SWYPE USER GUIDE

SWYPE

Technical Support 888-SAGICOR
sbj_merchantsupport@sagicor.com

Welcome
& Thank You for choosing
Sagicor Bank's

SWYPE

Sagicor Bank

1 QZ.	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PRS	8 TUV	9 WXY
*,'"	0 -SP	#

Sagicor Bank

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THE SAGICOR FAMILY!

Thank you for choosing **Sagicor Bank** as your payments partner. We are happy that you have selected **SWYPE**, a mobile point of sale device, as your payment solution.

We look forward to being your financial partner!

PRODUCT DETAILS

Contactless Reader

Display

Keypad

Magnetic Card Reader

Charging Port

Cancel Key

Chip Reader

Enter/ Power Key
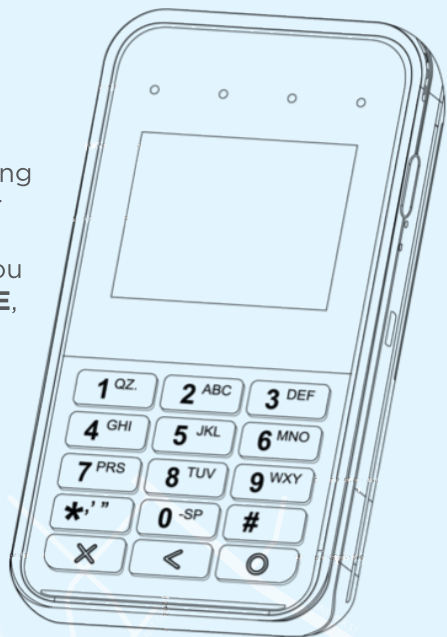
QUICK START GUIDE

To get started, you will need to complete the following steps:

STEP 1

Register Account:
Register your account by following the instructions in your welcome email.

STEP 2

Connect the Device:
Connect your device with **SWYPE** via Bluetooth.

STEP 3

Log into App:
After you have completed setup, you must login to the app on your device with username and password.

You are all set to make your first sale!

REGISTERING ACCOUNT

Before Getting Started

- You must have a Google Play account in order to download the "MCSPay" application.

- You will need the USERNAME submitted with your application form to log in. User name will be included in your Welcome email.

- A minimum 5.5 Android version is required to use the application.

Note: Please download the app from your welcome email. However, if you use the playstore to download the app, then it would need to be initialized. Keep a copy of your welcome email for future reference.

REGISTERING ACCOUNT Cont'd

STEP 1

- Tap on [Confirm] to verify your account.

- Open in browser (if asked), enter the password you have created and then select "Set Password".

  Note: Password must have a minimum of 8 characters and include an uppercase letter, a number and a special character (example: *&^%$#@!?><).

REGISTERING ACCOUNT Cont'd

STEP 2

- Tap on [Download App] to access the Google Play Store and install the "MCSPay" mobile application.

  Note: If you have downloaded the "MCSPay" application straight from the Google Play Store, please uninstall then reinstall it by tapping on the "Download App" button above.

REGISTERING ACCOUNT Cont'd

STEP
3

- Please tap
  [Initialize App] in order to open the menu options.

- Tap on "Browser/New Tab". If an option is given, please select "MCSPay" browser.

- A confirmation screen should appear "success".

CONNECTING (PAIRING) YOUR DEVICES
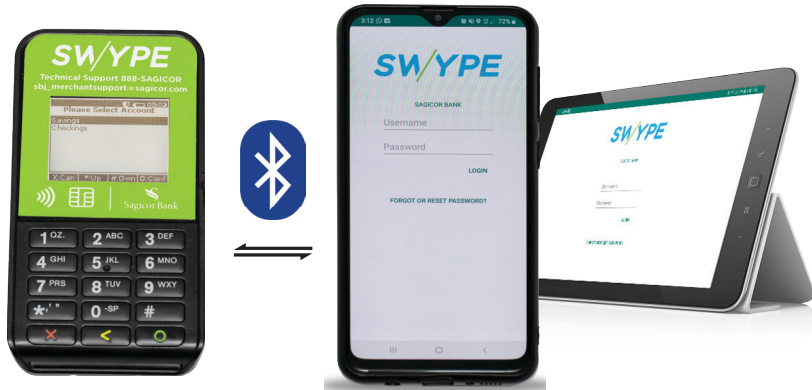
Your device can be connected to your android smartphones and tablets via Bluetooth.
See steps below:

Step 1: Turn on Bluetooth on Android device

Step 2: Turn on the **SWYPE** by pressing and holding power button for 5 seconds
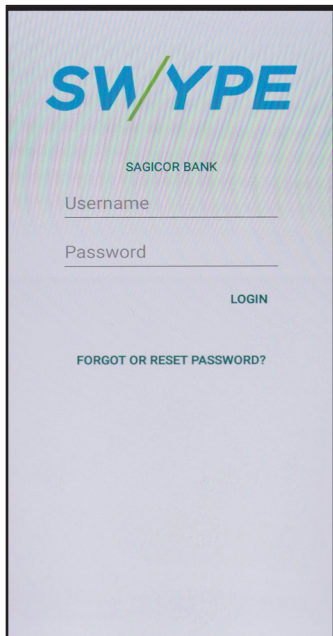
Step 3: Press 1 on the **SWYPE** for "Scan Pair" and then press 1 for "New Scan"

Step 4: Select the name of your Android device on the **SWYPE** and then follow your Android device's pairing process

Step 5: After your devices are paired, press 6 on the **SWYPE** to go to the Welcome screen

Note: Each Android device manufacturer may require other steps to pair Bluetooth devices.

LOG INTO APP

Step 1: Open the MCSPay app and enter your username and password to log in

Note: You can find your username in the welcome email

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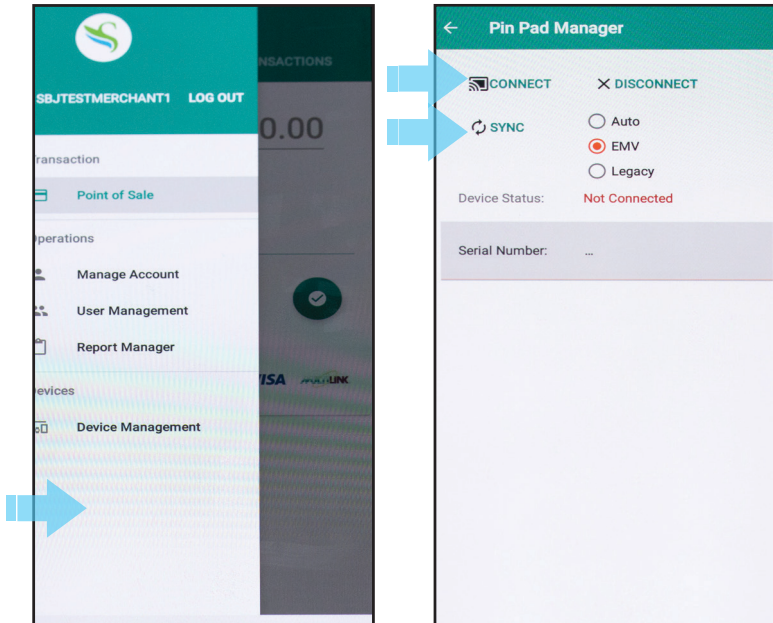
Step 2: Open the app menu, go to Device Management, tap on "EMV" and select "Connect" then "Sync"

MAKING A SALE
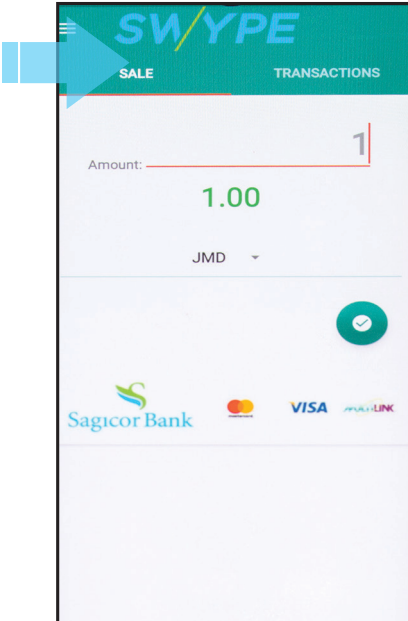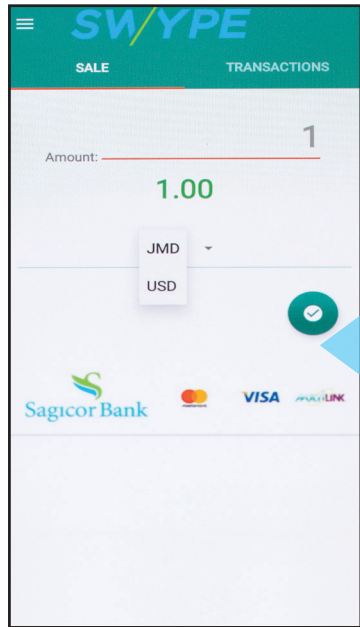

Step 1: Select "Sale"
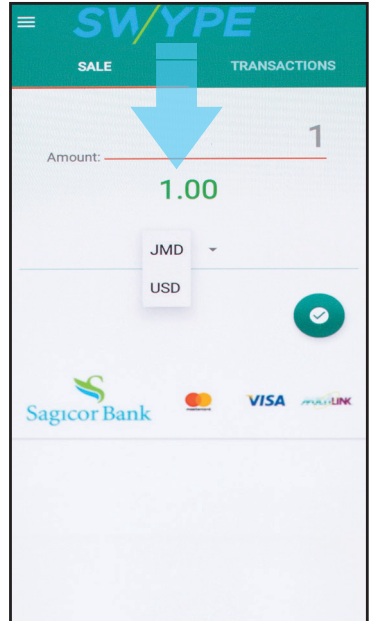
Step 2: Enter transaction amount

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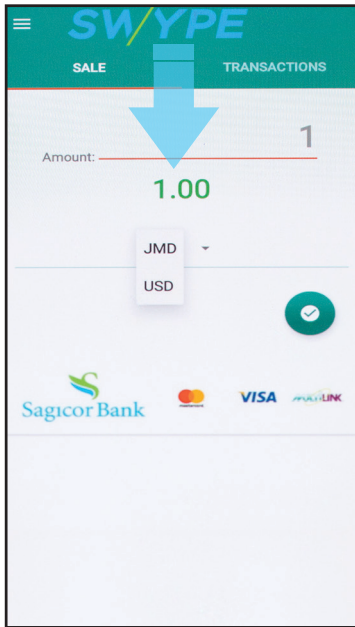
MAKING A SALE Cont'd

Step 3: Select currency

Step 4: Tap on green icon

Note: The transaction will automatically default to JMD, to change currency select from drop-down. USD can only be accepted if it is activated on your **SWYPE** device.

MAKING A SALE Cont'd
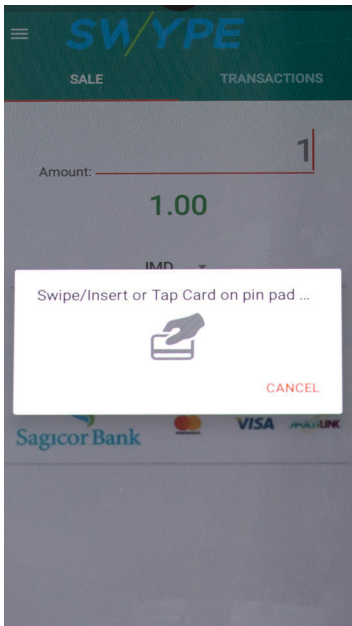
Step 5: You will be prompted to Swipe/ Insert or Tap Card on the pin pad

To swipe a magstripe card: Swipe card with magnetic strip facing down and to the back through the magnetic card reader.

MAKING A SALE Cont'd
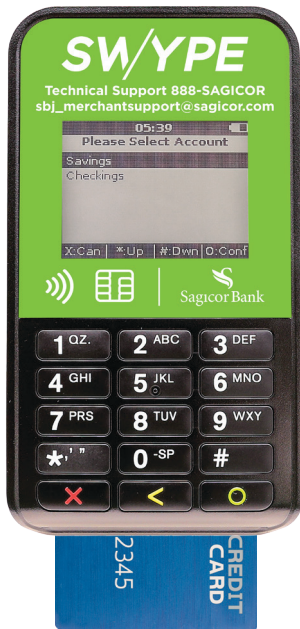
To insert chip card: Allow cardholder to insert chip card into chip reader at the bottom of the **SWYPE** device.

MAKING A SALE Cont'd

To tap a contactless card:
Tap card over the top left of the
SWYPE device
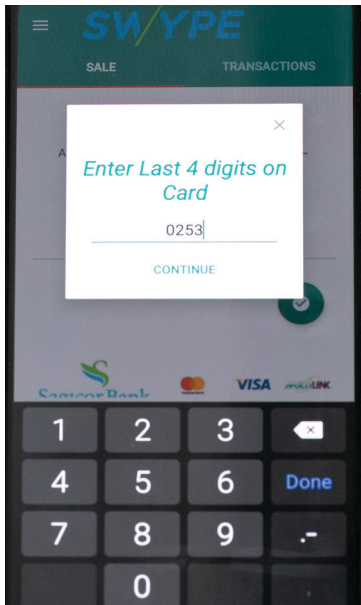
MAKING A SALE Cont'd

Step 6: Enter the last four digits of the card for magstripe transactions

MAKING A SALE Cont'd
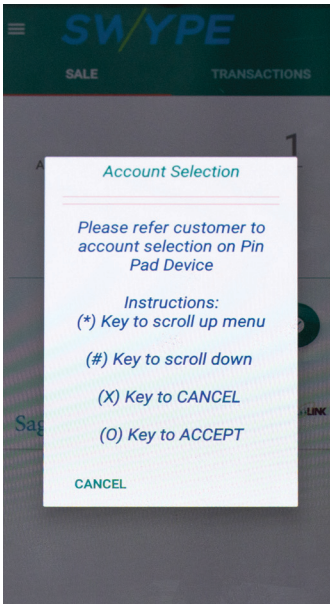
Step 7: For debit card transactions, ask the client to select "Savings" or "Chequings" on the **SWYPE** device

MAKING A SALE Cont'd
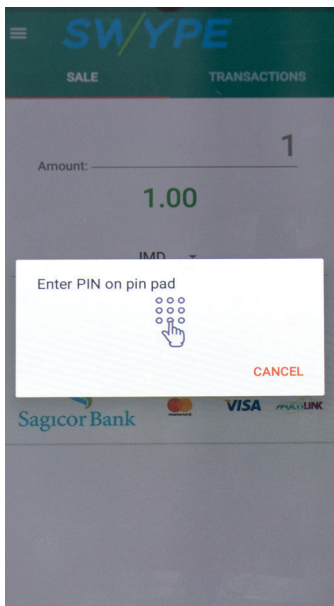
Step 8: For transactions that require a PIN, ask the client to enter their PIN on the **SWYPE** device and press the enter/power key

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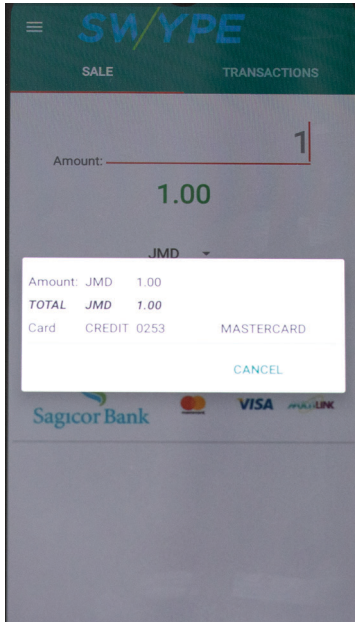
MAKING A SALE Cont'd

Step 9: Ask the client to select "Accept" or "Decline" on the **SWYPE** device

Step 10: Select and input "SMS" (phone number) and/or "Email" to send receipt to client
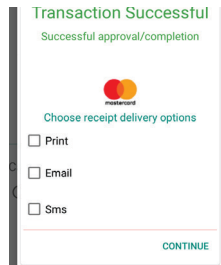
MAKING A SALE Cont'd
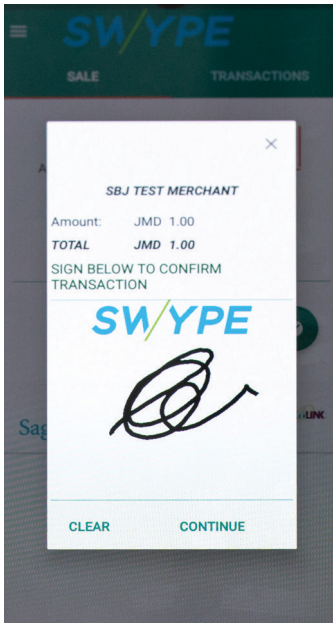
Step 11: For transactions that require a signature, ask the client to sign by using their finger or stylus if present

Note: Display screen will confirm when receipt is sent
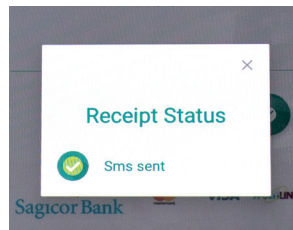
VOIDING A DEBIT/CREDIT CARD TRANSACTION
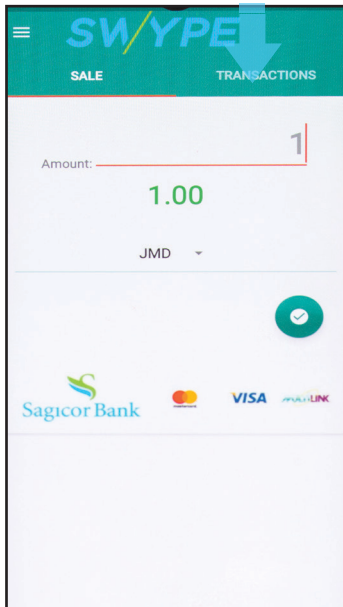
Step 1: Select "Transactions" tab from the home screen

VOIDING A DEBIT/CREDIT CARD TRANSACTION
Cont'd
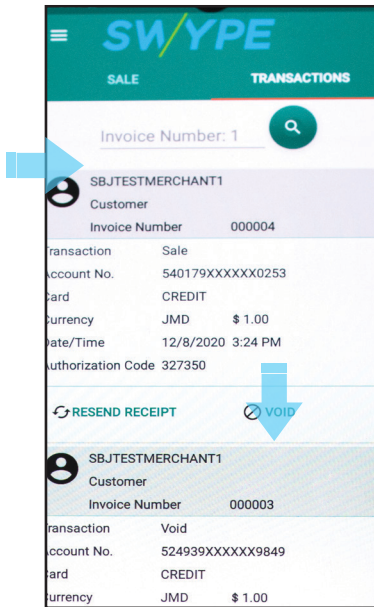
Step 2: Search for the transaction you wish to void by entering the invoice number in the search bar or by scrolling to the transaction and then select "Void"

VOIDING A DEBIT/CREDIT CARD TRANSACTION Cont'd
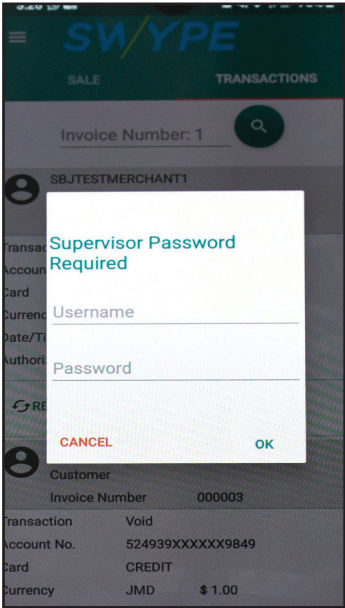
Step 3: Enter your username and password

VOIDING A DEBIT/CREDIT CARD
TRANSACTION Cont'd
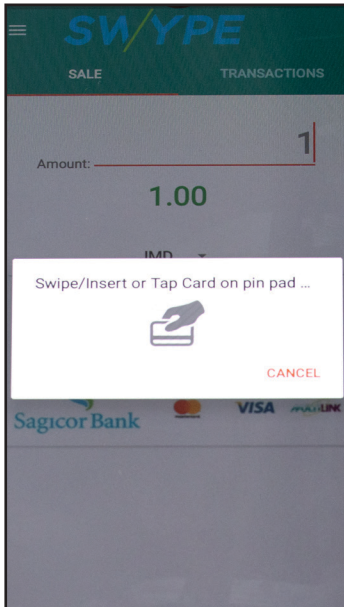
Step 4: For debit card transactions, ask the client to swipe their card

VOIDING A DEBIT/CREDIT CARD TRANSACTION Cont'd
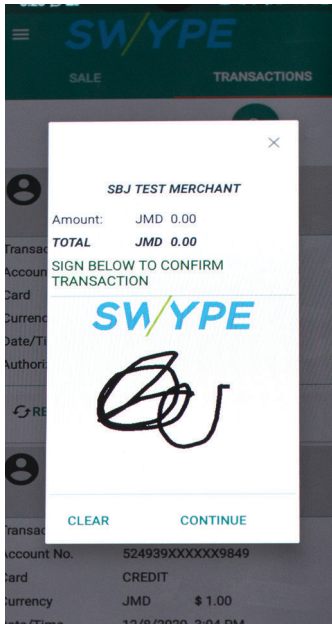
Step 5: For credit card transactions, ask the client to sign using their finger or stylus if present

VOIDING A DEBIT/CREDIT CARD TRANSACTION Cont'd
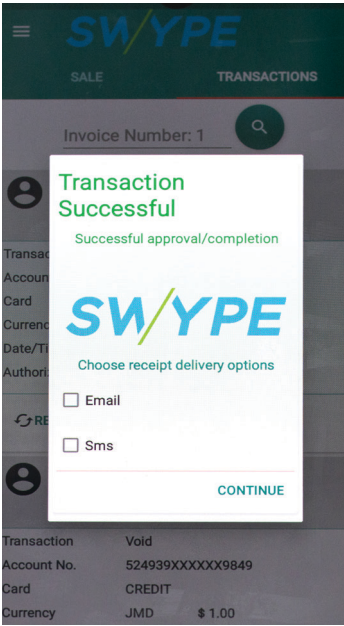
Step 6: Select and input "SMS" (phone number) and/or "Email" to send receipt to client
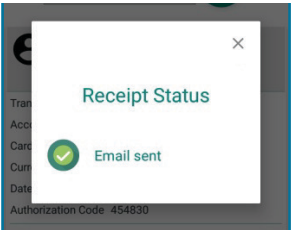
Note: Note: Display screen will confirm when receipt is sent

RESENDING RECEIPTS
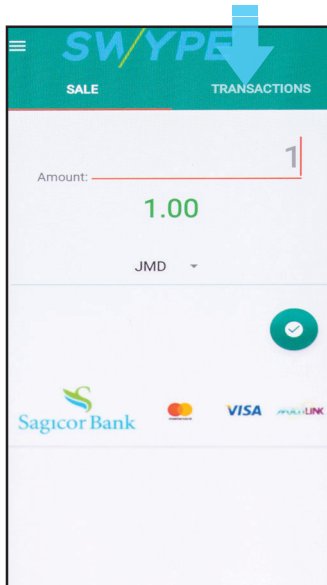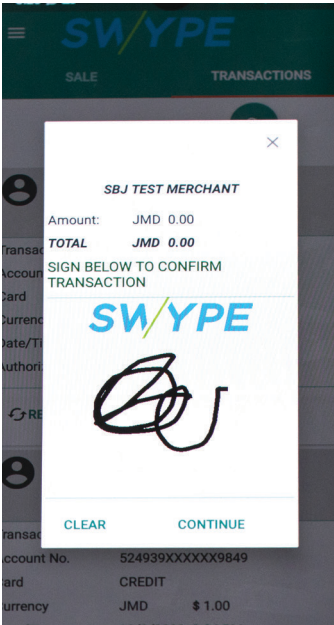

Step 1: Select "Transactions" from the menu bar

Step 2: Search for the transaction you wish to send a receipt for by entering the invoice number in the search bar or by scrolling to the transaction and then select "Resend Receipt"
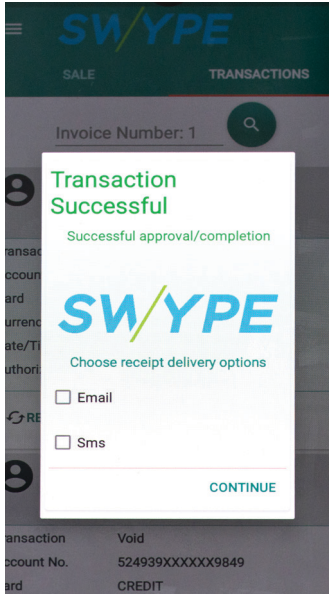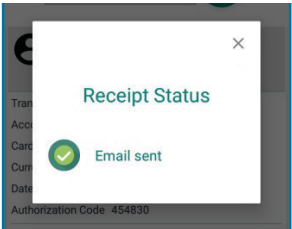
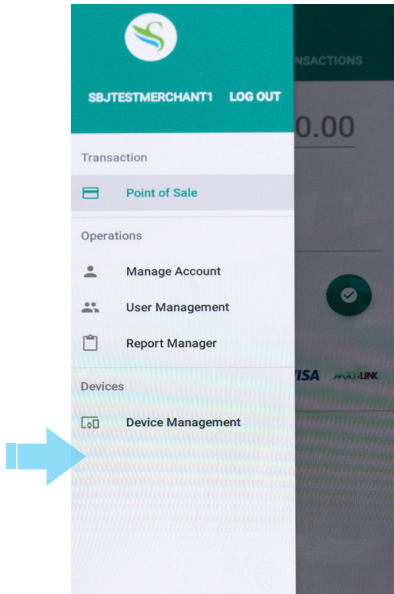**Step 3:** Select and input "SMS" (phone number) and/or "Email"to send receipt to client

Step 4: For transactions that require a signature, ask the client to sign using their finger or stylus if present
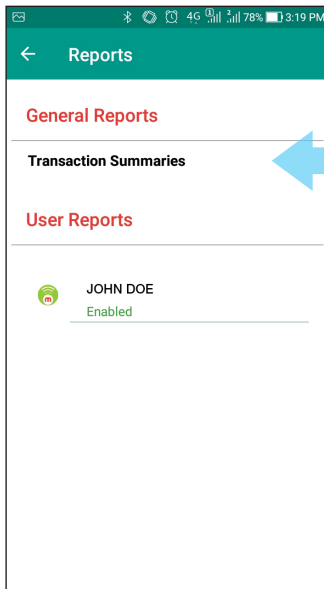

Note: Display screen will confirm when receipt is sent

REPORTS

Step 1: From the home screen, tap the menu icon to open the menu and select "Report Manager"

REPORTS Cont'd

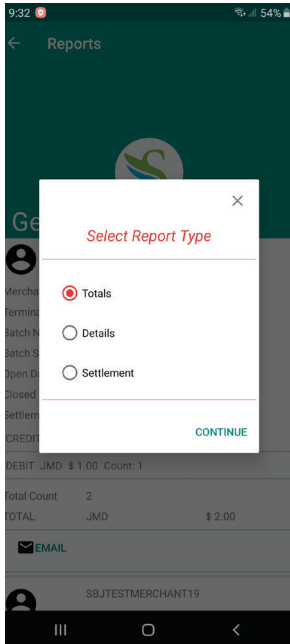**Step 2**: Tap on Transaction Summaries to view reports

Note: The Reports page should display a summary of all batches of transactions conducted for each user

Step 3: Tap on "Email" and select either "Totals", "Details", "Settlement" and tap on "Continue"
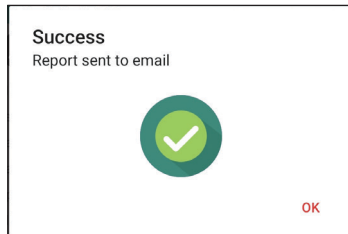
Note: Display screen will confirm when report is sent

TROUBLESHOOTING

Syncing Your App To Your Android Device

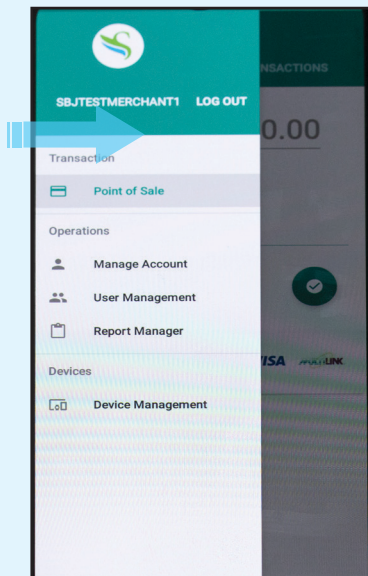**TIP:** If you are experiencing difficulties with completing a transaction, you may have lost connectivity and need to resync your device.

Please follow the steps below:

Step 1: Log out of the app and restart the **SWYPE** device

Syncing Your App To Your Android Device *Cont'd*

Step 2: Ensure SPP Config is set to "Server" and Discoverable is set to "Yes" on the device"

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```
SPP CONFIG
_____

SPP Config: [Server]

1> SPP Client
2> SPP Server
3> Disable SPP
```

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Note: If SPP Config is not set to "Server", press #3 (SPP Config) then #2 (SPP Server)

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```
DISCOVERABILITY
_____

Discoverable: [Yes]

1> Enable
2> Disable
3> Timeout [600s]
```
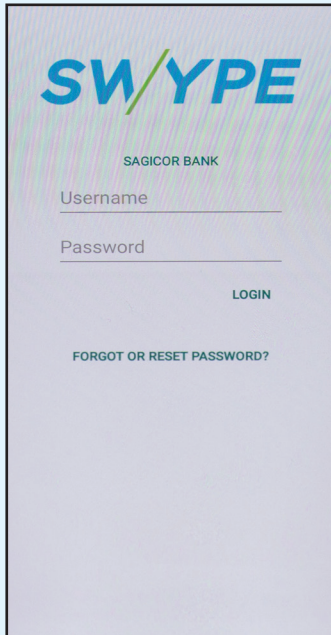
Sagicor Bank

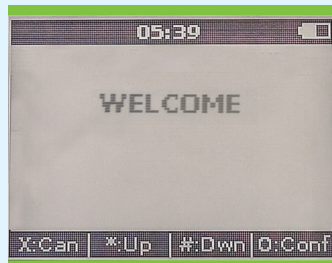**Note:** If Discoverable is not set to "Yes", press #4 (Discoverable) then press #1 (Enable)

Syncing Your App To Your Android Device *Cont'd*
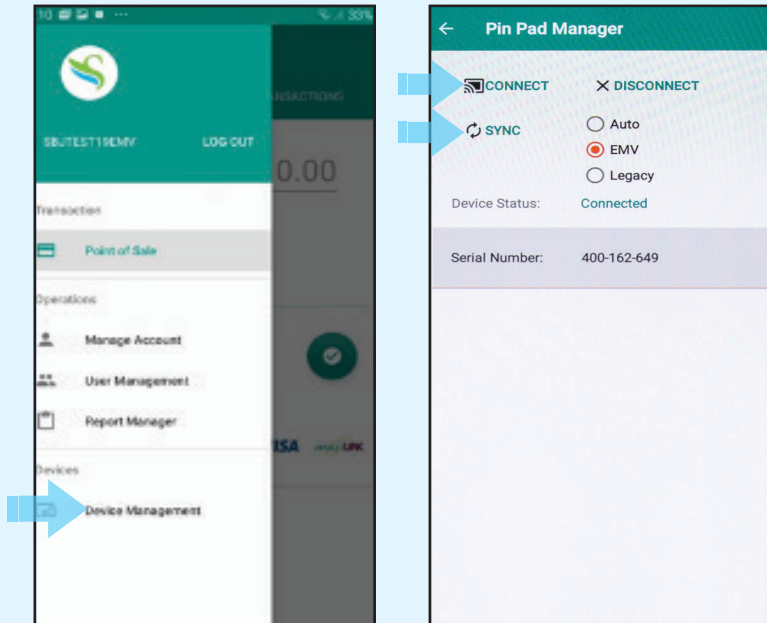

Step 3: Press #6 to go to the Welcome Screen on the **SWYPE** device and log into the app

TROUBLESHOOTING Cont'd

Step 4:

Open the app menu, go to Device Management, tap on "EMV" and select "Connect" then "Sync

TECHNICAL SUPPORT

For technical support and queries you may contact our Client Care Center at **888-SAGICOR (724-4267)** and:

① Select **option 3** from the automated system for **Sagicor Bank**

② Select **option 2** for **Merchant Services**.

You may also email us at **sbj_merchantsupport@sagicor.com** or visit **sagicor.com** to learn more about this product.

NOTES

NOTES

![Sagicor Bank logo]

Let's talk 888-SAGICOR (724-4267)
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