Welcome & Thank You for choosing Sagicor Bank’s SW/YPE
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WELCOME TO 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!
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

• 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.
• 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”.

REGISTERING ACCOUNT  Cont’d
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.
LOG INTO APP Cont’d

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

To swipe a magstripe card: Swipe card with magnetic strip facing down and to the back through the magnetic card reader.
To insert chip card: Allow cardholder to insert chip card into chip reader at the bottom of the SWYPE device.
To tap a contactless card:
Tap card over the top left of the SWYPE device
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.
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.
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.
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
RESENDING RECEIPTS Cont’d

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”
RESENDING RECEIPTS Cont’d

**Step 3:** Select and input “SMS” (phone number) and/or “Email” to send receipt to client.
RESENDING RECEIPTS Cont’d

**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.
Step 1: From the home screen, tap the menu icon to open the menu and select “Report Manager”
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.

Important Notice
Your SWYPE device will auto settle at 8:00 p.m. everyday and you will receive a report via email.
Step 3: Tap on “Email” and select either “Totals”, “Details”, “Settlement” and tap on “Continue”

Success
Report sent to email

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

**TROUBLESHOOTING Cont’d**

**SWYPE**

Technical Support 888-SAGICOR
sbj_merchantsupport@sagicor.com

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**Step 2:** Ensure SPP Config is set to “Server” and Discoverable is set to “Yes” on the device.
Note: If SPP Config is not set to "Server", press #3 (SPP Config) then #2 (SPP Server)
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
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 subj_merchantsupport@sagicor.com or visit sagicor.com to learn more about this product.