



BE PAYMENT READY

PAYD PRO PLUS[®] MOBILE SOLUTION



Configuration Guide



BE PAYMENT READY

For more information
and assistance:

Web: getpayd.com/paydproplus/support

Toll-free: 1-855-423-PAYD (7293)

Record your Moneris® merchant ID here:

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Introduction

PAYD Pro Plus lets you turn your Apple® iPad® into a mobile POS Payment Solution, with great features that let you run your business from just about anywhere.

This guide provides you with instructions on how to configure the PAYD Pro Plus App.

Note: *Based upon your PAYD Pro Plus software bundle type and/or your Merchant Agreement with Moneris, certain features described in this guide may not be visible within the PAYD Pro Plus App.*

Downloading and installing the PAYD Pro Plus App

From the App Store®

1. From the home screen of your Apple iPad, open the App Store.
2. In the Business category, search for "PAYD Pro Plus", then select the app.

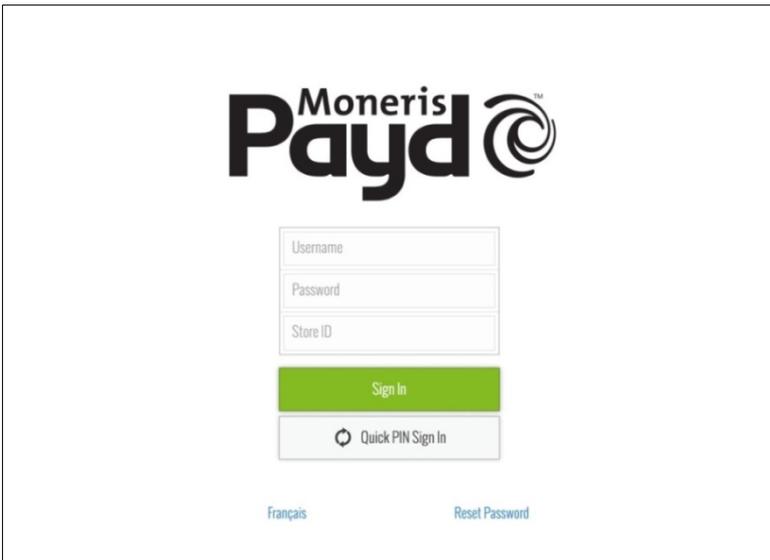
Important: Read the PAYD Pro Plus "Terms of Use" before proceeding with the download.

3. Tap **GET**, and then tap **INSTALL**.
4. When prompted, enter your **Apple ID** and **password**, and then tap **OK**.
5. When the installation is complete, your Apple iPad's home screen

displays the PAYD Pro Plus icon ().

Logging in to the PAYD Pro Plus App

The first time the PAYD Pro Plus App is launched, you will be prompted to enter your Moneris PAYD® login credentials.



1. Enter your PAYD login credentials (**Username, Password and Store ID**) into the provided fields.

Note: If you are an existing PAYD®, PAYD Pro®, or PAYD Pro Plus user, enter your current PAYD login credentials. Your login credentials can be found in the Confirmation email that you received when you registered or activated your Moneris PAYD account. If you do not have PAYD login credentials, tap the **Register** button and follow the on screen prompts to register for an account. If you are unsure as to the status of your PAYD account, contact us at [1-855-423-PAYD \(7293\)](tel:1-855-423-PAYD).

2. Tap **Sign In**.

Note: After your first login, the system will prompt you to create a quick PIN for login (“Enter a PIN to login faster next time”). Enter a 4-digit PIN and tap the checkmark button. For more information on quick PINs, see Configuring employee options on page 14.

Note: If the system prompts you to Cash-In, tap the **Cancel** button () for now. Refer to the **PAYD Pro Plus® Mobile Solution - Using PAYD Pro Plus for Apple® iPad** guide for instructions on how to cash in. This guide is available for free download at getpayd.com/paydproplus/support.

Navigating the interface

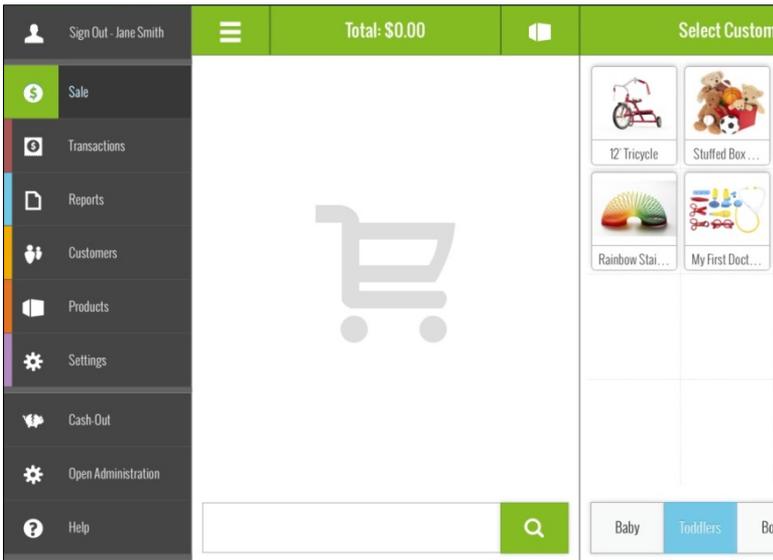
Note: The PAYD Pro Plus App will always appear in “landscape” orientation, even if the Apple iPad is tilted into a “portrait” orientation.

Accessing the main menu

- To access the main menu from any screen, tap the **Main Menu** button (☰). The main menu appears on the left side of the screen (shown below).

OR

- From the left side of the screen, swipe right to reveal the main menu.



To hide the main menu:

- Tap the **Main Menu** button () again.

OR

- Tap one of the menu options (e.g., **Customers**).

The panes

The PAYD Pro Plus App is generally divided into two panes (referred to in this guide as the “left pane” and the “right pane”). Menus and popups slide in from the left or right side of the screen, but generally the two panes remain visible (one pane becomes smaller depending upon which side of the screen displays a menu or popup).

The on-screen keyboard and number pad

The PAYD Pro Plus App makes use of the Apple iPad’s on-screen keyboard for data entry (i.e., customer or product names). Use this on-screen keyboard in the PAYD Pro Plus App just like you would in any other Apple iPad app. The PAYD Pro Plus App can use its own number pad, or use the Apple iPad’s on-screen keyboard for numeric data entry too. When your data entry is finished, tap **OK** or **Return** to finalize your input. The keyboard is hidden again.

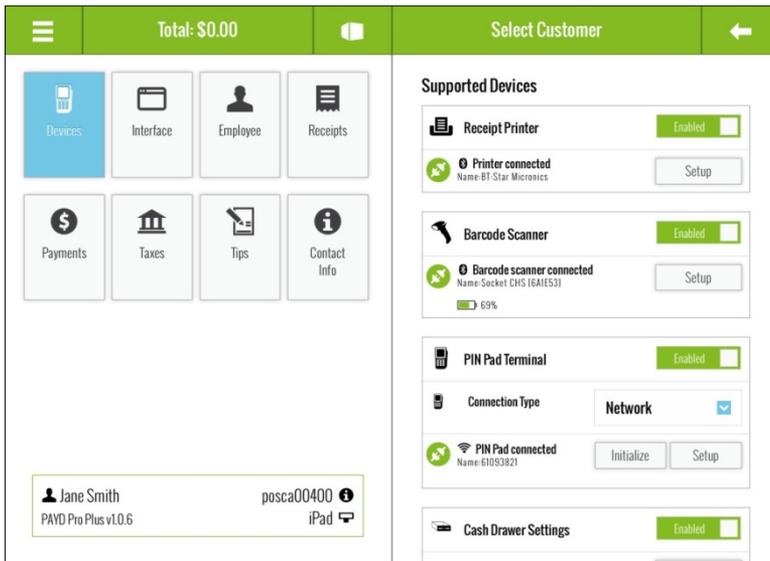
Signing out of the PAYD Pro Plus App

When you are finished using the PAYD Pro Plus App, follow the instructions below to sign out.

1. Tap the **Main Menu** button ().
2. On the main menu, tap **Sign Out**.
A confirmation popup appears.
3. Tap **Yes** to sign out.
The Login screen appears.

Configuring the PAYD Pro Plus App

All of the configuration options for the PAYD Pro Plus App are accessed via the Settings screen (shown below).



Configuring store contact information

Use the Contact Info screen to enter your business' name, address info and contact information. This information will appear on receipts and in other areas.

1. Tap the **Main Menu** button ().
2. On the main menu, tap **Settings**.
3. In the Settings screen, tap **Contact Info**.
4. Enter your business' name in the **Store name** field.
5. Enter your business address into the various fields in the **Address** section.

6. Enter your contact information into the various fields in the **Contact** section.
7. Tap an area in the left pane to save your changes.

Configuring interface settings

Use the Interface settings screen to select your logo and configure other display settings in the PAYD Pro Plus App. Your logo will appear as a background image on the left pane when it is not actively engaged in displaying information (i.e., transactional information during a sale). It is not necessary to display your logo, but it can help to improve customer perception of your business if you have it where they can see it.

1. Tap the **Main Menu** button ().
2. On the main menu, tap **Settings**.
3. In the Settings screen, tap **Interface**.
4. Select the image file to display as your background image.

Note: *If you do not wish to display a background image, proceed directly to step 6.*

- a. In the **Background Image** section on the right pane, tap **Select image**.

A popup appears.

- b. Select the source for your image:
 - To take a picture with the Apple iPad's camera:
 - i. Tap **Camera**.
 - ii. Take the picture with the camera.
 - iii. If you are satisfied with the image, tap **Use Photo**. Proceed to step 5. If you are unsatisfied, tap **Retake** and repeat step ii.

- To use an image stored on the Apple iPad's internal memory:
 - i. Tap **Library**.
The Photos popup appears.
 - ii. Tap **Camera Roll**.
 - iii. Browse the photos stored on your Apple iPad for your logo, and then tap it to select it.
 - iv. Proceed to step 5.
- 5. Set the logo display settings:
 - To tile the logo (so that multiple logos appear in a tiled pattern), slide the **Image repeat** slider to the right.

OR

- To have one logo centred, slide the **Image repeat** slider to the left. This is the default setting (not tiled).
- To set the size of the logo:
 - Tap the **Image size** drop-down arrow and select a size e.g., **Cover** stretches the image to cover the entire left pane, **Contain** stretches the image to cover the pane from top to bottom, but respects the size ratio of height to width, **50%** covers half of the left pane etc. (Default = Cover).
- To set the opacity of the logo (e.g., the ability to see through the logo):
 - Tap the **Image opacity** drop-down arrow and select an opacity percentage e.g. **100%** is completely opaque (solid), **50%** is partially see-through and **10%** is mostly see-through. (Default = 100%).

6. Set the **Number Pad** settings:

- To enable the PAYD Pro Plus App's on-screen number pad, slide the **Use on-screen number pad** slider to the right. This number pad appears when processing transactions, enabling you to quickly key in numbers. By default, this setting is slid to the right (Enabled).

OR

- To disable this feature, slide it to the left.

Note *If this feature is disabled, the PAYD Pro Plus App will utilize the Apple iPad's own alphanumeric number pad/keyboard for data entry.*

7. Set the **Favourites Group** settings:

- To enable the Favourites Group feature, slide **Use favourite groups** to the right. The Favourites Group appears on the right pane when selecting inventory to add to a transaction. By default, this setting is slid to the right (Enabled).
 - To disable this feature, slide to the left. When processing a transaction, a breakdown of totals and taxes will appear on the right pane.
- To enable the Custom Amounts function, slide **Use Custom Amounts tab** to the right. The Custom Amounts function enables you to quickly assign a price to a product that is not yet defined in inventory in order to sell it. By default, this setting is slid to the right (Enabled).
 - To disable this feature, slide to the left. When processing a transaction, the **Custom Amounts** button will not appear on the Sale screen.

8. Set how the system deals with items that are currently not defined in inventory (in the **New Products** section):

- To have new (undefined) items that are scanned/entered during a sale added to your inventory after the sale, slide the **Automatically add new products to inventory** slider to the right. (Default = Disabled).
- To have the new (undefined) item that is scanned/entered automatically added to the sale cart, slide **Automatically add new products to sale** slider to the right. (Default = Disabled).

9. Tap an area in the left pane to save your changes.

Configuring employee options

Use the Employee settings screen to control security settings, passwords and how you log in to the PAYD Pro Plus App in the future. You can login to the PAYD Pro Plus App in one of two ways: using the PAYD login credentials (**Store ID, Username and Password**), or by using a PIN (personal identification number). Entering security credentials can help to ensure your data is protected from unauthorized use if your Apple iPad is lost.

1. Tap the **Main Menu** button ().
2. On the main menu, tap **Settings**.
3. In the Settings screen, tap **Employee**.
4. Select your **Quick PIN Sign In** setting:
 - To enable the PIN Login feature, slide the **Use a 4 digit PIN to sign in** slider to the right (Enabled). Proceed to step 5.
 - To enable standard login credentials (**Store ID, Username and Password**), slide the **Use a 4 digit PIN to sign in** slider to the left (Disabled). This is the default setting. Proceed to step 6.
5. In the **Change Quick PIN** section, set your PIN to use for login:
 - a. Enter the 4-digit PIN in the **New quick PIN** field.
 - b. Re-enter the same 4-digit PIN in the **Confirm quick PIN** field.
 - c. Enter your password (that was provided to you when you activated your account, or the password that you created) into the **Current password** field.
 - d. Tap **Save**.
 - e. Proceed to step 6.
6. If you want to (or need to) change your password, follow the steps below. If you do not need to change your password, proceed to step 7.
 - a. In the **Change Password** section, tap inside the **Current password** field and enter your current password.
 - b. Tap inside the **New password** field and enter the desired new password.

- c. Tap inside the **Confirm password** field and re-enter the desired new password.
 - d. Tap **Save**.
 - e. Proceed to step 7.
7. If you want to (or need to) change your security phrase (used to help recall your password), follow the steps below. If you do not need to change your security phrase, proceed to step 8.
 - a. In the **Change Security Phrase** section, tap the **Security question** drop-down menu and select the question you would like to answer.
 - b. Tap inside the **Answer** field and enter an answer to the question (e.g., “Rover” might be the answer to “What is the name of your first pet?”).
 - c. Tap inside the **Current password** field and enter your current password.
 - d. Tap **Save**.
 - e. Proceed to step 8.
8. Tap an area in the left pane to save your changes.

Configuring receipt options

Use the Receipts settings screen to control when receipts print, the number of copies, content and delivery methods.

1. Tap the **Main Menu** button ()
2. On the main menu, tap **Settings**.
3. In the Settings screen, tap **Receipts**.
4. Configure the receipt settings following the guidelines below:

- **Receipt Printing**

***Note:** This setting is only applicable to merchants using a Bluetooth® receipt printer paired to an Apple iPad. If you do not have*

a Bluetooth receipt printer, you do not need to make any changes to this section.

- Determine when you want the receipts to print:
 - To print a receipt automatically after each transaction completes, slide the **Print after each sale** slider to the right (Enabled).

OR

- To print a receipt on demand, slide the **Print after each sale** slider to the left (Default = Disabled).
- **Receipt Print Info**
 - Determine what information gets printed on receipts:
 - To have a transaction barcode print on the receipts (to enable quick returns with a Bluetooth scanner), slide the **Print a transaction barcode** slider to the right (Default = Enabled).
 - To have the business' address print at the bottom of the receipt, slide the **Print your store address** slider to the right (Default = Enabled).
 - To enable a printout of a credit card transaction that was declined, slide the **Print declined credit card transactions** slider to the right (Default = Disabled).
 - To print a custom (user-defined) message at the bottom of receipts, slide the **Show a custom receipt message** slider to the right (Default = Disabled).
 - If you enable the custom message, use the on-screen keyboard to enter a message into the **English message** field. This message will print at the bottom of receipts. The **French message** is optional, and will print only on transactions where a French-language card was used.

- **Receipt Print Options**

- If you do not have a Bluetooth receipt printer, slide the **Enable receipt signing on the device screen** slider to the right (Default = Disabled). If you do have a Bluetooth receipt printer, leave this setting as Disabled. Enabling this feature allows the PAYD Pro Plus App to capture a customer's signature on the screen when a transaction is paid by swiped credit card.
- To print a customer copy, slide the **Print a customer copy** slider to the right (Default = Enabled).
- To print the merchant copy, slide the **Print a merchant copy** slider to the right (Default = Enabled).

Note:** This setting is dependent upon the **Print a merchant copy when setting below.

- To determine when a merchant copy will print, tap the **Print a merchant copy when** drop-down menu and tap your selection.
- To set the default merchant language for your receipts, tap the **Merchant language on the receipt** drop-down menu and tap your selection.
- To set the default language for customer receipts, tap the **Customer language on the receipt** drop-down menu and tap your selection. This will be the default for all cash, cheque, gift card and non-integrated debit and credit transactions.

***Note:** For merchants using integrated payment processing with Moneris, this setting will be overridden at the time of the transaction based on the language code of the credit or debit card the customer used.*

- **Receipt Options At Checkout**

- Use these options to select how the receipt can be provided to the customer.
 - To have the system prompt to print a paper receipt from a Bluetooth receipt printer, slide the **Enable print receipt button** slider to the right (Default = Disabled).

- To have the system prompt to send the receipt to the customer's email address, slide the **Enable email receipt button** slider to the right (Default = Enabled).

***Note:** If you want to e-mail transaction receipts without having to key in the address each time, configure your Apple iPad's privacy settings to allow the PAYD Pro Plus App to access e-mail addresses stored on the device's contacts list.*

- To have the system prompt to send the receipt via SMS text message, slide the **Enable SMS receipt button** slider to the right (Default = Disabled).
- To have the system prompt to generate a gift receipt, slide **Enable gift receipt button** to the right (Default = Disabled).

- **Social Media**

- Use this section to insert your business' social media links onto your printed, emailed, and texted receipts.
 - Tap inside the **Facebook Link** field and enter your business Facebook address URL (if applicable).
 - Tap inside the **Twitter Link** field and enter your business' Twitter handle (if applicable).

Important: When adding social media links onto your email or text receipts, ensure you are in compliance with applicable anti-spam law.

***Note:** The Facebook address and/or Twitter handle will print on printed copies. On receipts that are emailed or texted to customers, the links will be live hyperlinks which a customer can click/tap to access your business Facebook page URL and/or Twitter page.*

***Note:** If you do not have a business Facebook or Twitter account, leave these fields blank.*

- **Receipt Logo**

- Use this area to select an image (e.g., your business' logo) to appear on emailed and printed receipts. If you do not wish to have a logo printed on your receipts, proceed to step 5.

- a. Tap the **Select image** button.

- A popup appears.

- b. Select the source for your image:

- To take a picture with the Apple iPad's camera:

- i. Tap **Camera**.

- ii. Take the picture with the camera.

- iii. If you are satisfied with the image, tap **Use Photo** and proceed to step c. If you are unsatisfied, tap **Retake** and repeat step ii.

- To use an image stored on the Apple iPad's internal memory:

- i. Tap **Library**. The Photos popup appears.

- ii. Tap **Camera Roll**.

- iii. Browse the photos stored on your Apple iPad for your logo, and then tap it to select it.

- iv. Proceed to step c.

- c. To set the logo size for the receipt, tap the **Logo size** drop-down menu and tap your selection (default = 60%).

- Note:** 100% represents a full-size image, 50% represents an image at half of its full size, etc.*

- d. To incorporate a link to your corporate website into the logo, enter the URL (web address) for your business website in the **Web page link (email, SMS)** field. This will direct a customer to your website when the logo at the top of emailed/texted receipts is tapped or clicked.

5. Tap an area in the left pane to save your changes.

Configuring payment settings

Use the Payments settings screen to define the payment methods your business will accept, how to handle cash penny rounding, and exchange rates.

Note: Based upon your PAYD Pro Plus software bundle type and/or your Merchant Agreement with Moneris, some payment types described in this guide may or may not be visible to you in this screen.

1. Tap the **Main Menu** button ().
2. On the main menu, tap **Settings**.
3. In the Settings screen, tap **Payments**.
4. Configure your payment settings by following the guidelines below:
 - **Payment Types**
 - Use this section to enable the payment methods your business will accept. There are even two-user defined payment methods you can create.
 - To accept cash as a payment type, slide **Cash** to the right (Default = Enabled).
 - To accept *Interac* Debit cards as a payment type, slide **Debit** to the right (Default = Enabled).
 - To accept credit cards as a payment type, slide **Credit card** to the right (Default = Enabled).
 - To accept cheque as a payment type, slide **Cheque** to the right (Default = Enabled).
 - To accept store credit as a payment type, slide **Store credit** to the right (Default = Enabled).
 - To enable and define other custom payment methods, slide the sliders to the right (Default = Disabled).

Note: These custom payment types have variable names that you define in the Configuration - Settings screen in the PAYD Pro Plus In-Store Solution, therefore the PAYD Pro Plus App will display whatever words you have entered in that screen. If you have

not entered anything yet, the payment type names will appear as blanks.

- To enable layaway functionality to be accessible within the Mobile App, slide the **Layaways** slider to the right (Default = Disabled).
- **Cash Penny Rounding**
 - Use the drop-down menu to define how the PAYD Pro Plus App will round to the nearest nickel value when cash is selected as the payment method. Choose one of the following:
 - If you do not want the PAYD Pro Plus App to do any rounding, tap **No rounding**.
 - If you want the PAYD Pro Plus App to round up or down to the nearest nickel value, tap **Nearest \$0.05 rounding**.
 - If you want the PAYD Pro Plus App to always round down to the nearest nickel value, tap **Always round down**.
 - If you want the PAYD Pro Plus App to always round up to the nearest nickel value, tap **Always round up**.
- **US Dollar Exchange Rate**
 - Use the **CAD** field to enter the current value of a US dollar at your business (e.g., if \$1 US buys \$1.12 Canadian, you would enter "1.12" in the CAD field).

***Note:** It is the merchant's responsibility to enter the exchange rates, and to change this value as needed; this value is not changed or monitored by Moneris.*

5. Tap an area in the left pane to save your changes.

Configuring taxes

Use the Taxes settings screen to enter your business' tax registration numbers for the federal and provincial taxes to which you are subject.

1. Tap the **Main Menu** button ().

2. On the main menu, tap **Settings**.
3. In the Settings screen, tap **Taxes**.
4. In the **Registration number** field(s), enter the business' tax registration number(s) as needed.
5. Tap an area in the left pane to save your changes.

Configuring tipping

If the PAYD Pro Plus App is integrated with Moneris *Interac* Debit and credit card processing, and you are using a Moneris PIN Pad, you have the ability to enable tip prompting for customers paying by debit or credit.

1. Tap the **Main Menu** button ().
2. On the main menu, tap **Settings**.
3. In the Settings screen, tap **Tips**.
4. To enable tipping prompts on transactions paid by *Interac* Debit or credit cards, slide **Enable debit / credit card tipping** to the right (Default = Disabled).
5. To enable tip prompts to appear on the PIN Pad, tap the **Update tip setting on device** button.

Note: *If you do not have an initialized PIN Pad connected or paired, this button is greyed out.*

Once the tip setting has been successfully set, the Information popup appears.

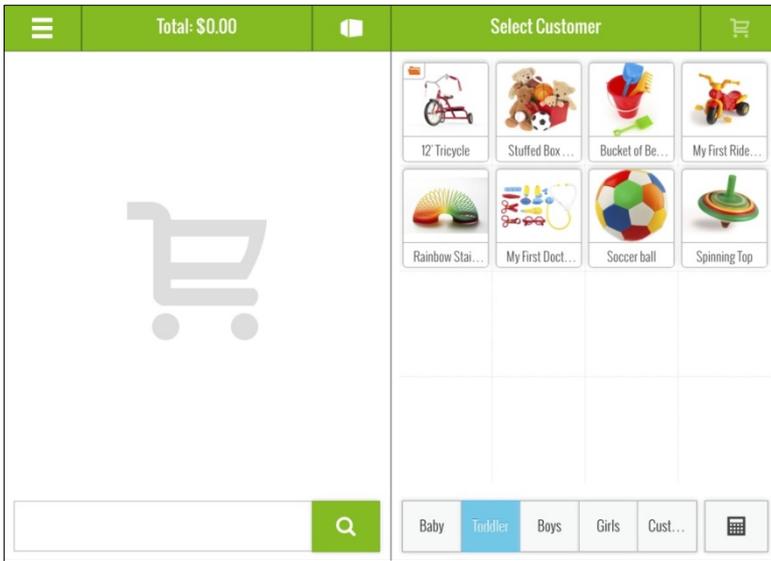
Note: *The PIN Pad will continue to display the WELCOME/BONJOUR screen the entire time.*

6. Tap **OK** in the Information popup.
7. Tap an area in the left pane to save your changes.

Configuring the Favourites Group tabs

The Favourites Group is a configurable display of items that occupies the right pane in the Sale screen. The group provides quick access to your most popular inventory items, or your most frequent customers. You can add the item or the customer to the sale quickly by a simple tap, rather than having to look up the customer or look up/scan the product. The Favourites Group can contain up to 5 configurable tabs, and each tab can hold up to 16 items.

You can see an example of a populated Favourites Group in the screenshot below.



Tip: Before proceeding, take a few moments to think about the products you sell, the similarities amongst your products, and which products can be grouped together. For example, you may want to group your items by brand, or by category (type). Then you can assign each brand or category to one of the tabs in the Favourites Group. Also consider whether you want to reserve a tab for your top customers.

Note: The Favourites Group needs to be enabled in the Interface settings screen before it will be visible. For more information, see the Configuring interface settings section on page 11.

The Favourites Group requires a small amount of configuration to get started. Follow the instructions below to set it up.

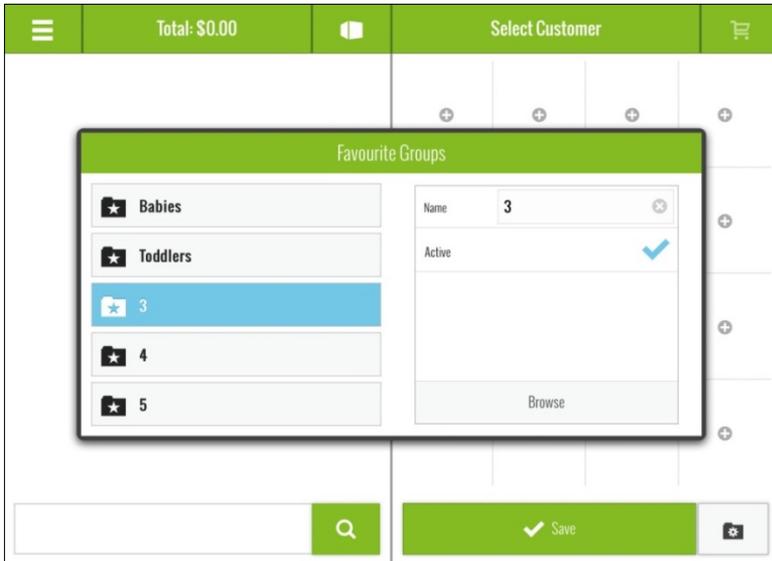
1. Tap the **Main Menu** button (.
2. On the main menu, tap **Sale**.
3. On the right pane of the Sale screen, tap and hold your finger until the squares () become visible.

4. Tap the **Favourites Group settings** button () in the bottom right corner of the right pane.

The Favourite Groups popup appears.

5. Tap the first empty field on the left side of the popup. On the right side of the popup, use the on-screen keyboard to enter a name for the group in the **Name** field. Tap **Return** when you have finished typing.

Note: *The name entered can be no longer than 30 characters. Please also be aware that the entire tab name may not be displayed due to space restrictions of the right pane.*



6. Ensure the **Active** checkmark is blue.
7. If you wish to display a background image in the right pane when this tab is selected during a sale, follow these steps to select an image. If not, proceed to step 8.
 - a. Tap the **Browse** button.
A popup appears.
 - b. Select the source for your image:
 - To take a picture with the Apple iPad's camera:
 - i. Tap **Camera**.
 - ii. Take the picture with the camera.
 - iii. If you are satisfied with the image, tap **Use Photo** and proceed to step c. If you are unsatisfied, tap **Retake** and repeat step ii.
 - To use an image stored on the Apple iPad's internal memory:
 - i. Tap **Library**.

- The Photos popup appears.
- ii. Tap **Camera Roll**.
 - iii. Browse the photos stored on your Apple iPad for your logo, and then tap it to select it.
 - iv. Proceed to step c.
- c. The image populates the white space below the **Active** checkmark. Proceed to step 8.
8. Repeat steps 5 - 7 for the other tabs as required.
 9. Tap the **Save** button at the bottom of the right pane to save your groups.

For information on adding products to your inventory list, and populating the group with those products, please refer to the ***PAYD Pro Plus® Mobile Solution - Using PAYD Pro Plus for Apple® iPad*** guide. This guide is available for free download at getpayd.com/paydproplus/support.

Accessing Moneris PAYD Administration

The PAYD Pro Plus App has a companion; the PAYD Pro Plus In-Store Solution. This solution runs in a web-browser, and contains many additional tools. Based on your Merchant Agreement with Moneris and your PAYD account type, the available tools may include reporting, customer and inventory management, additional data setup and software configuration settings, a marketing engine, eCommerce website design etc.

1. Tap the **Main Menu** button ()
2. On the main menu, tap **Open Administration**.
3. The Apple iPad's web browser opens and the Moneris PAYD Administration screen appears. You are automatically logged in with the same PAYD login credentials you used to log in to the PAYD Pro Plus App.
4. When you are finished using the Administration functions, be sure to logout.

Note: Click the **Help** () button in the Administration screen to consult the PAYD Pro Plus In-Store Solution's online help for more information on operating the software.

Merchant support

If you need assistance with your payment processing solution, we're here to help, 24/7.

We're only one click away.

- Visit getpayd.com/paydproplus/support to:
 - consult the FAQs on how to set up and use PAYD Pro Plus
 - download PAYD Pro Plus guides to assist with getting started, hardware installation, configuration, and usage instructions
- Visit shop.moneris.com to purchase point-of-sale supplies and receipt paper
- Visit moneris.com/insights for payment news & trends, customer success stories, and quarterly reports & insights

Need us on-site? We'll be there.

One call and a knowledgeable technician can be on the way. Count on minimal disruptions to your business as our Field Services provide assistance with your payment terminals.

Can't find what you are looking for?

Call Moneris Customer Care (available 24/7) at **1-866-319-7450**. We'll be happy to help.

You can also send us a secure message 24/7 by logging in to Merchant Direct® at moneris.com/mymerchantdirect



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Your credit and/or debit card processing is governed by the terms and conditions of the Moneris PAYD Merchant Agreement (the "Merchant Agreement") with Moneris. It is your responsibility to ensure that proper card processing procedures are followed at all times. Please refer to your Merchant manuals and the Merchant Agreement for details. The ***Moneris Merchant Operating Manual*** is available at getpayd.com/paydproplus/support.