drop-down menu. This default tax and tip will be pre-populated on any sale transaction. Click/tap **SUBMIT** to save the default setting.

### AT THE POINT OF PURCHASE

To override, simply use your keyboard to override any default values.

The screenshot shows the QwickPAY user interface. At the top, there is a navigation bar with menu items: Sale, Other Transactions, Reports, Settings, and HELP. On the right side of the navigation bar, it displays 'Admin: QwickPAY TSYS Live' and a 'LOG OUT' button. Below the navigation bar is the QwickPAY logo with the tagline 'THE SAFEST WAY'. A 'Virtual Terminal' link is visible on the right. A dropdown menu is open under the 'Settings' menu, listing options: Custom Receipts/Invoices, Tax & Tip, Reader Configurations, Terminal Name, and PayPal/Venmo. The 'Tax & Tip' option is selected, and the corresponding configuration screen is displayed. This screen has a title 'Tax & Tip' and two input fields: 'Tax %' and 'Tip %'. At the bottom of the configuration area, there are two buttons: 'Submit' and 'Cancel'.

## 4.3 Reader Configurations

While visiting for the first time, you will need to select your default Virtual Terminal card reader device. First time access to the Virtual terminal requires device default reader device selection. QwickPAY offers a variety of MagneSafe secure card reader authenticators (SCRAs) that can be used with the Virtual Terminal. Connecting SCRAs to the host device is easy. All Virtual Terminal compatible devices have a USB connection option including: Dynamag, DynaPAD, eDynamo, tDynamo, and USB-C iDynamo 6, DynaFlex II Go, DynaFlex II PED, and DynaProx

Review the SCRA Quick Installation Guides for complete connection details. These can be found on QwickPAY.com under “Get Support” and then “Manuals” (<http://www.qwickpay.com/support/manuals.html>).



Virtual Terminal

QwickPAY Settings

- tDynamo Gen I/Gen II  USB HID
- iDynamo 6 USB  USB HID
- eDynamo  USB HID

---

- DynaFlex II Go  USB HID
- DynaFlex II PED  USB HID
- DynaProx  USB HID

---

- DynaPad/DynaMag  USB HID
- DynaPad/DynaMag  USB Keyboard

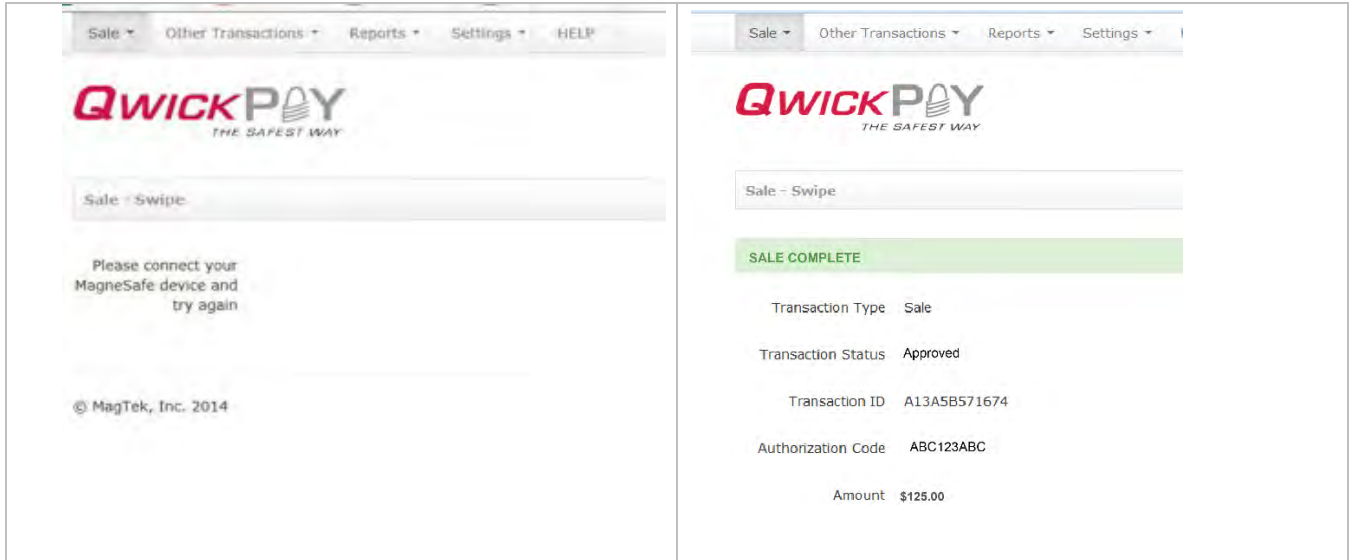
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Click/tap SUBMIT to save the default setting.

4.3.1 Connecting Payment Devices

<b>DISCONNECTED</b>	<b>CONNECT</b>
If the device is not ready or cannot be properly detected you will receive an error notice, “Please connect your MagneSafe Device and try again.”	If the device is ready and properly detected you will see a green bar with the notice, “Successfully saved settings.” Unless you need to change your reader, you will not need to repeat this step again.





### 4.3.2 EMV capable

The QwickPAY Virtual terminal accepts card-present EMV chip and EMV contactless card transactions (sale – Dip/Tap/Swipe). To accept EMV enabled chip cards, please have the following:

1. A MagTek device that reads EMV cards
2. QwickDIP firmware loaded in your eDynamo device
  - a. See Reader configuration section 4.3
3. QwickPAY EMV tags loaded in your eDynamo device
  - a. See Reader configuration section 4.3
4. EMV account and processor with QwickPAY credentials that begin with “QPP” and not “MAG”.
  - a. If your credentials begin with “MAG”, you are not setup to accept chip card using QwickPAY.
5. Access the QwickPAY Virtual Terminal exclusively using the browser MagneFlex Prism – Navy (see <http://magneflex.magtek.com/setup.exe>)

Please contact your QwickPAY Service Provider for additional support.


### 4.3.3 Secure Card Reader Authenticators

For complete details go to the quick installation guide part number [D998200107](#)

#### 4.3.3.1 Magnetic Stripe

<b>Dynamag</b> Connect to host via USB connection.


#### 4.3.3.2 Magnetic Stripe and Keypad

<b>DynaPAD</b> Connect to the host via USB connection.


#### 4.3.3.3 Magnetic Stripe and EMV Contact Chip

<b>eDynamo</b> Connect to the host via a USB connection.
---



**4.3.3.4 Magnetic Stripe, EMV Contact Chip, EMV/NFC contactless (select processors)**

<p><b>tDynamo</b></p> <p>Connect to the host via a USB connection.</p>	<p><b>iDynamo 6</b></p> <p>Connect to the host via a USB-C or Lightning connection.</p>	<p><b>DynaFlex II Go</b></p> <p>Connect to the host via a USB-C.</p>
		
<p><b>DynaFlex II PED</b></p> <p>Connect to the host via a USB connection.</p>	<p><b>DynaProx</b></p> <p>Connect to the host via a USB-C.</p>	
		

## 4.4 Terminal Name

If you want to track and report the name of a computer/browser where a Virtual Terminal-based transaction was performed (ex - Joe’s Front Desk Computer), users can give that computer a “Terminal Name”. Go to Settings/Terminal Name in the Virtual Terminal and once set, you will be able to view transaction history and sort the transactions by Terminal Name using the Standard or Custom Reports. Click/ tap SUBMIT to save the default setting. NOTE: Android and iOS Device Names will also be saved in the Terminal Name field in the database for unified transaction reporting. This gives users the ability to track and sort transactions from multiple QwickPAY platforms.

Sale ▾ Other Transactions ▾ Reports ▾ Settings ▾ HELP Admin: QwickPAY TSYS Live ▾ LOG OUT

**QWICKPAY**  
THE SAFEST WAY

Virtual Terminal

Terminal Name

Terminal Name

Please choose a Terminal Name that is between 1 and 64 alphanumeric characters.

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## 5 Help

Access help from <http://www.QwickPAY.com/support/index.html>. Both the virtual terminal and mobile Apps will automatically bring you to this URL when you click or tap on HELP.

**GET STARTED:** Ready to start using QwickPAY? Follow these 4 simple steps.

**MANUALS:** Setup guides, user guides, and technical support Manuals.

**FAQS:** Frequently Asked Questions on account management, troubleshooting and more.

**QWICKPAY** Support Get Started Manuals FAQs

Get help setting up or using QwickPAY.

Your merchant service provider (who originally setup your QwickPAY system) is your best resource for support. Choose your service provider below to find out how you can contact them.

Select Your Reseller

To get help right away, you may also want to check these out:

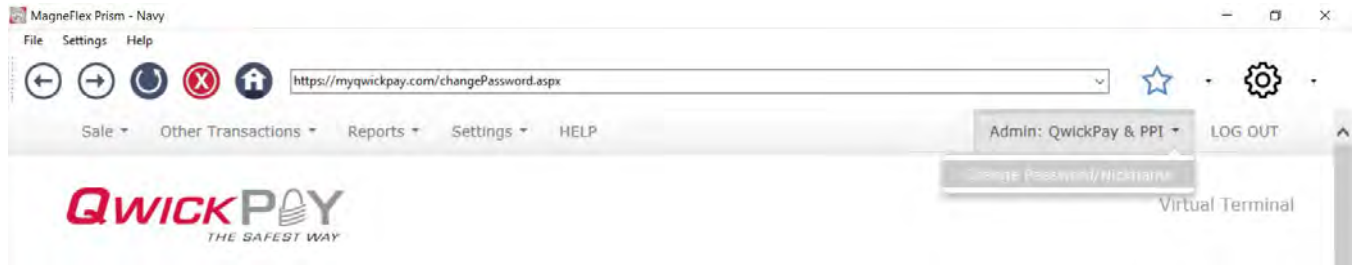
- Get Started!**  
Ready to start using QwickPAY? Follow these 4 simple steps.
- Manuals**  
Setup guides, user guides, and technical support Manuals.
- FAQs**  
FAQs on account management, troubleshooting and more.

**Service Provider Support**

If you are an authorized QwickPAY Merchant Service Provider, you can activate your customer's QwickPAY Merchant Account. Be sure to have the merchant's processor account and acquiring bank information ready before you start the activation process.

If you are a merchant and you have not yet received your QwickPAY credentials, please contact your service provider directly.

## 6 Admin

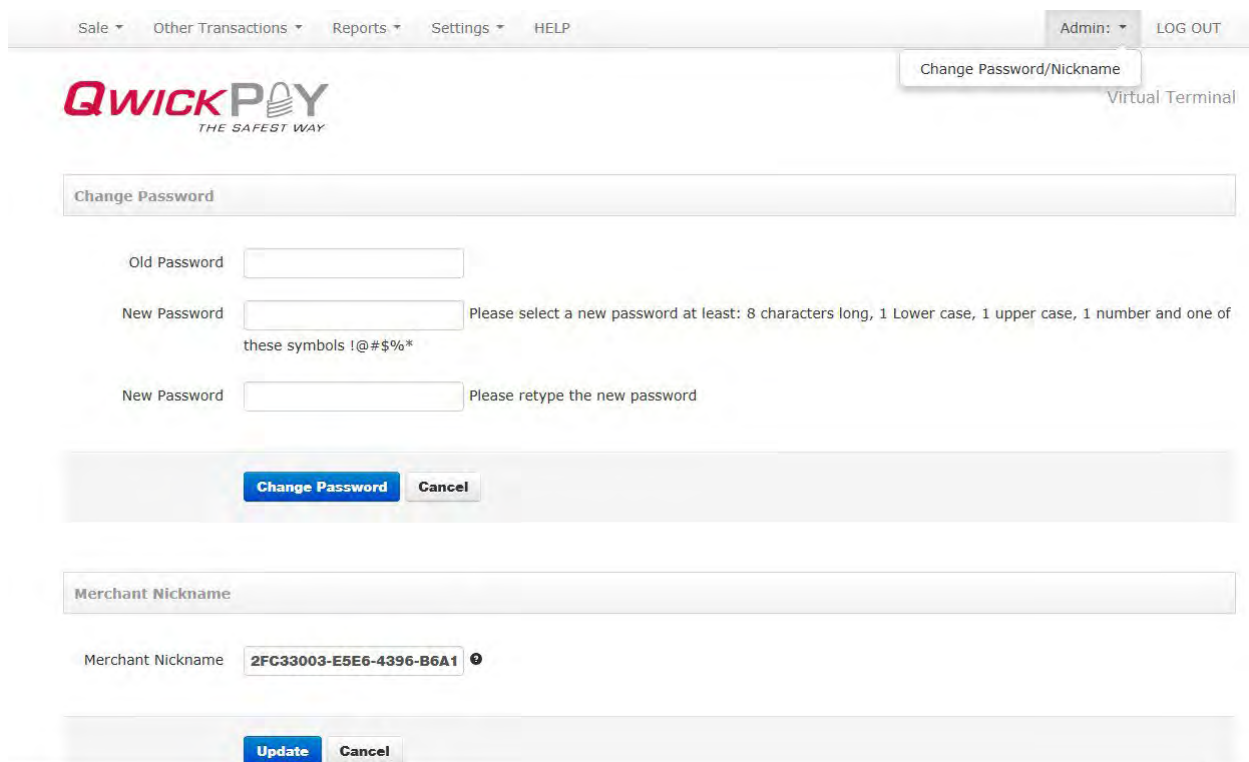


### 6.1 Change Password

Go to the ADMIN drop-down for CHANGE PASSWORD/NICKNAME to change the virtual terminal login or user login ID nickname credentials. Enter in the old password then enter in the new password. Passwords **MUST BE** at least: 8 characters long, 1 Lower case, 1 upper case, 1 number and one of these symbols !@#%\$\*. You will need to type the password in again to confirm.

### 6.2 Merchant Nickname

The Merchant Nickname is a feature that allows the merchant to choose a unique nickname that can be used to login to QwickPAY instead of using the system generated QwickPAY Merchant ID. After successful login with the system generated QwickPAY Merchant ID you can change your Merchant Nickname.



## 7 Transaction Overview

### Sale

- **SWIPE Only:** Using your connected SCRA, you can swipe any branded payment card (Visa, MC, AMEX or Discover accepted). If you are using MagTek's DynaPAD, you can also securely enter data into its on-board keypad where the data will be encrypted by the DynaPAD and transmitted to the QwickPAY Virtual Terminal via USB as if it were a swipe transaction.
- **DIP/TAP/SWIPE:** Using your connected SCRA, you can Dip/Tap/Swipe any branded payment card (Visa, MC, AMEX or Discover accepted) or Tap using NFC contactless using mobile wallets (apply Pay, Samsung Pay) when using select processors.
- **MANUAL ENTRY (KEYBOARD):** In instances where you need to hand key in card payment data, the virtual terminal will launch for manual key entry of data only. You can securely enter data into a keyboard.
- **MANUAL ENTRY (PINPAD):** In instances where you need to hand key in card payment data, the virtual terminal will launch for manual key entry of data only. You can more securely enter data into a MagTek PIN PAD for instant encryption. Supported with MagneFlex browser for Windows.
- **INVOICE:** Invoices can be generated by the merchant and sent to the cardholder via email. Once the cardholder clicks the link and launches the web-based payment page, the cardholder can manually key enter the card data to complete the payment.
- **PAYPAL/VENMO:** Cardholders can pay with their PayPal or Venmo wallet by scanning a QR Code.

### Other Transactions

- **VOID:** For transactions that have not gone through settlement yet, you can void transactions.
- **REFUND:** Select refund if settlement has already occurred and you need to perform a full or partial credit.

## 7.1 QwickPAY Demos

When in demo mode, you are not making LIVE Transactions. The QwickPAY Virtual Terminal can be used in Demo Mode. (Please be certain to enter in your actual QwickPAY credentials once you are ready to make live transactions. You cannot perform actual transactions for settlement in demo mode.) Monies will not be transferred in Demo mode.

### 7.1.1 Demo Credentials

Credentials are case sensitive. At the login screen enter the following:

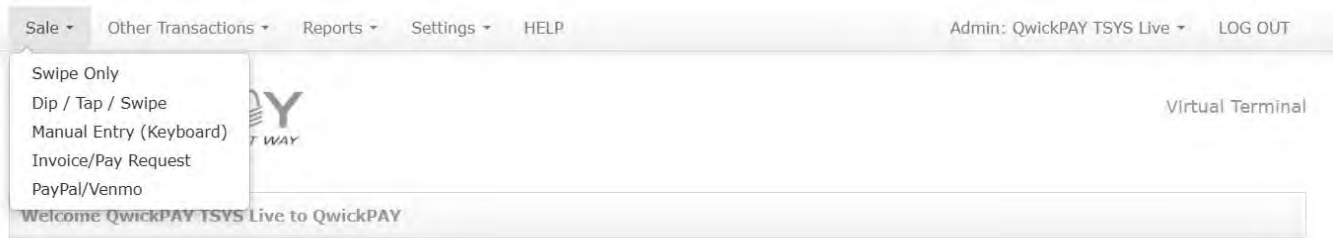
Merchant ID: demo

Merchant Password: Go4QwickPAY!!!

To disable Demo Mode login with your live Merchant credentials.

## 8 Sale Transactions

QwickPAY Virtual terminal is a secure point of sale terminal. You can make the following transaction types:



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**SWIPE ONLY:** Using your connected SCRA, you can swipe any branded payment card (Visa, MC, AMEX or Discover accepted). If you are using MagTek’s DynaPAD, you can also securely enter data into its on-board keypad where the data will be encrypted by the DynaPAD and transmitted to the QwickPAY Virtual Terminal via USB as if it were a swipe transaction.

**DIP/TAP/SWIPE:** Using your connected SCRA, you can Dip/Tap/Swipe any branded payment card (Visa, MC, AMEX or Discover accepted) or Tap using NFC contactless using mobile wallets (apply Pay, Samsung Pay) when using select processors.

**MANUAL ENTRY (KEYBOARD):** In instances where you need to hand key in card payment data, the virtual terminal will launch for manual key entry of data only. You can securely enter data into a keyboard.

**MANUAL ENTRY (PINPAD):** In instances where you need to hand key in card payment data, the virtual terminal will launch for manual key entry of data only. You can more securely enter data into a MagTek PIN PAD for instant encryption. Supported with MagneFlex browser for Windows.

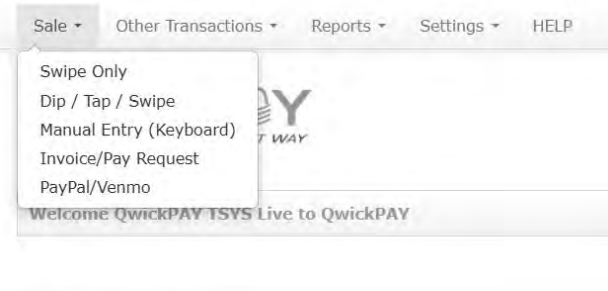
**INVOICE:** Invoices can be generated by the merchant and sent to the cardholder via email. Once the cardholder clicks the link and launches the web-based payment page, the cardholder can manually key enter the card data to complete the payment.

**PAYPAL/VENMO:** Cardholders can pay with their PayPal or Venmo wallet by scanning a QR Code.

## 8.1 Swipe Only

Select **SALE - SWIPE Only** from the drop-down menu.

Starting from QwickPAY's main transaction screen, touch the Sale – Swipe Only button to accept a credit card.



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### Interact with your device

NOTE the following device specific instructions:

**USB HID SCRA DEVICES:** “Please swipe card” will appear. Swipe the payment card through the USB HID SCRA. (DynaPAD allows for manual entry of card data. The user can either swipe a card or manually enter the data using its keypad)

**PIN PAD DEVICES:** Wait until the device's screen instructs you to “Swipe Card,” then swipe the card.





**Enter Details and Submit**

Type in the amount you want to charge, including tax and/or tip. (Set tax and tip default values in SETTINGS.) Press the SUBMIT button when you are ready to process the sale. If you want to email a copy of the receipt, make sure to click/tap on the DETAILS button and enter in the email address.

**View Receipt – Obtain Signature**

Tap or click on the SUBMIT button once you are ready to process this transaction. After it is processed, you will see the approval or decline message. Click/tap on DONE or SIGN RECEIPT.

**Receipt Options**

By choosing Sign Receipt, the user will have the ability to sign the receipt using a mouse or stylus/ finger if the screen is touch responsive. When ready, press Accept to save the receipt with the signature.

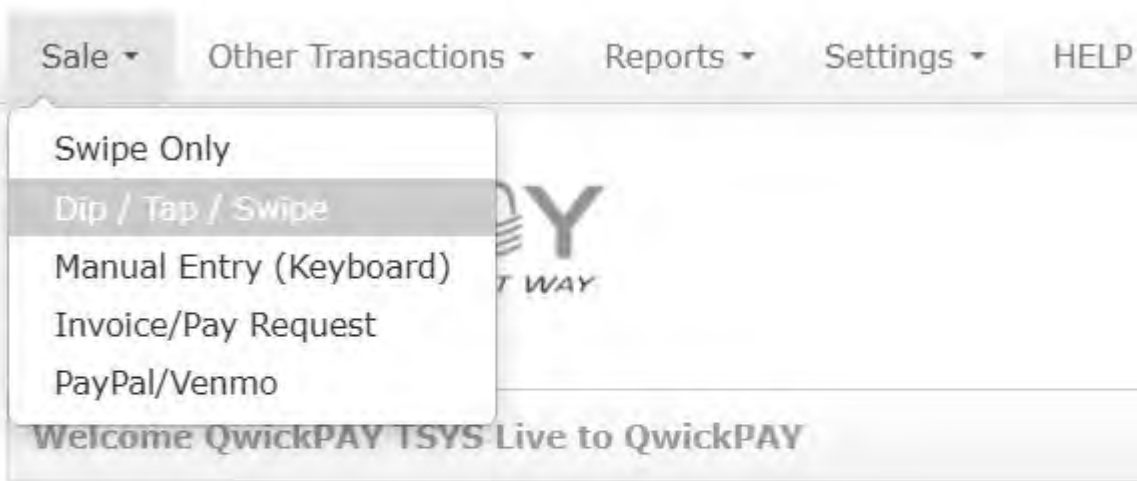
**Receipt**

To VIEW or SEND the RECEIPT, press RECEIPT OPTIONS and the user can print or email a copy of the receipt. Send the receipt to a printer.

## 8.2 Dip/Tap/Swipe

### Select DIP/TAP/SWIPE CARD

Starting from QwickPAY's main transaction screen, touch the Sale - Dip/Tap/Swipe button to accept a credit card using EMV contact chip or EMV contactless chip.



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### Interact with the device

If your connected device does not have the capability to accept Dip or Tap transactions, the option will not appear. NOTE the following device specific instructions:

USB HID SCRA DEVICES: "Please insert a card" will appear. Dip/Tap/Swipe the payment card using the SCRA (USB HID).

PIN PAD DEVICES: Wait until the device's screen instructs you to "Insert Card," then insert the card.

When done, the card data will automatically populate the necessary fields on the transaction screen. A message will display indicating "Chip Data Acquired - Please Remove Card" VT screen.



**Enter details and submit**

Type in the amount you want to charge, including tax and/or tip. (Set tax and tip default values in SETTINGS.) Enter the optional transaction details. Press the SUBMIT button when you are ready to process the sale. If you want to email a copy of the receipt, make sure to click/tap on the DETAILS button and enter in the email address.

**View receipt – obtain signature**

Tap or click on the SUBMIT button once you are ready to process this transaction. After it is processed, you will see the approval or decline message. Click/tap on DONE or SIGN RECEIPT.

**Receipt Options**

By choosing Sign Receipt, the user will have the ability to sign the receipt using a mouse or stylus/finger if the screen is touch responsive. When ready, press Accept to save the receipt with the signature.

**Print Receipt**

To VIEW or SEND the RECEIPT, press RECEIPT OPTIONS and the user can print or email a copy of the receipt. Send the receipt to a printer.

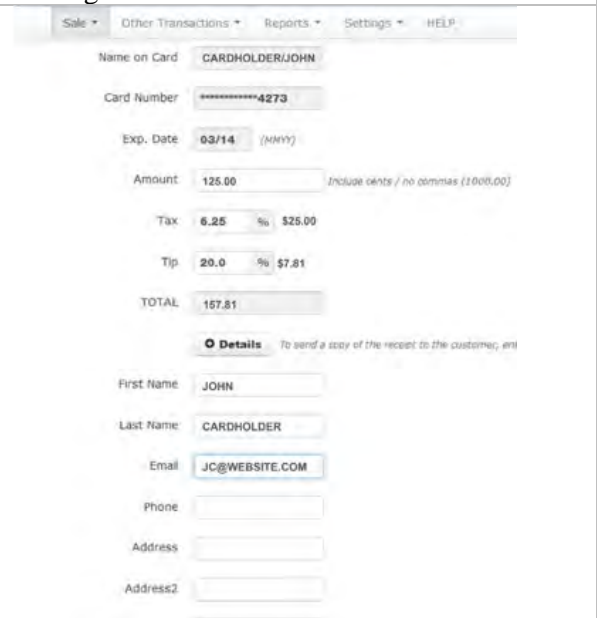
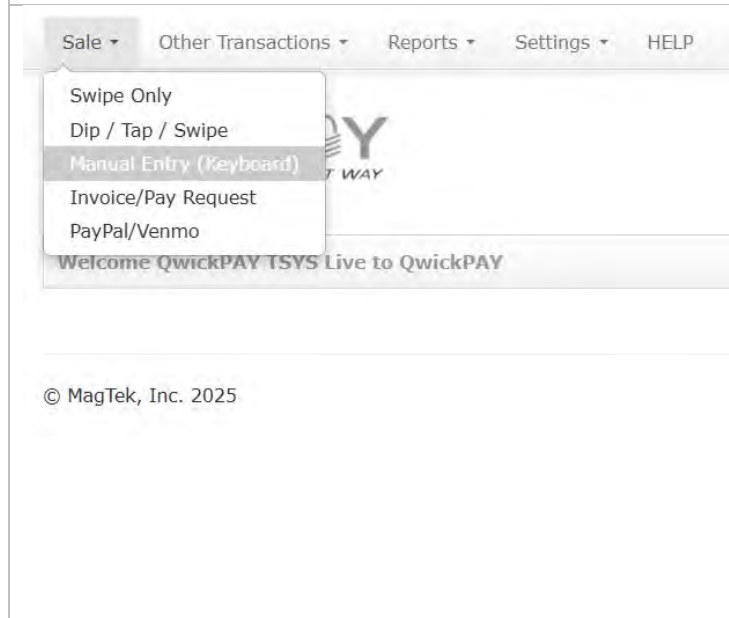
### 8.3 Manual Entry (Keyboard)

#### Select Sale Manual Entry Keyboard and Enter details

Select SALE and MANUAL ENTRY (Keyboard) from the drop-down menu.

#### Enter Details

Merchants can key enter the Name on Card, Card Number, Exp. Date, CVV/C and the Zip/Postal Code using their keyboard. ENTER manually the necessary card data and the amount you wish to charge. You can additionally add the customer's contact information by clicking on DETAILS (these are optional fields). This allows you to keep a record of the customer's contact information and if an email address is collected, will also allow you to send a copy of the receipt to the customer after the transaction is processed. Tap or click on the SUBMIT button once you are ready to process this transaction. After it is processed, you will see the approval or decline message.

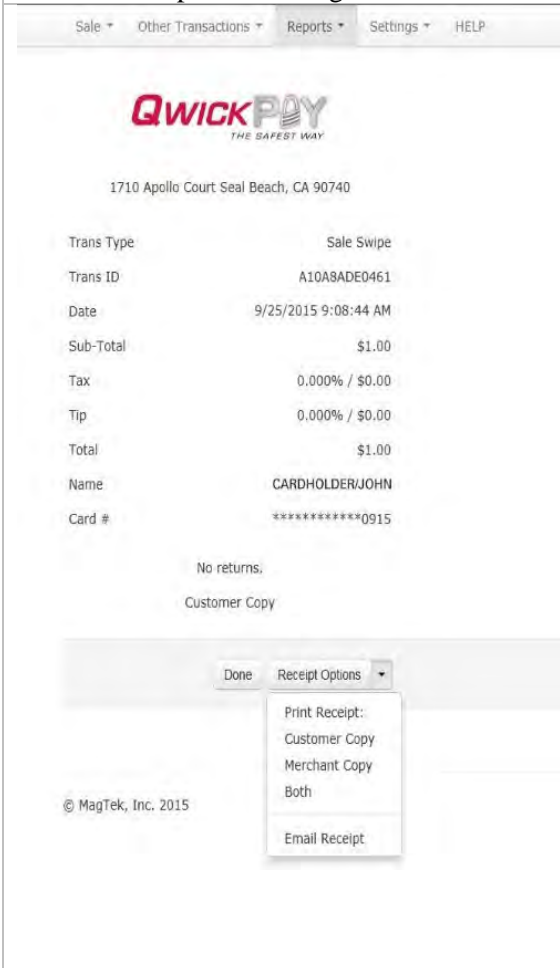


**Receipt Options**

Click/tap on DONE or SIGN RECEIPT. By choosing Sign Receipt, the user will have the ability to sign the receipt using a mouse or stylus/finger if the screen is touch responsive. When ready, press Accept to save the receipt with the signature.

**Receipt**

To VIEW or SEND the RECEIPT, press RECEIPT OPTIONS and the user can print or email a copy of the receipt.



## 8.4 Manual Entry (PIN)

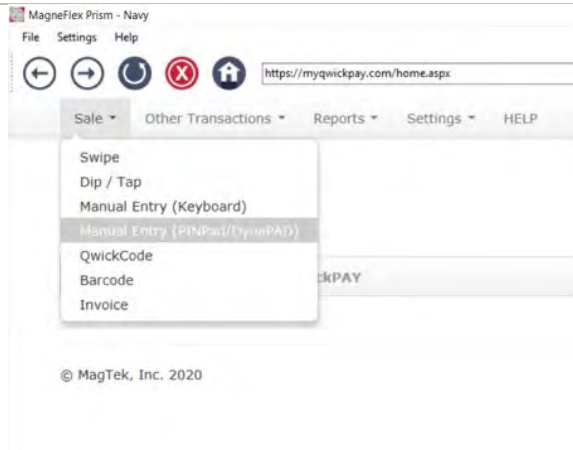
### Select Manual Entry (PIN)

Select SALE from the menu. Select MANUAL ENTRY (PIN Pad) from the drop-down menu.

Supported with MagneFlex browser for Windows.

### PIN Pad entry

For best security, Merchants can use a MagTek PED to enter the card data into the QwickPAY Virtual Terminal. Card data is encrypted in the PED before being sent over secure SSL network connections. Instructions on the MagTek PINPAD screen will ask you to enter the card data. Enter the Account Number of the card, its Expiration Date and the Card Verification Code (CVV2). In this case, CVV2 is not being checked so any 3-4 digits entered into the MagTek PED device will be ignored.

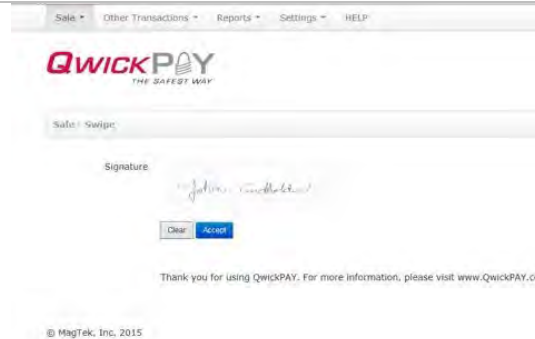
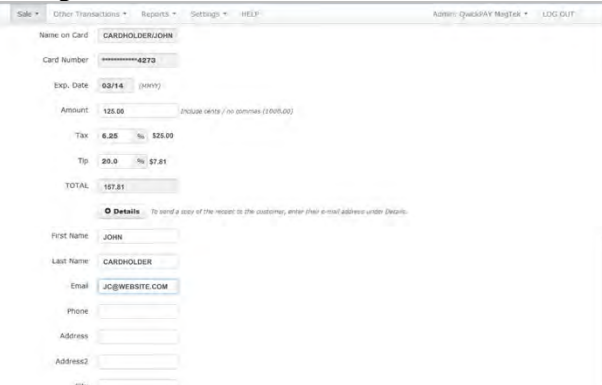


### Enter details and submit

You can additionally add the customer's contact information by clicking on DETAILS (these are optional fields). This allows you to keep a record of the customer's contact information and if an email address is collected, will also allow you to send a copy of the receipt to the customer after the transaction is processed. Press the GREEN ENTER button on the MagTek PED device. After it is processed, you will see the approval or decline message.

### Obtain Signature

By choosing Sign Receipt, the user will have the ability to sign the receipt using a mouse or stylus/finger if the screen is touch responsive.

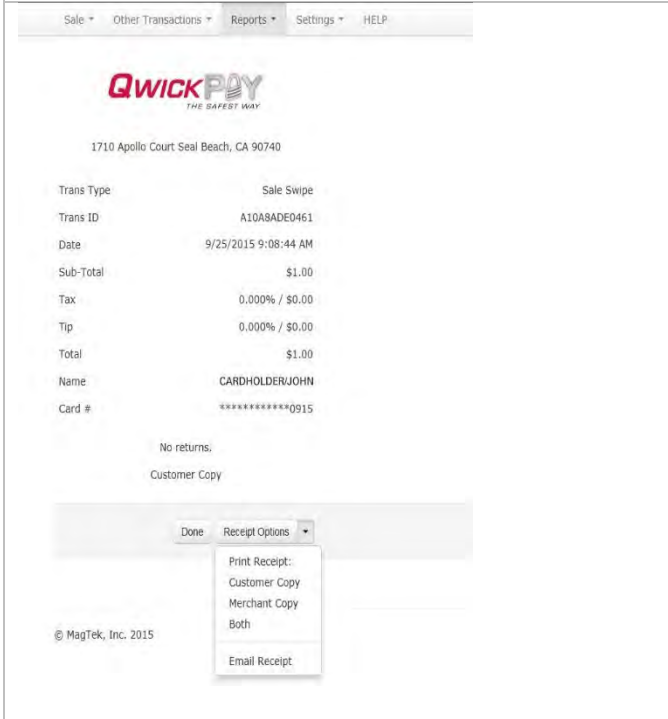


**Receipt**

When ready, press Accept to save the receipt with the signature. To **VIEW** or **SEND** the **RECEIPT**, press **RECEIPT OPTIONS** and the user can print or email a copy of the receipt. Click/tap on **DONE** or **SIGN RECEIPT**.

**Print Receipt**

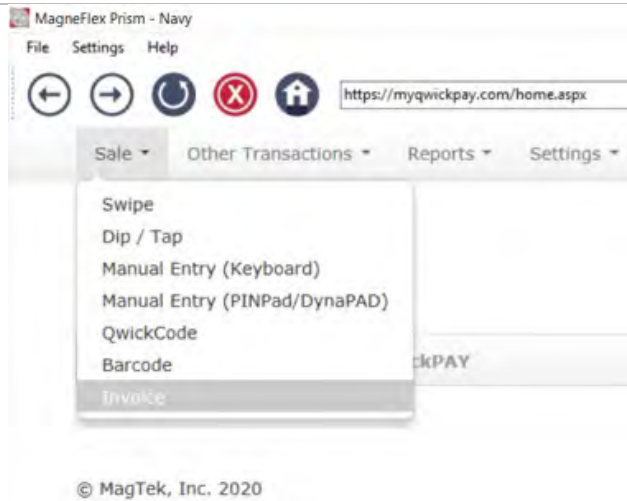
Tap or click on **VIEW RECEIPT** if you wish to view, print, or email the receipt.



## 8.5 Invoice

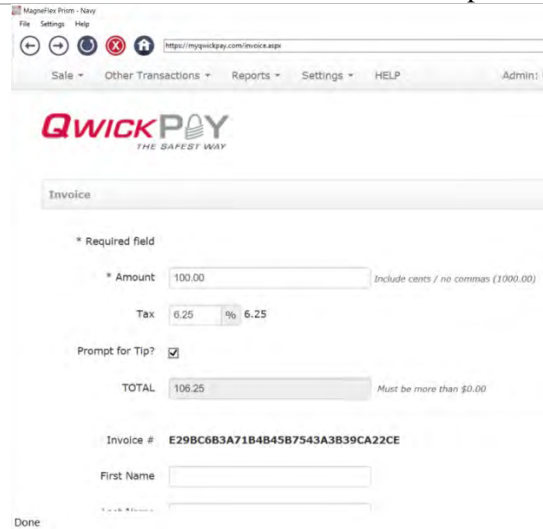
### Select Invoice

Select SALE and INVOICE from the drop-down menu.



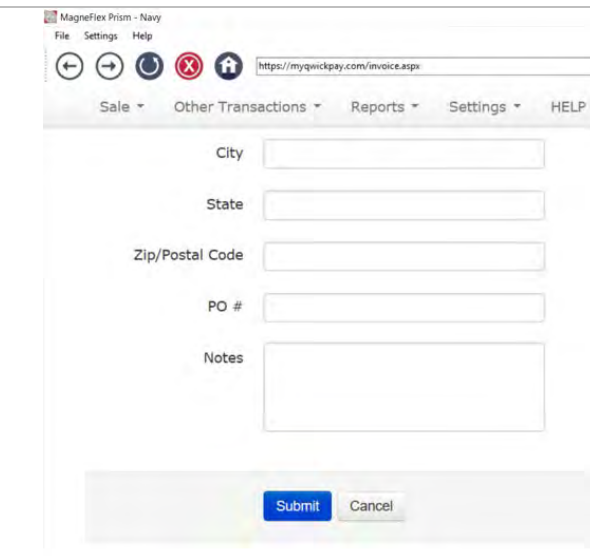
### Enter Details

Merchants can key enter the Amount of the transaction, the tax % and prompt for a tip. You can additionally add the customer's contact information by filling out the Contact DETAILS (these are optional fields). This allows you to keep a record of the customer's contact information and if an email address is collected, will also allow you to send a copy of the invoice and receipt to the customer after the transaction is processed.



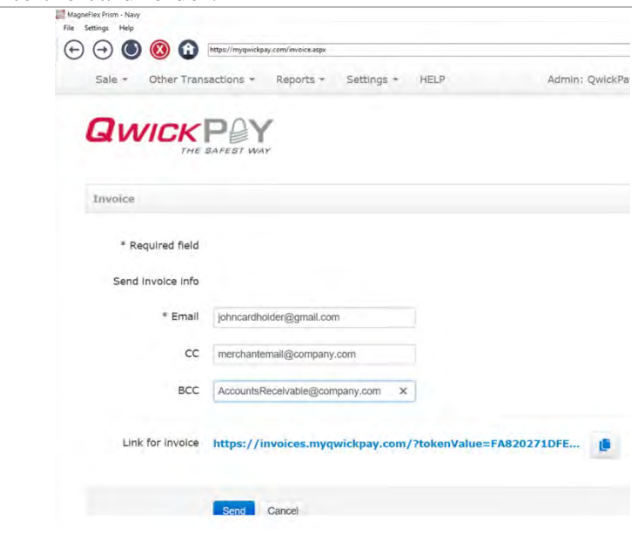
### Submit

Tap or click on the SUBMIT button once you are ready to process this transaction. After it is processed, you will see the Link for Invoice as created.



### Send Invoice

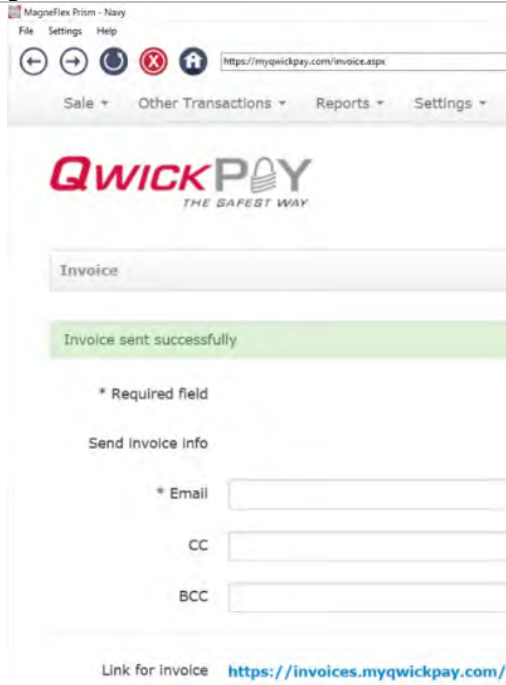
Fill out the email addresses that you wish to send the Invoice Link to. It is highly recommended to copy (CC:) or (BCC:) your merchant email account so that you have a record of the Invoice Link. Press SEND and the Invoice Link and/or QR Code will be sent by email to the cardholder.





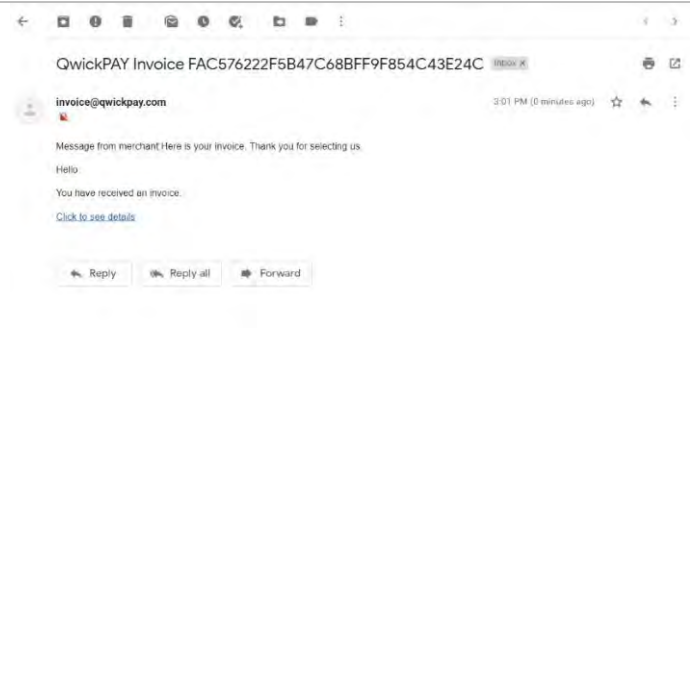
**Invoice Sent Successfully**

After Merchant hits SUBMIT the screen will say invoice sent successfully. The merchant can now go ahead and make additional transactions.



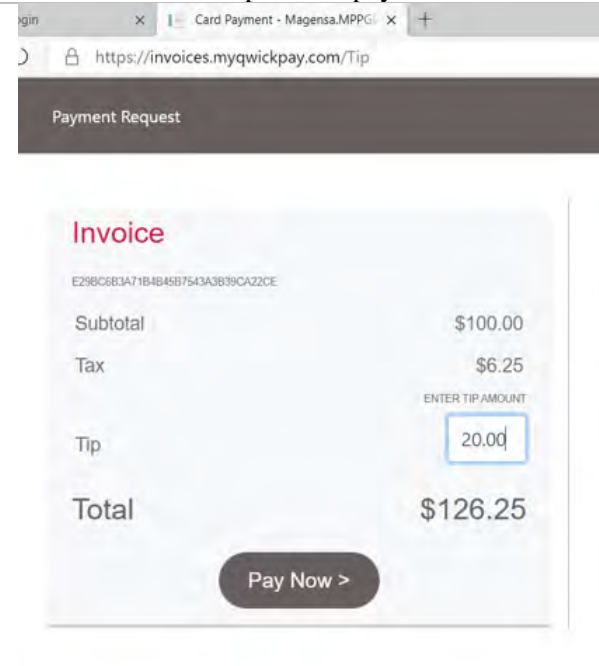
**Customer Launched Payment Page**

In the email, the cardholder just clicks on the link to complete the transaction.



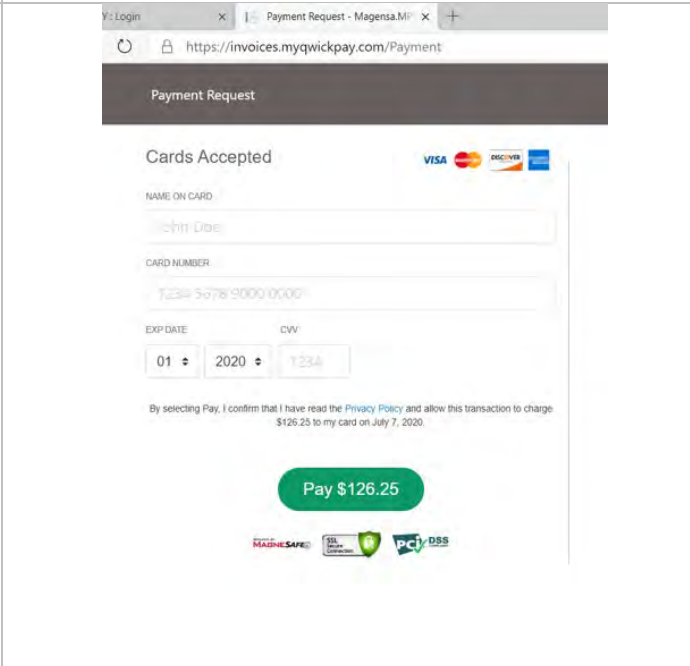
**Customer adds Tip (optional)**

The link launches the web-based payment page, the cardholder adds an optional Tip if the merchant enabled "prompt for tip". Then the cardholder can proceed to "Pay Now >" and manually key enter the card data to complete the payment.



**Enter Card Details**

Cardholder enters card information on their host device and clicks on Pay [amount] (Merchant never has to handle credit card information. It is sent in encrypted format directly to Magensa.)



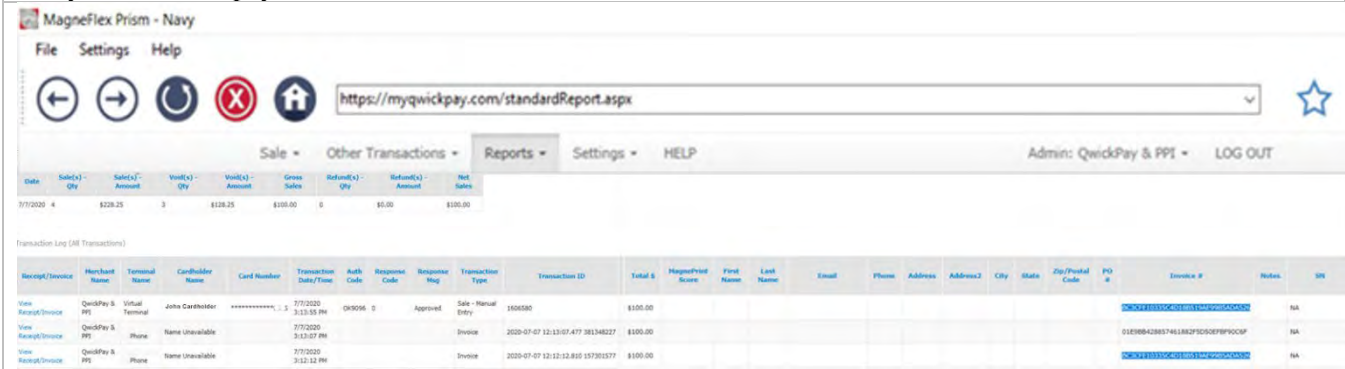
### Customer Receipt Created

Customer receives confirmation and can click Receipt to view and print a receipt. The Receipt contains the information that was created during creation of the customize receipt.

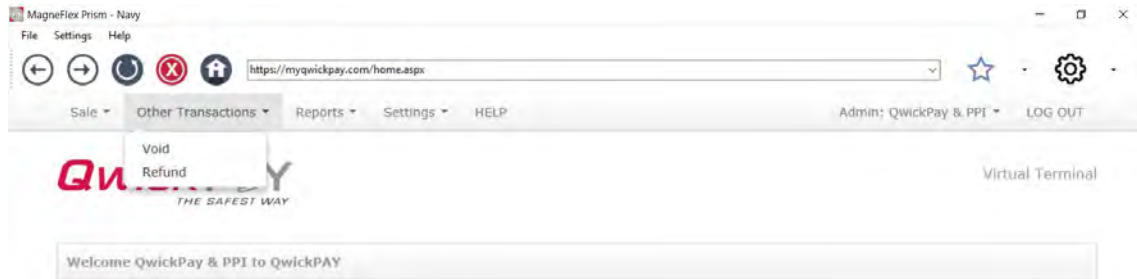


### Merchant Audit

Under reports - Merchant settles up to ensure the same Invoice # is listed as an Approved "Sale - Manual Entry" to confirm payment is received.



## 9 Other Transactions

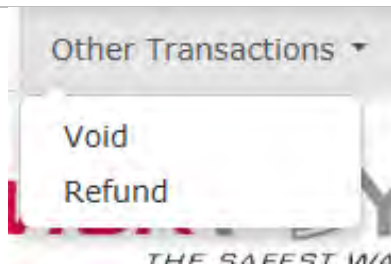


### 9.1 Void

You can perform a void on any sale transaction that has been submitted for payment but has not yet been settled.

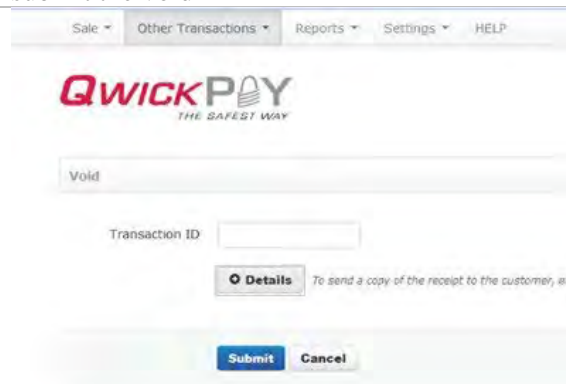
#### Select Void

Under OTHER TRANSACTIONS select VOID.



#### Enter Transaction ID

Enter the transaction ID. Click or tap on SUBMIT to submit the void

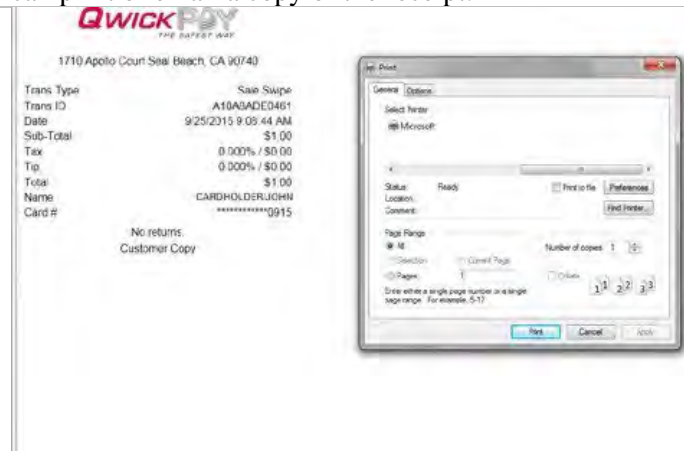
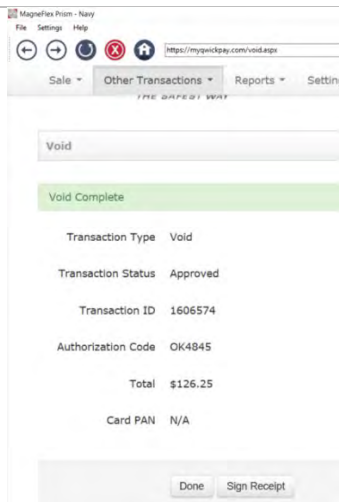


#### Approval

After it is processed, you will see the approval or decline message. Click/tap on DONE or SIGN RECEIPT.

#### Receipt

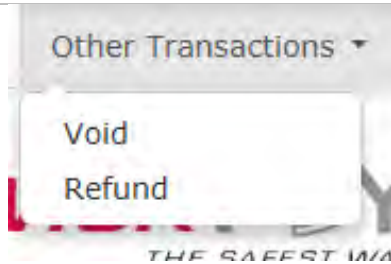
By choosing Sign Receipt, the user will have the ability to sign the receipt using a mouse or stylus/ finger if the screen is touch responsive. When ready, press Accept to save the receipt with the signature. To VIEW or SEND the RECEIPT, press RECEIPT OPTIONS and the user can print or email a copy of the receipt.



## 9.2 Refund

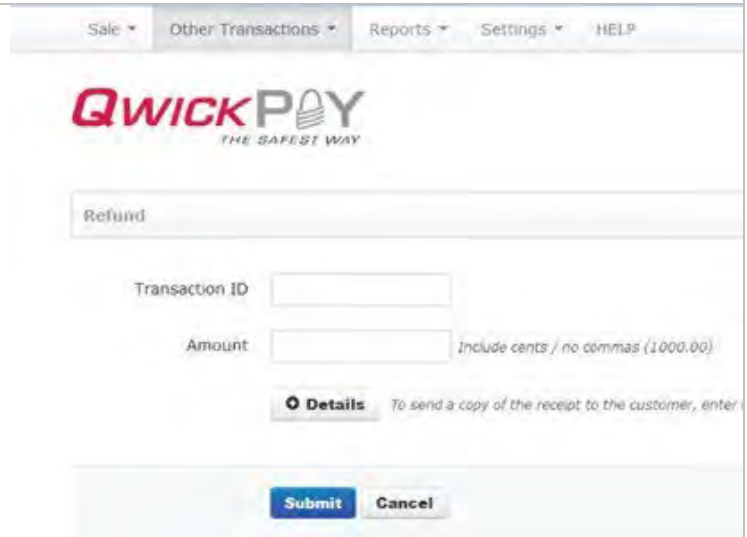
### Select Refund

Under OTHER TRANSACTIONS select REFUND.



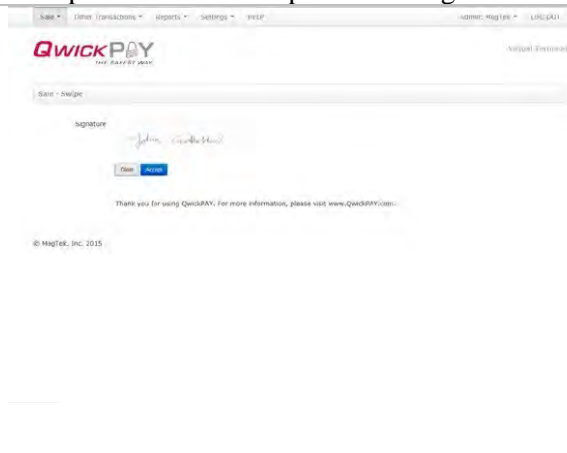
### Enter Transaction ID

Enter the transaction ID. Click or tap on SUBMIT to submit the void. Click DETAILS to send a copy of the receipt to the customer.



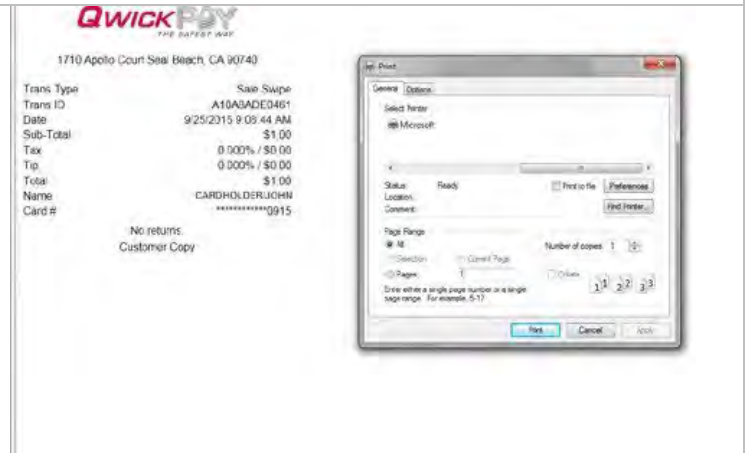
### Approval

Refund requires signatures. By choosing Sign Receipt, the user will have the ability to sign the receipt using a mouse or stylus/ finger if the screen is touch responsive. When ready, press Accept to save the receipt with the signature.



### Receipt

To VIEW or SEND the RECEIPT, press RECEIPT OPTIONS and the user can print or email a copy of the receipt. After it is processed, you will see the approval or decline message. Click/tap on DONE or SIGN RECEIPT.



## 10 Transaction Authentication and Authorization

SUBMIT your transaction for authorization and authentication.

### 10.1 Authorization

You are probably familiar with transaction authorization: the process of confirming payment with the credit card company. The card data and amount are sent securely for processing with the customer's credit card account. Processing involves confirming card number, expiration, CVV values, name on the card, zip/postal codes and available funds.

### 10.2 Authentication

You may not be familiar with authentication since this is something that is unique to QwickPAY and the MagneSafe Security Architecture (MSA). Only secure card reader authenticators (SCRAs) use the MSA and can perform real-time counterfeit card detection while encrypting the card data within the read head. SCRAs use the MSA to deliver instant encryption so your customers' sensitive card details never enter your device and are sent securely over SSL connections for decryption, authentication, and processing. This has been shown to help lower the scope and cost of PCI audits, saving you more time and money. A key feature of MagneSafe is MagnePrint card authentication, a patented, proven technology which reliably identifies counterfeit credit cards. MagnePrint is a dynamic card authentication technology based on the unique physical properties of the magnetic stripe, also referred to as the stripe's digital identifier. It provides validation that the card itself is genuine and that its encoded data has not been altered.

No Authentication data is present when using manual card entry since the card is not read.

#### MagnePrint Status – Card Authenticated

If the card is deemed to be the authentic card, the label "Card authenticated" will display inside a green colored bar at the top of the page after the card swipe takes place. Its score will also appear in the Transaction Logs found in the Standard and Custom Reports.

#### MagnePrint Status - Counterfeit Alert

If the card is deemed to be fraudulent/counterfeit, a "Counterfeit Alert" warning will display inside a red bar at the top of the page after the card swipe takes place. Its score will also appear in the Transaction Logs found in the Standard and Custom Reports. Visit QwickPAY Support FAQs and go to Security for more info on Code 10. If you press PROCEED, you can continue with the transaction."

#### MagnePrint Status - N/A

If the card's MagnePrint is NOT on file with the Magensa Gateway, the label "N/A" will display inside a blue colored bar at the top of the page after the card swipe takes place. The score N/A will also appear in the Transaction Logs found in the Standard and Custom Reports. It should be noted that once a card's MagnePrint is on file with the Magensa Gateway, future transactions involving that card will have either a Green or a Red MagnePrint.

The following MagnePrint information will be recorded in the Virtual Terminal's Reports.

- MP SCORE/AUTHENTICATION VALUE: This is the MagnePrint score from the transaction.
- MP SCORE: The MagnePrint score calculated by Magensa.
- MP DAYS ON FILE: This is the number of days that the MagnePrint has been on file.
- MP REG BY The party that initially registered the MagnePrint; examples can be: Merchant, Gateway, Processor, Brand or Financial Institution.
- MP COUNT: The quantity of times the MagnePrint has been read.

## 11 Reports

QwickPAY Payment Protection Gateway provides the reporting you need to run your business. Launch the Virtual Terminal by clicking on MyQwickPAY.com. Launching from here will require additional login, but gives you access to all virtual terminal menu items. History on the transactions you have performed is aggregated on your virtual terminal. Transactions from your QwickPAY subscription (from any of your devices), are all aggregated on your virtual terminal, located at [https:// myQwickPAY.com/REPORTS](https://myQwickPAY.com/REPORTS).

The virtual terminal reporting functions (Standard and Custom) summarize all approved transactions by Date Range and individual days. This delivers the merchant a better understanding of the “cash impact” to their business of SALES offset by VOIDS and REFUNDS. If there are no approved transactions for a given Date Range, the summary tables (Transaction Summary and Daily Transaction Summary) will not display, but the Transaction Log will still report any line item transactions that took place for the given Date Range. The Transaction Log can be exported as a CSV file (this export will not include the new summary tables of Approved Transactions) for easier integration.

### 11.1 Settlement

Each daily batch may take 1-3 business days before showing up in your bank account. If you believe there was an error with settlement and processing of any of your transactions, please contact your processor.

### 11.2 Standard Report

The Standard Report is designed to act as a “Daily Report”. The merchant should run this report every day and it will report on that day’s transactions. It has a defaulted “From Date” of TODAY (which can be overridden to any date back as far as 90 days) and an implied “To Date” of TODAY which cannot be changed. (This requires very few buttons or options to click to run the report).

The first column of the Transaction Log for any given report (Standard or Custom) showing transactions will include a hyperlink to the original transaction receipt/invoice. To VIEW or SEND the RECEIPT/INVOICE, click on the hyperlink. To SEND the receipt/invoice, press RECEIPT/INVOICES OPTIONS and the user can print or email a copy of the receipt/invoice.

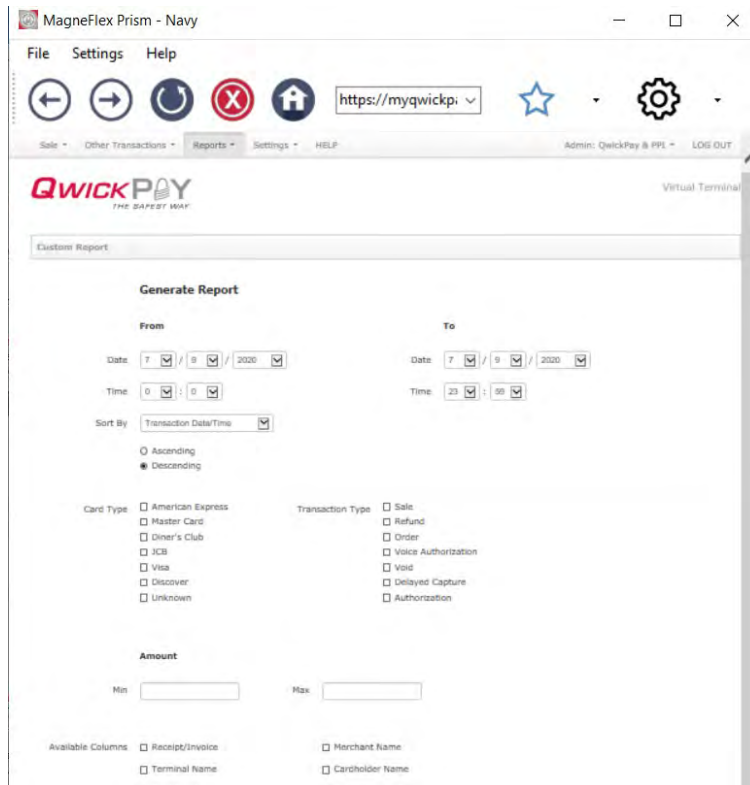
The screenshot displays the 'Standard Report' interface in the QwickPAY Virtual Terminal. It includes a navigation bar with the URL 'https://myqwickpay.com/standardReport.aspx' and a 'QWICKPAY' logo. The main content area is divided into three sections:

- Transaction Summary from 7/1/2020 - 7/9/2020 (Approved Transactions Only):** A table showing Sales (5, \$229.25), VOIDS (5, (\$229.25)), Gross Sales (\$0.00), and Refunds (0, (\$0.00)), resulting in a Net Sales of \$0.00.
- Daily Transaction Summary (Approved Transactions Only):** A table for the date 7/7/2020 showing Sales (5, \$229.25), VOIDS (5, \$229.25), Gross Sales (\$0.00), and Refunds (0, \$0.00), resulting in a Net Sales of \$0.00.
- Transaction Log (All Transactions):** A table with columns: Receipt/Invoice, Merchant Name, Terminal Name, Cardholder Name, Card Number, Transaction Date/Time, Auth Code, Response Code, Response Msg, Transaction Type, Transaction ID, Original Transaction ID, Qwick Code, Card Type, and Action. The first row shows a transaction on 7/7/2020 at 11:00:00 AM with a response code of 000276 and a response message of 'Approved'.

Virtual Terminal – Standard Report

### 11.3 Custom Report

The Custom Report is designed to let the merchant get more granular with what to show/not show and for what data range (cannot exceed 90 days). Reports go as far back as 90 days for a Start Date (FROM) with an End date (TO) of any day up until and including TODAY. Select the duration range for the report. When you have selected the desired elements, click on GET REPORT at the bottom of the page.



Virtual Terminal - Custom Report

## Appendix A Response/Error Codes

### A.1 Pay by Swipe

#### A.1.1 Successful Transaction

StatusCode	StatusMsg	Notes
1000	OK	Successful Transaction

#### A.1.2 Internal Errors

StatusCode	StatusMsg	Notes
IXXX	Service is unavailable code: X	Internal Error - Where: 001 <= XXX <= 999

StatusCode	StatusMsg	Notes
H001	MerchantID has incorrect length - Input Validation	Input Validation
H002	MerchantID has incorrect format - Input Validation	Input Validation
H003	MerchantPWD has incorrect length- Input Validation	Input Validation
H004	MerchantPWD has incorrect format- Input Validation	Input Validation
H005	MerchantPWD is incorrect	Input Validation
H176	EncTrack1 has incorrect format - Input Validation	Input Validation
H177	EncTrack1 has incorrect length- Input Validation	Input Validation
H178	EncTrack2 has incorrect format - Input Validation	Input Validation
H179	EncTrack2 has incorrect length - Input Validation	Input Validation
H180	EncTrack3 has incorrect format - Input Validation	Input Validation
H181	EncTrack3 has incorrect length - Input Validation	Input Validation
H182	EncMP has incorrect format - Input Validation	Input Validation
H183	EncMP has incorrect length - Input Validation	Input Validation
H186	KSN has incorrect format - Input Validation	Input Validation
H187	KSN has incorrect length - Input Validation	Input Validation
H188	MPStatus has incorrect format- Input Validation	Input Validation
H189	MPStatus has incorrect length - Input Validation	Input Validation
H211	Invalid EncryptionBlockType - Input Validation	Input Validation
H251	Invalid DeviceSN- Input Validation	Input Validation
H334	Invalid ForATM Flag (Format: Y/N) - Input Validation	Input Validation
H350	PCExpdt has incorrect length - Input Validation	Input Validation
H351	PCExpdt has incorrect format (Format: CCYYMMDD) - Input Validation	Input Validation
H360	Invalid DollarLimit (Format: [Dollar Amount].CC)	Input Validation
H520	Invalid TransactionID	Input Validation
H521	Invalid Signature Base 64 string	Input Validation
H522	Invalid Latitude	Input Validation
H523	Invalid Longitude	Input Validation



StatusCode	StatusMsg	Notes
L001	No PAN Found in Track2 Data	
L093	Invalid MagnePrint” ‘Error Scoring Card against a Zero Reference.	Error obtained while Scoring Transaction MagnePrint against a Reference MagnePrint made up of Zeros.
L094	Invalid MagnePrint” ‘Neg2 Obtained when Scoring Card against a Zero Reference.	“Negative 2 - Invalid Transaction CRC / PAN” Obtain when Scoring Transaction MagnePrint against a Reference MagnePrint Made up of Zeros.
L095	Error Scoring Card.	Occurs whenever an error occurs while Scoring card.
L096	This occurs whenever the Card has an inactive MagnePrint Reference.	
L097	This occurs when the DUKPT KSN and Counter is replayed.	
L098	Problem with Reader Data.	
L099	Error Validating Credentials.	

**A.1.3 Successful Transaction**

StatusCode	StatusMsg	Notes
1000	OK	Successful Transaction

**A.1.4 Internal Errors**

StatusCode	StatusMsg	Notes
IXXX	Service is unavailable code: X	Internal Error - Where: 001 => XXX => 999

**A.1.5 Input Validation Errors**

StatusCode	StatusMsg	Notes
H001	HostID has incorrect length	Input Validation
H002	HostID has incorrect format	Input Validation
H003	HostPW has incorrect length	Input Validation
H004	HostPW has incorrect format	Input Validation
H005	MerchantID has incorrect length	Input Validation
H006	MerchantID has incorrect format	Input Validation
H007	MerchantPW has incorrect length	Input Validation
H008	MerchantPW has incorrect format	Input Validation
H320	Invalid Amount	Input Validation
H321	Invalid Transaction Type	Input Validation
H322	Invalid AuthCode	Input Validation
H380	CVV has incorrect length	Input Validation
H381	CVV has incorrect format	Input Validation
H385	ZIP has incorrect length	Input Validation

## Appendix A - Response/Error Codes

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H386	ZIP has incorrect format	Input Validation
H400	Invalid Tax Amount	Input Validation
H401	PAN has incorrect length	Input Validation
H402	PAN has incorrect format	Input Validation
H405	Invalid CHName	Input Validation
H410	CardExpDt has incorrect length	Input Validation
H411	CardExpDt has incorrect format	Input Validation

### Other Errors

StatusCode	StatusMsg	Notes
K089	Error Validating	Error Validating (MerchantID and MerchantPW) against assigned DB or Operation.
K099	Error Validating Credentials	Error Validating (HostID and HostPW) against assigned DB or Operation.

### A.1.6 Internal Errors

StatusCode	StatusMsg	Notes
IXXX	Service is unavailable code: X	Internal Error - Where: 001 => XXX => 999

### A.1.7 Input Validation Errors

StatusCode	StatusMsg	Notes
H001	MerchantID has incorrect length.	Input Validation
H002	MerchantID has incorrect format.	Input Validation
H003	MerchantPWD has incorrect length.	Input Validation
H004	MerchantPWD has incorrect format.	Input Validation
H251	Invalid DeviceSN.	Input Validation
H320	Invalid Amount.	Input Validation (Format: [Dollar Amount].CC e.g. 100.00, 1.00, 0.00, etc)
H323	Invalid Transaction Type.	Input Validation
H330	Qwick Codes has incorrect length.	Input Validation
H331	Qwick Codes has incorrect format.	Input Validation
H332	Invalid IP address.	Input Validation
H333	Invalid GeoLocation.	Input Validation

### A.1.8 Other Errors

StatusCode	StatusMsg	Notes
P021	Invalid Qwick Codes - Not Found.	Qwick Codes is not in the Database.

P022	No Previous Transaction Found.	To Void. No previous transaction has been performed with Qwick Codes (Nothing can be voided).
P023	This Transaction has been previously Voided.	Qwick Codes have been previously used in a VOID transaction.
P024	This Qwick Code has already been redeemed.	Qwick Codes have been previously used to perform a Payment Transaction.
P025	Amount to Credit must be provided for the PCode used.	Null Credit Amount is not accepted when no previous Sale has taken place.
P026	Access to this PCode is not allowed.	PCode can only be used by Merchant who originally redeemed it.
P027	Several TransactionIDs are associated to this PCode.	OrigTransactionID must be provided.
L098	Problem with Reader Data.	This occurs if there is a problem while decrypting the Data.
P099	Error Validating Credentials.	Error Validating (MerchantID and MerchantPWD) against assigned DB or Operation.

## **Appendix B About MagTek**

Founded in 1972, MagTek is a leading manufacturer of electronic systems for the reliable issuance, reading, transmission, and security of cards, barcodes, checks, PINs, and identification documents. Leading with innovation and engineering excellence, MagTek is known for quality and dependability. Its products include secure card reader/authenticators, Qwantum secure cards, token generators; EMV Contact Chip, EMV Contactless, barcode and NFC reading devices; encrypting check scanners, PIN pads, and credential personalization systems. These products are used worldwide by financial institutions, retailers, payment processors, and ISVs to provide efficient and private electronic transactions.

MagTek is headquartered in Seal Beach, CA. For more information, please visit [www.magtek.com](http://www.magtek.com).

## **Appendix C About Magensa**

At Magensa, transparency, trust, and excellence are at the core of everything we do, as we strive to protect and elevate data security, digital identities, access control, and the payment experience for businesses and consumers alike. We deliver secure, reliable, and user-centric payment and data protection services that empower people and businesses to transact with confidence and efficiency. We are dedicated to safeguarding sensitive digital data for authentication, access, loyalty, and payments including card-present, eCommerce, and alternative payment transactions using advanced encryption, flexible tokenization, strong authentication, and proactive fraud detection, ensuring compliance that exceeds industry standards. We prioritize seamless user experiences with fast processing, intuitive integration, and US-based support. By focusing on innovation and adaptability: we continuously enhance our offerings, integrate emerging technologies, and stay ahead of regulatory requirements.