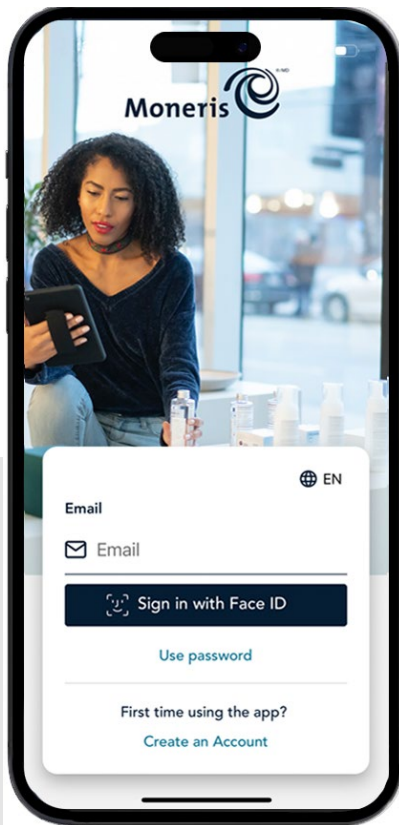




# Moneris® Go

## Tap to Pay on iPhone

### Reference Guide



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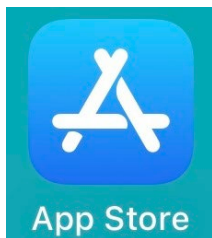
## Moneris Go: Tap to Pay on iPhone

Use your iPhone to process transactions virtually anywhere with cellular coverage and/or Wi-Fi coverage. Both you and your customer will enter information and respond to prompts on the iPhone. When directed on screen, present your iPhone to the customer to continue the transaction process. Simply respond to the prompts to complete a transaction.

### Download Moneris Go app to your iPhone

You will need to download the Moneris Go app on your iPhone before you begin to accept payments. Follow these steps to download the app from the App Store:

1. On your iPhone, find the App Store icon, then tap on **App Store**.



The App Store will open and display.

2. Tap on **Search** from the available choices at the bottom of the screen. Tap on the search field and enter "**Moneris Go**", then tap **search**.

The results will appear with Moneris Go.

3. Tap **Get** to begin the download process.

The downloading will begin.

4. Once downloaded, tap **OPEN**.

This will open the Moneris Go app on your iPhone.

5. You will be required to enter your Email (your registered email address) and Password (what you have created) to sign in.

### Enable location access to use Moneris Go app

You need to enable your iPhone location access permissions in order to use the Moneris Go app. Follow these steps to enable this permission:

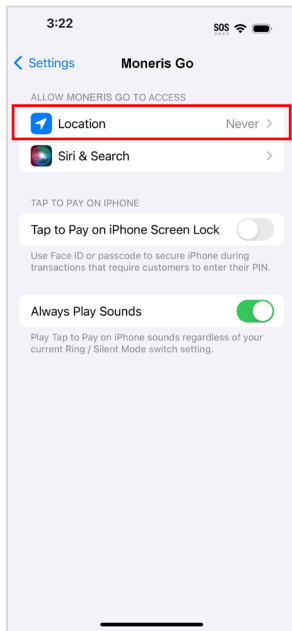
1. On your iPhone, find the Settings icon, then tap **Settings**.



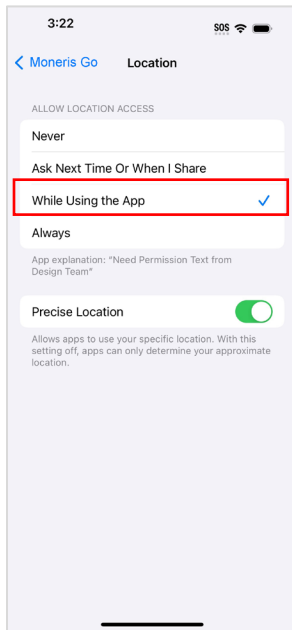
2. Scroll down the list of apps on your iPhone, find and tap on **Moneris Go**.

The Access screen appears.

3. Tap **Locations**.



4. Tap **While Using the App** to select the option.



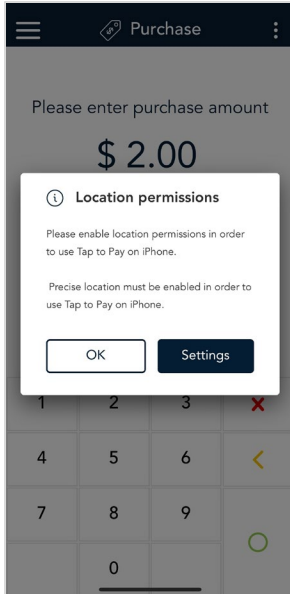
5. Exit out of settings.

6. Your Moneris Go app is ready to use.

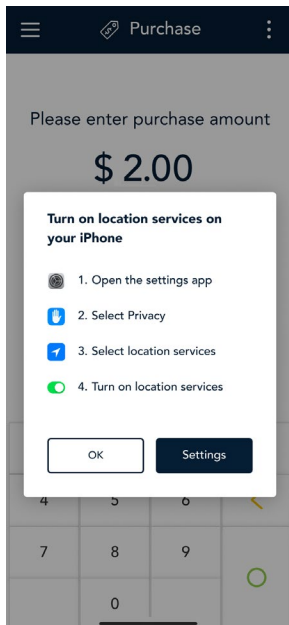
## Enable location access during transaction process

If location access permissions are not enabled, you will get the below message during your transaction process. To enable location permissions through settings, follow the steps below:

- a. Tap **Settings**.



A new instruction screen appears.



- b. Tap **Settings** again.

This will open the settings on your iPhone to enable the location services.

Your Moneris Go app is ready to use.

# Navigate the Application







## Touch screen interaction

Your iPhone features a large colour touch screen.

- To access a function displayed on screen (buttons, menus, fields), simply use your finger to tap the item on the screen.
- To view content (menu or report) that extends past the bottom of the screen, swipe up. Swipe down to go back to the top of the screen.

## On-screen buttons


The screen of your iPhone is touch sensitive. You can move around the application and choose options by touching the appropriate element on screen. Here are the most common icons and buttons:


Screen element	Action performed
 Main menu icon	Go to the Main menu.
 Cancel	Cancel a transaction and return to the Purchase screen.
 Delete	Delete one or more characters in a data-entry field.
 OK	<ul style="list-style-type: none"><li>▪ Submit the data shown on-screen. For example, tap <b>OK</b> to indicate the transaction amount is correct.</li><li>▪ Accept/confirm the choice or information displayed on-screen.</li></ul>
 Back icon	Go back to the previous screen/menu.
 Additional options icon	Display additional options

## Default screen

After you sign in, the application goes directly to the purchase screen as the default transaction screen.

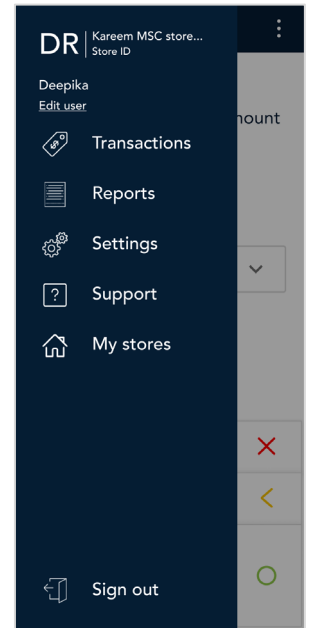
## The Main Menu

To get to the Main menu, tap the Main menu  icon.

If the Main menu icon is not available, tap the Back  icon until the Main menu icon is visible.

The Main menu has seven options:

- **Edit user**
- **Transactions**
- **Reports**
- **Settings**
- **Support**
- **My stores**
- **Sign Out**



*Main menu*



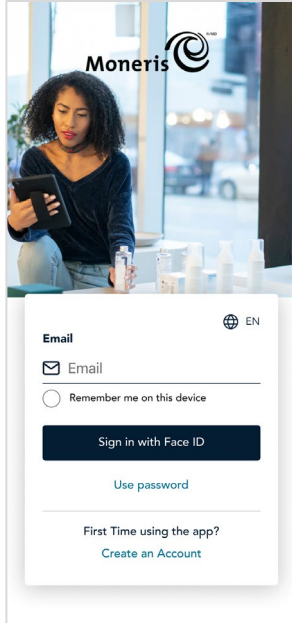
## Main Menu

To navigate to the Main menu, refer to [Getting to the Main menu](#)

Menu item	Use this menu item to:
<b>Edit user</b>	Change your password. Refer to <a href="#">Edit user</a> .
<b>Transactions</b>	Display the Purchase screen to process a <a href="#">Purchase transaction</a> . This is the default transaction. It will appear whenever you sign in.
<b>Reports</b>	Display the <a href="#">Reports screen</a> in order to: <ul style="list-style-type: none"> <li>▪ View the <a href="#">24-hour summary</a> of transactions</li> <li>▪ View <a href="#">transaction details</a></li> <li>▪ View the <a href="#">End of day</a> report</li> <li>▪ <a href="#">Refund</a> a purchase</li> <li>▪ <a href="#">Void</a> a purchase</li> <li>▪ <a href="#">Resend receipts</a></li> <li>▪ <a href="#">Filter transactions</a> by date, user and device</li> </ul>
<b>Settings</b>	Display the <a href="#">Settings menu</a> in order to: <ul style="list-style-type: none"> <li>▪ Change <a href="#">receipt settings</a></li> <li>▪ Change <a href="#">Tip settings</a></li> <li>▪ Change <a href="#">Transaction settings</a></li> <li>▪ Change <a href="#">General application settings</a></li> <li>▪ <a href="#">Sync iPhone settings with Moneris</a></li> <li>▪ <a href="#">Enable/Disable Location Services</a></li> <li>▪ <a href="#">Enable/Disable Tap To Pay on iPhone</a></li> </ul>
<b>Support from Moneris Go App</b>	<ul style="list-style-type: none"> <li>▪ <a href="#">Need support</a> on Moneris Go app for iPhone</li> </ul>
<b>My stores</b>	<ul style="list-style-type: none"> <li>▪ <a href="#">Add store</a> to my list of stores</li> </ul>
<b>Sign out</b>	<ul style="list-style-type: none"> <li>▪ <a href="#">Sign out of the app</a></li> <li>▪ Sign you out automatically, refer to <a href="#">General application settings</a>.</li> </ul>

## Signing in

To ensure the security and integrity of your Moneris Go app, you must sign in before performing any transactions or other functions.



1. Tap the **Email** field and enter your registered email address.
2. Tap **Remember me**. The application will remember your email so that you don't have to enter it the next time you sign in.

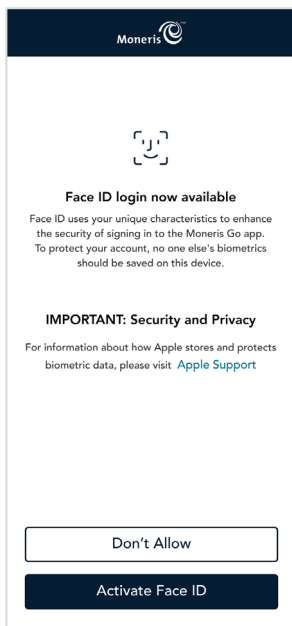
**Note:** The application can remember up to 3 emails. If you were not the last person to use the iPhone, tap the **Email** field, and select your email from the dropdown list.

To delete a name from the list, tap the x beside the name.

3. Tap the **Password** field and enter your password.
4. Tap **Sign in**. The application signs you in and displays the default purchase screen.

## Signing in with Face ID

You can enable your Moneris Go app, to sign in using Face ID on your iPhone before performing any transactions or other functions.

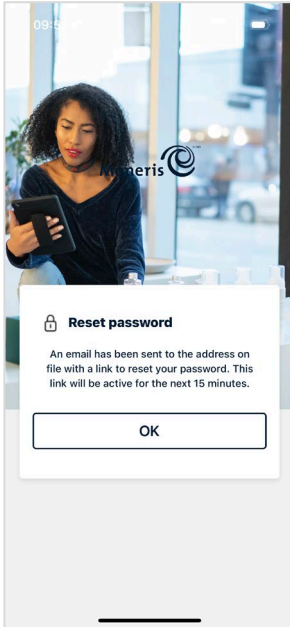


1. During your initial Sign in, a screen appears informing you that Face ID is available.
2. Tap **Activate Face ID**. A popup message appears.
3. Tap **Enable** to confirm to use Face ID setting.

**Note:** The Moneris Go app will Sign In using Face ID. You may disable/enable Face ID through General application settings.

## Forgot your password?

Follow these steps to set a new password.



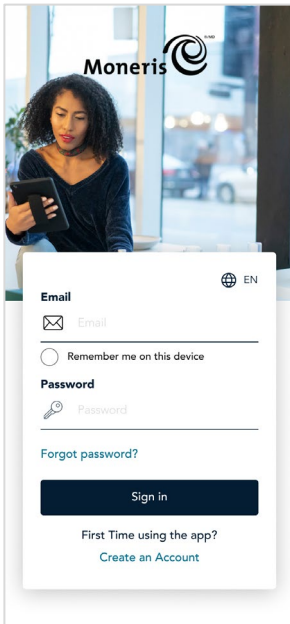
1. Tap the **Email** field and enter your email address.
2. Tap "**Forgot password?**" located above Sign In.

As shown on screen, the application sends a message to your email address with a link to allow you to reset your password.

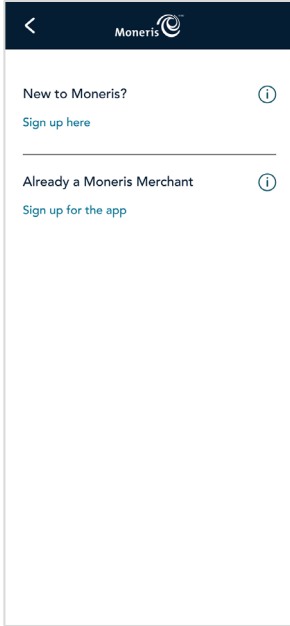
3. Access your email and click on the link and follow instructions to reset the password.
4. Return to the iPhone and tap **OK** to continue.
5. Sign in using your new password.

## Create an Account

You can initiate to create an account from the Sign in screen.



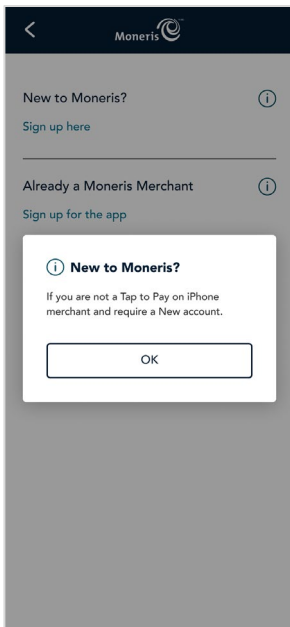
1. Tap on **Create an Account** at the bottom of the screen.



2. Tap on the option that applies to you:

**New to Moneris**

**Already a Moneris Merchant**



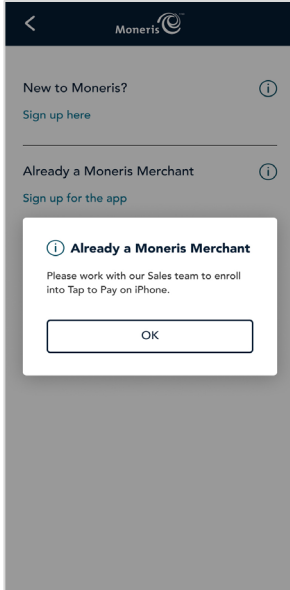
You proceed to create a new account from the link on the screen.

3. Tap **Sign up here**.

This will open Tap to Pay on iPhone Digital Enrollment page on the Moneris.com site.

4. Follow through with the digital enrollment.

5. Further directions will be provided once completed.



You proceed to enroll into Tap to Pay on iPhone from the link on the screen.

6. Tap **Sign up for the app**.

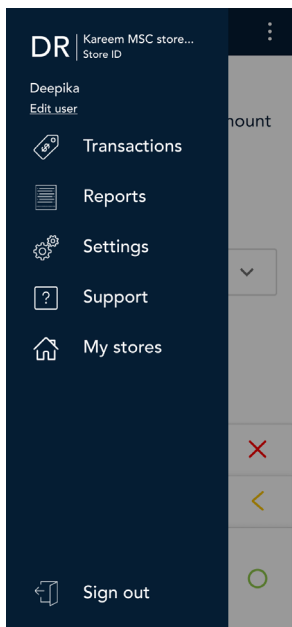
This will open Tap to Pay on iPhone Sales Enrollment page on the Moneris.com site.


7. Follow through with the sales enrollment.

8. Further directions will be provided once completed.

## Signing out

Sign out at the end of the day or whenever the iPhone will be left unattended to prevent unauthorized transactions.



1. Tap the Main menu  icon.

2. Tap **Sign out** at the bottom of the menu.

**Note:** To allow the application to sign you out automatically, refer to [General application settings](#).

## Power on the iPhone

For detailed information on your iPhone model, visit [apple.com/ca/](https://apple.com/ca/) or visit [Apple FAQ](#).

## Auto-Lock screen

You may set the auto-lock screen through the iPhone settings. When set, if there is no activity on the iPhone for the set duration, the display screen will darken and your iPhone will lock. To unlock the screen, use Touch ID, Face ID or passcode.

## Power off the iPhone

For detailed information on your iPhone model, visit [apple.com/ca/](https://apple.com/ca/) or visit [Apple FAQ](#).

# Payment Options

## Tap: Contactless cards



1. When paying by card, your customer holds their card horizontally at the top of your iPhone, over the contactless symbol.

## Tap: Digital wallet



2. When paying with a digital wallet, your customer holds their device at the top of your iPhone, near the contactless symbol.

**Note:** *If the customer is using a mobile device, they may be directed to enter a passcode before tapping.*

**Note:** *The transaction amount must be equal to or less than the contactless transaction limit set for the card being used. If the amount is greater than the contactless limit for the card, when the customer taps their card, the iPhone displays “Limit exceeded” followed by “Try again”.*

# Transactions

A financial transaction involves the transfer of funds between a cardholder's account and your own business account. For example, a credit Purchase transaction moves funds from the credit cardholder's account to your business account. A debit Refund transaction moves funds from your business account to the debit cardholder's chequing or savings account. The Moneris Go app can securely process a variety of financial transactions on debit cards and credit cards.

**Note:** Funds are not moved immediately. They are moved after your batch is closed and settled. For more information about closing your batch, see [End of day process](#).

## Transaction guidelines

To process financial transactions, follow these general guidelines.

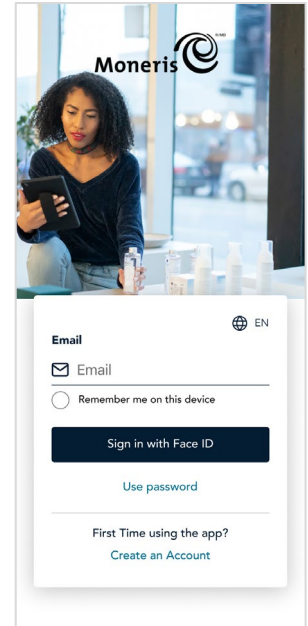
1. Select the store you want to process the transaction for from [My stores](#).
2. Determine which transaction you want to process ([Purchase](#), [Refund](#) or [Void](#)). Purchase is the default transaction.
3. Start the transaction on the iPhone and follow the prompts.
  - When prompted, present your iPhone towards your customer so they can respond to the customer prompts.
  - When payment entry is required to complete the transaction, the customer taps their card or device.
  - The merchant and customer prompts may vary depending on:
    - the transaction type (Purchase or Refund)
    - the payment type (credit or debit)
    - any features that are turned on (tipping)
4. [Resend receipts](#).
  - Customer receipt will be sent by text message or email.
  - Merchant receipt will be available through reporting.
5. Proceed to setup [my stores](#).

## My stores

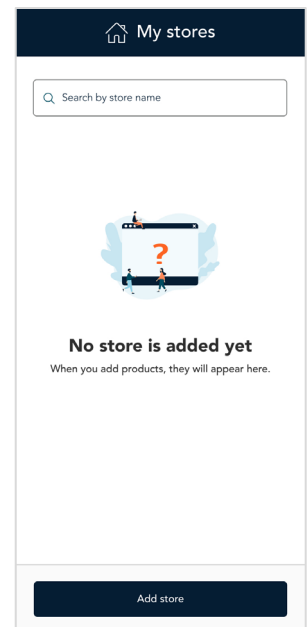
To begin your business transactions, ensure you have selected your store from the My stores account list. During your initial Sign in, you will need to add stores to your My stores account. Follow these steps to add a store to your account list:



1. Sign in to your Moneris Go app.



2. The My stores screen appears indicating there is no store.  
Tap **Add store** located at the bottom of the screen.  
The Add stores screen appears.



3. There are two fields to enter information: Store ID and Merchant ID.  
Tap on the **Store ID** field. Enter the store ID you want to add.
4. Tap on the **Merchant ID** field. Enter the merchant ID you want to add.
5. Tap **Submit**.

The screenshot shows the 'Add stores' interface. It features a dark blue header with a back arrow on the left and a home icon followed by the text 'Add stores' on the right. Below the header, there are two text input fields: the first is labeled 'Store ID' and the second is labeled 'Merchant ID'. At the bottom of the screen, there is a dark blue button with the text 'Submit' in white.

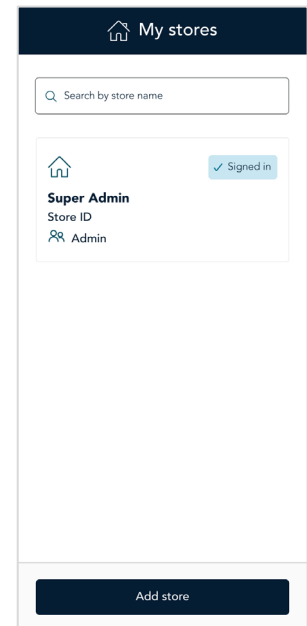
6. The My stores screen appears with the new store visible on screen.  
To add another store, tap **Add store**, then proceed to **step 3**.  
Otherwise, proceed to [Sign into store](#).

The screenshot shows the 'My stores' interface. It features a dark blue header with a home icon on the left and the text 'My stores' on the right. Below the header, there is a search bar with the placeholder text 'Search by store name'. Below the search bar, there is a card for a store named 'Super Admin'. The card has a home icon, the text 'Super Admin', 'Store ID', and a person icon followed by 'Admin'. At the bottom of the screen, there is a dark blue button with the text 'Add store' in white.

## Sign in to store and set location

1. Tap on the store that you want to sign into.

**Note:** Your selected store will show as signed in. If you have multiple stores, you can only be signed into one store at a time.

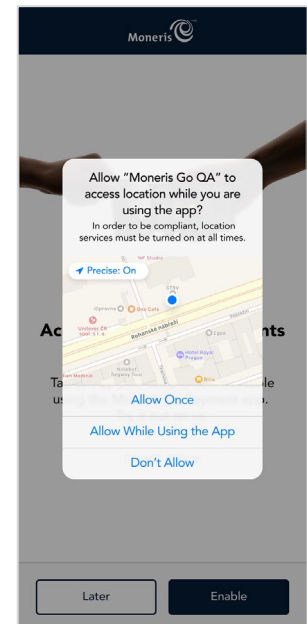


2. A new screen appears for location access.

There are three options to choose from:

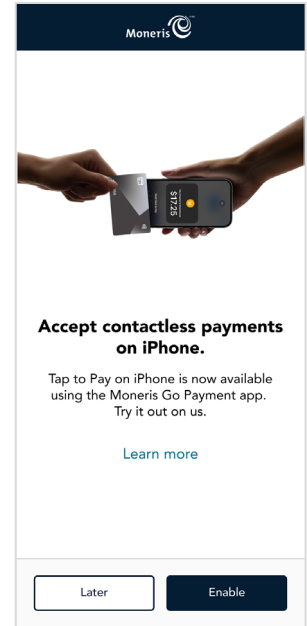
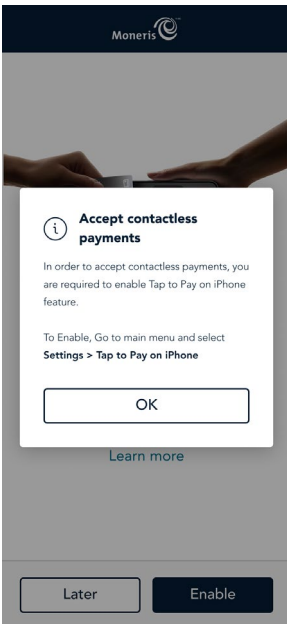
- **Allow Once:** This will allow a one time access to locations.
- **Allow While Using the App:** This will allow access to locations only during the use of the app.
- **Don't Allow:** This will not allow access to locations.

3. Tap **Allow While Using the App**.

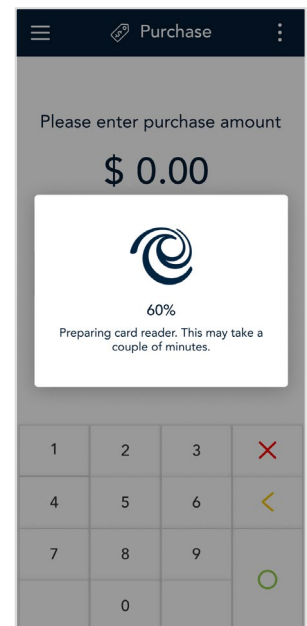


- A new screen appears to accept contactless payments on iPhone.
- Tap **Enable**.

**Note:** When you select *Later*, you will only be able to process cash transactions.

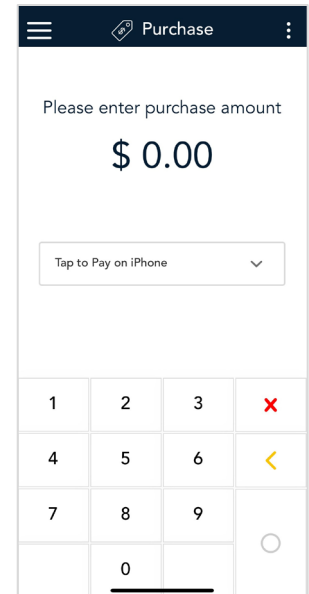
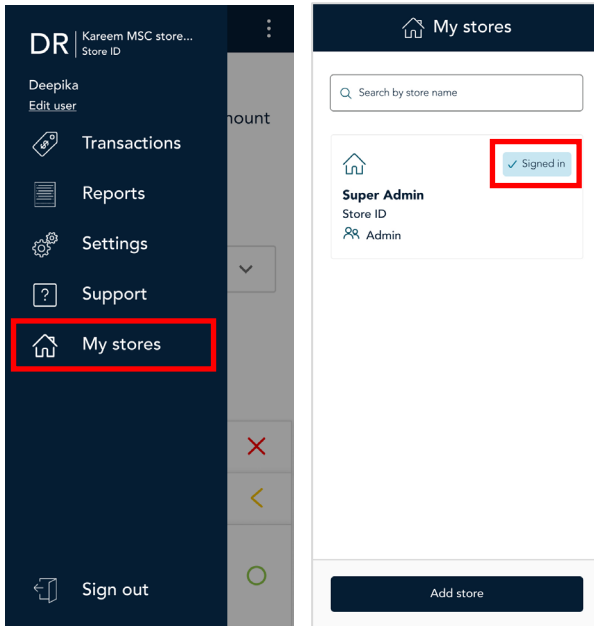


- The process begins to enable the card reader on the iPhone.  
This may take a few minutes, please wait for the process to complete.



- Once the process is complete, the Moneris Go app will display the default purchase screen.

**Note:** Your selected store will show as “Signed in” in My Stores in the main menu.




The Moneris Go app is ready to process a purchase transaction.


## Purchase


Follow these steps to process a purchase transaction in the Moneris Go app when the customer pays with a debit or credit card or by digital wallet.

### Purchase screen navigation

Press [  ] to accept the value entered.

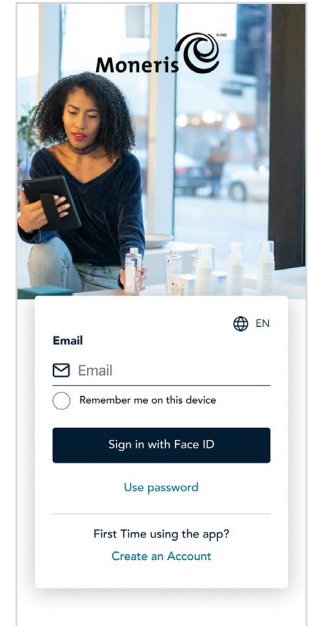
Press [  ] to remove any entered amount.

Press [  ] to display the navigation draw.


Press [  ] to remove the right-most digit from the amount field.

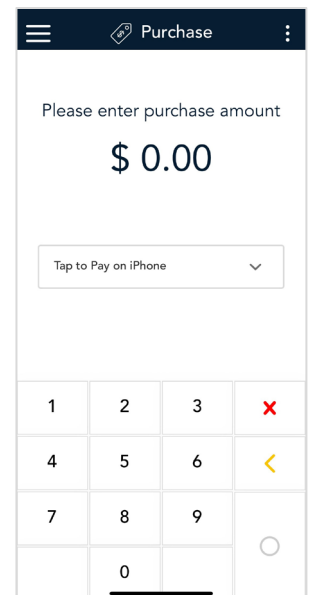
If all digits are removed, \$0.00 is displayed.


1. Sign in to your Moneris Go app.

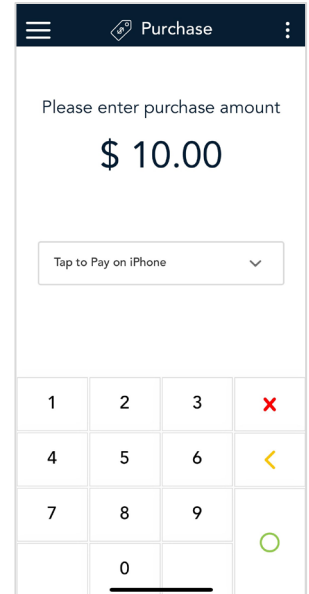


2. Start at the **Purchase** screen. This is the default screen.

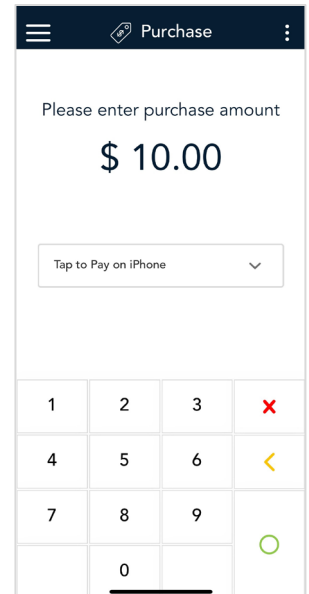
If your Moneris Go app is on a different screen, tap the Main menu  icon on the top left side of the screen, then tap **Transactions**.



- Use the on-screen numeric keypad to enter the purchase amount, then tap **OK** .

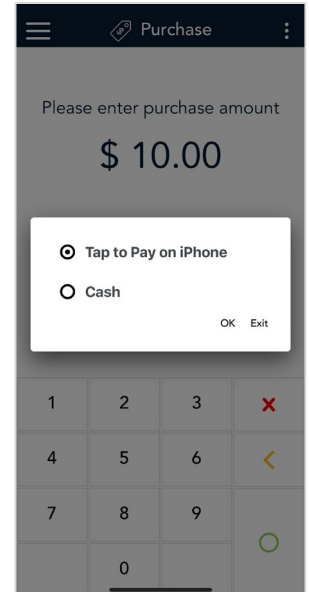


- Tap on **Tap to Pay on iPhone** dropdown to display the payment options.



- The popup appears, tap on **Tap to Pay on iPhone**, then tap **OK**.

**Note:** *This is the default option.*

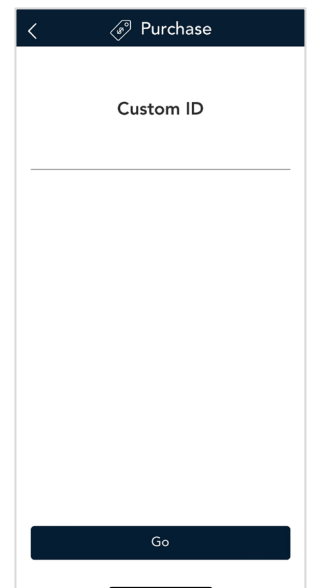


- If the Custom ID screen appears, you may enter your ID or leave it blank.

**Note:** *This is optional, you do not need to enter an ID.*

**Note:** *The maximum number of characters in this field is 20 in length.*

- Tap **Go** to continue.

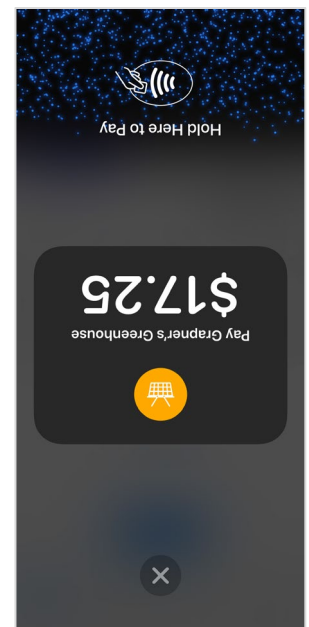
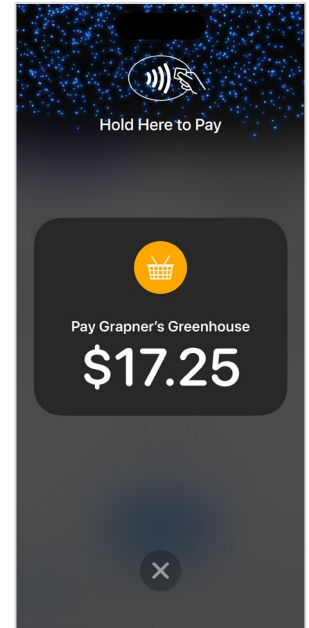




- The screen will automatically change and prompt you to "Hold Here to Pay".
- Present your iPhone towards the customer.

**Note:** If you have Tip enabled, the customer will proceed through the tip options.

**Note:** The screen will rotate, or you can tap the purchase amount on the screen to rotate the view towards the customer.

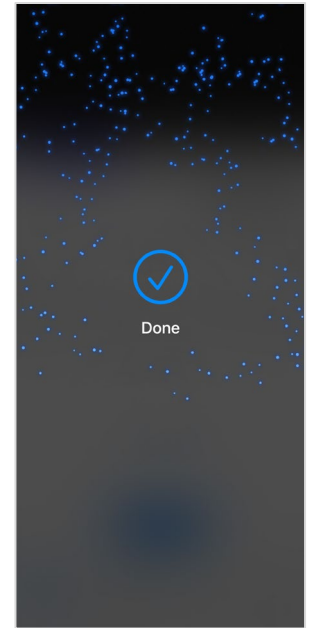


10. When paying by card, your customer holds their card horizontally at the top of your iPhone, over the contactless symbol.

When paying with a digital wallet, your customer holds their device at the top of your iPhone, near the contactless symbol.

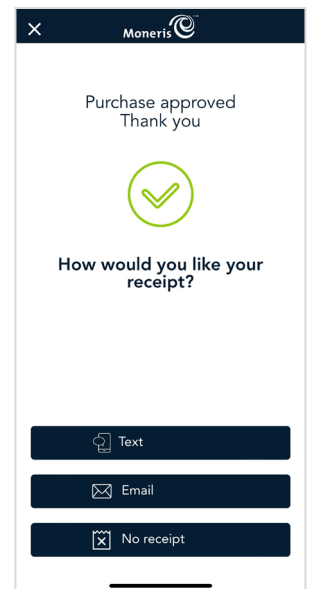
When you see the “Done” checkmark, the card read is complete and the transaction is being processed.

**Note:** The approved screen may display differently depending on the iOS version your iPhone is on.



11. Once the purchase is approved, the “How would you like your receipt?” prompt appears, showing the customer the available options for receiving a receipt: **Text**, **Email** and **No Receipt**.

**Note:** You can choose which receipt options customers will see. Refer to [Receipt settings](#).




12. The customer selects a receipt format (or no receipt) by tapping one of the options on the screen. If the customer chooses **Text** or **Email**, they are prompted to enter the appropriate information. Otherwise continue to [step 13](#).

## Text

1. When Text is selected, the "Please enter a mobile number for your receipt to be sent to" prompt appears.

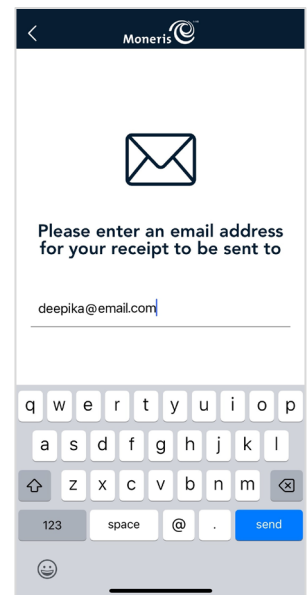
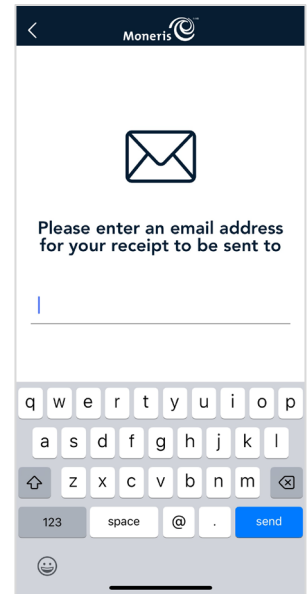
The screenshot shows the Moneris mobile app interface. At the top, there is a dark blue header with the Moneris logo and a back arrow. Below the header, the text "Please enter a mobile number for your receipt to be sent to" is displayed. Underneath this text is a placeholder for a mobile number: "000 - 000 - 0000". Below the placeholder is a numeric keypad with a grid of buttons. The buttons are arranged in a 4x4 grid. The first row contains buttons for digits 1, 2, 3, and a red 'x' (clear). The second row contains buttons for digits 4, 5, 6, and a yellow left arrow (backspace). The third row contains buttons for digits 7, 8, 9, and a light blue circle (OK). The fourth row contains a button for digit 0 and a white circle (cancel). The keypad is positioned above a black home indicator bar.

2. The customer will enter the mobile number for the text receipt, then tap **OK** .

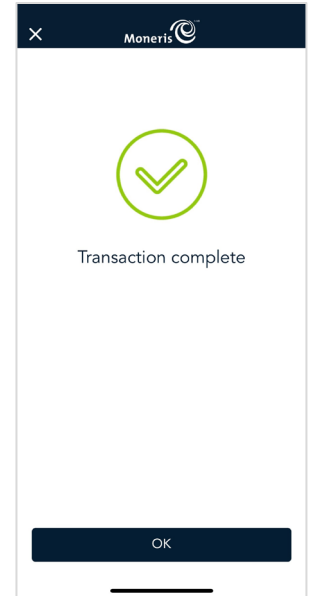
The screenshot shows the Moneris mobile app interface. At the top, there is a dark blue header with the Moneris logo and a back arrow. Below the header, the text "Please enter a mobile number for your receipt to be sent to" is displayed. Underneath this text is the entered mobile number: "647 - 999 - 9999". Below the number is a numeric keypad with a grid of buttons. The buttons are arranged in a 4x4 grid. The first row contains buttons for digits 1, 2, 3, and a red 'x' (clear). The second row contains buttons for digits 4, 5, 6, and a yellow left arrow (backspace). The third row contains buttons for digits 7, 8, 9, and a green circle (OK). The fourth row contains a button for digit 0 and a white circle (cancel). The keypad is positioned above a black home indicator bar.

## Email

1. When Email is selected, the "Please enter an email address for your receipt to be sent to" prompt appears.
2. The customer will enter the email address for the email receipt, then tap **send**.



13. The transaction is complete. Tap **OK** to return to the default transaction screen.



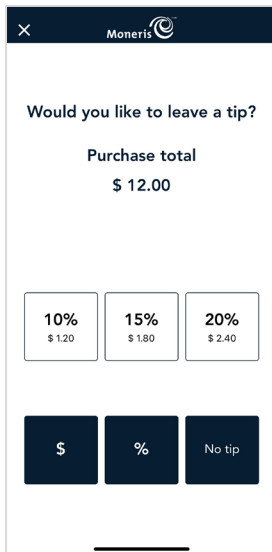
The Moneris Go app is ready to process the next transaction.

## Tip

Once the purchase amount is entered, the customer will be prompted with tip options on the iPhone.

## Tip Options

The screen appears with four options to choose from.



- **Default Percentage**
- **Custom Percentage**
- **Custom Dollar Value**
- **No Tip**

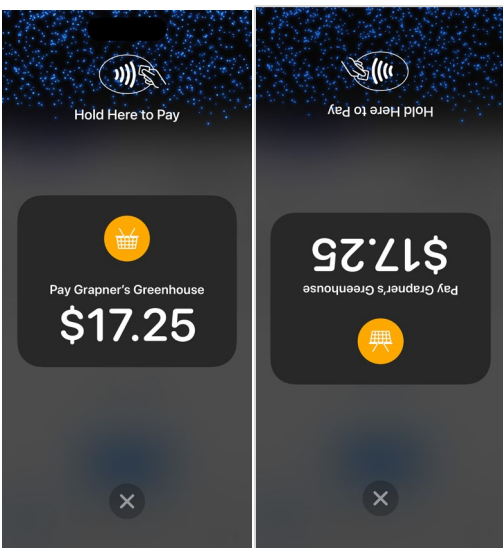
## Default Percentage

The customer will choose one of the default tip percentage available.

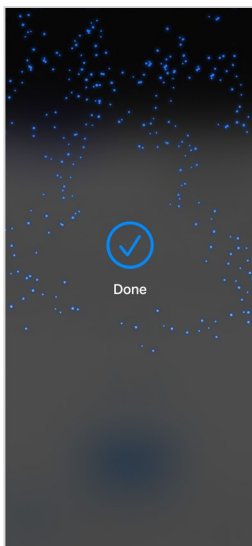
1. The customer taps on the default percentage tip value.

The screen displays the purchase total with the selected percentage tip value.

2. The customer taps their card or device over the contactless symbol of the iPhone.



When you see the “Done” checkmark, the card read is complete and the transaction is being processed.



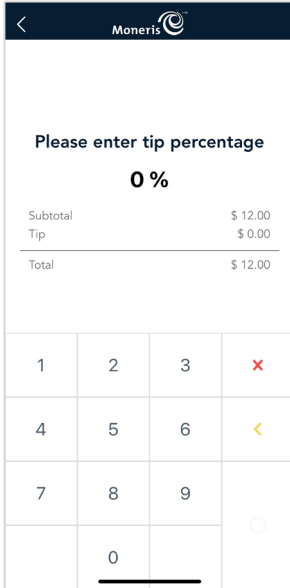
3. Once the purchase is approved, the “How would you like your receipt?” prompt appears, showing the customer the available options for receiving a receipt: **Text**, **Email** and **No Receipt**.

**Note:** You can choose which receipt options customers will see. Refer to [Receipt settings](#).

## Custom Percentage

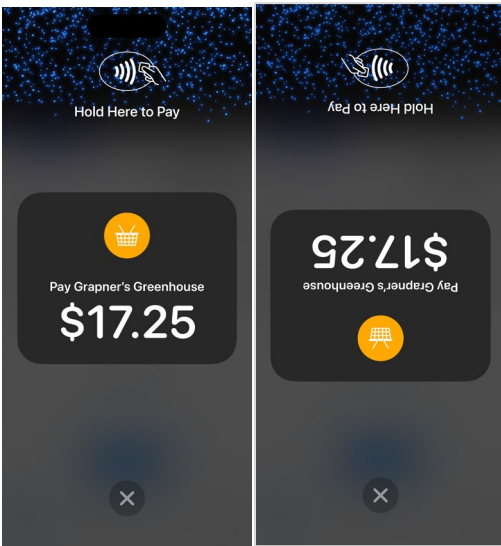
The customer will enter a specific percentage tip value they desire.

1. Use the on-screen numeric keypad to enter the custom percent value, then tap **OK**.

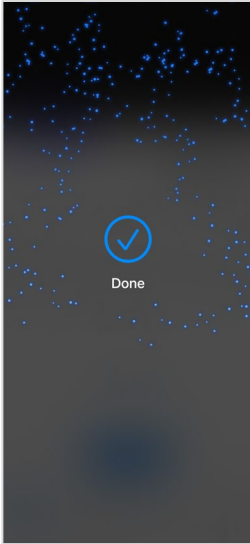


The screen displays the purchase total including the percentage tip value entered.

2. The customer taps their card or device over the contactless symbol of the iPhone.



When you see the "Done" checkmark, the card read is complete and the transaction is being processed.



3. Once the purchase is approved, the “How would you like your receipt?” prompt appears, showing the customer the available options for receiving a receipt: **Text**, **Email** and **No Receipt**.

**Note:** You can choose which receipt options customers will see. Refer to [Receipt settings](#).

## Custom Dollar Value

The customer will enter a specific percentage tip value they desire.

1. Use the on-screen numeric keypad to enter the custom dollar value, then tap **OK** .

Please enter tip amount	
<b>\$ 0.00</b>	
Subtotal	\$ 12.00
Tip	\$ 0.00
<hr/>	
Total	\$ 12.00

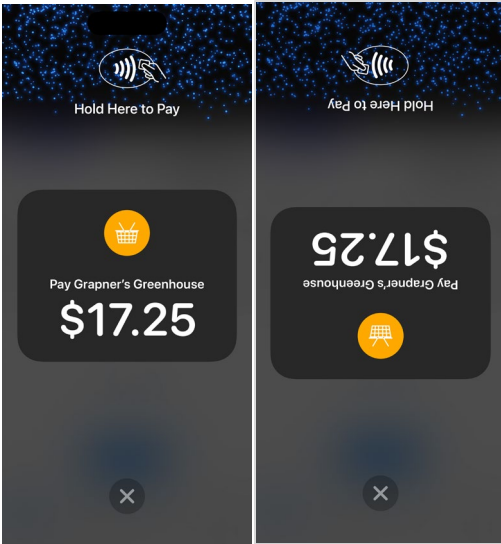
  

1	2	3	×
4	5	6	<
7	8	9	
	0		

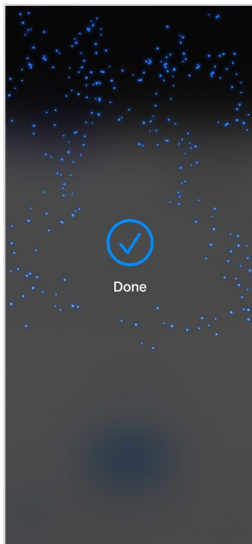
The screen displays the purchase total including the dollar tip value entered.

2. The customer taps their card or device over the contactless symbol of the iPhone.





When you see the “Done” checkmark, the card read is complete and the transaction is being processed.



3. Once the purchase is approved, the “How would you like your receipt?” prompt appears, showing the customer the available options for receiving a receipt: **Text**, **Email** and **No Receipt**.

**Note:** You can choose which receipt options customers will see. Refer to Receipt settings.

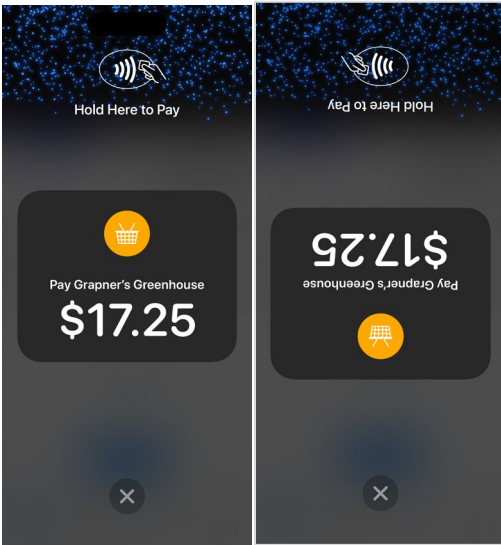
## No Tip

The customer will not add any tip to the purchase.

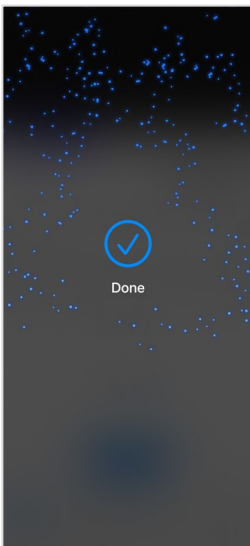
1. The customer taps **No tip**.

The screen displays the purchase total without tip.

2. The customer taps their card or device over the contactless symbol of the iPhone.



When you see the “Done” checkmark, the card read is complete and the transaction is being processed.




3. Once the purchase is approved, the “How would you like your receipt?” prompt appears, showing the customer the available options for receiving a receipt: **Text**, **Email** and **No Receipt**.

**Note:** You can choose which receipt options customers will see. Refer to [Receipt settings](#).

## Purchase – Cash

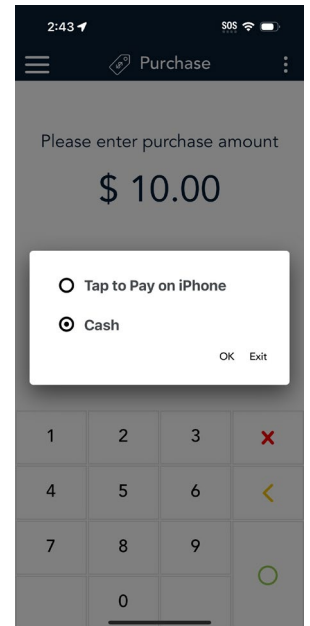
In order to perform cash transactions, it must be enabled in your user roles. The Moneris Go app will provide receipts for cash transactions and will also include cash transactions in your reports.

1. Start at the Purchase screen as usual.
2. Tap the **Tap to Pay on iPhone** dropdown to display the payment options. Tap **Cash**, then tap **OK**.
3. Enter the purchase amount, then tap **OK** .

**Note:** You can also enter the purchase amount first, then select the payment option.

4. If the Custom ID screen appears, enter your Custom ID and password to continue. This step appears when password protection for cash transactions is enabled in your User role.
5. The screen will automatically change to the tip screen.
6. Present your iPhone towards the customer to enter tip or no tip. If tip entry is enabled, the customer enters a tip confirmed by tapping **Yes**.
7. The receipt options screen appears. The customer selects a receipt format (or no receipt) by tapping one of the options on screen. If the customer chooses **Text** or **Email**, they are prompted to enter the appropriate information.
8. When the “Transaction complete” screen appears, tap **OK** to return to the default transaction screen.

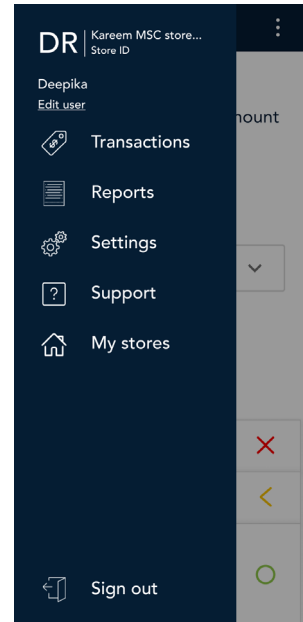
**Note:** To process a cash refund, refer to Refund. To process an independent cash refund, refer to Independent Refund.



# Refund

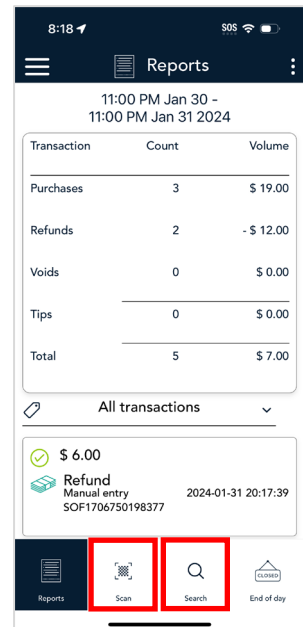
A refund credits a customer's account for a purchase transaction. You can refund the whole amount of a purchase transaction or a portion of the amount. Refunds are processed through the Report screen.

1. At the Main menu, tap **Reports**.



2. Tap the transaction you want to refund. If needed, tap the **All transactions** dropdown menu and select the type of transaction you are searching for (example: Refund).

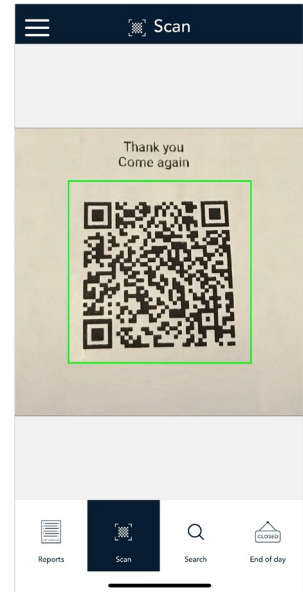
3. You can tap **Scan** or **Search** to look for a transaction.



## Scan

1. Tap **Scan** to scan the QR code from the customer receipt. For more details, refer to [Finding a transaction using Scan or Search.](#)

The transaction will appear using the QR code.

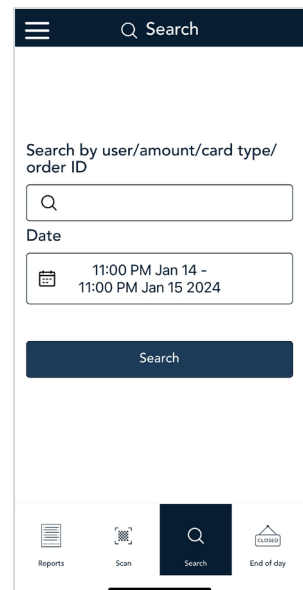


## Search

1. Tap **Search** to look for the transaction to be refunded. For more details, refer to [Finding a transaction using Scan or Search.](#)

The Search screen appears.

2. Tap on **Search by user/amount/card type/order ID** field to enter a specific value or tap the **Date** field to choose dates.

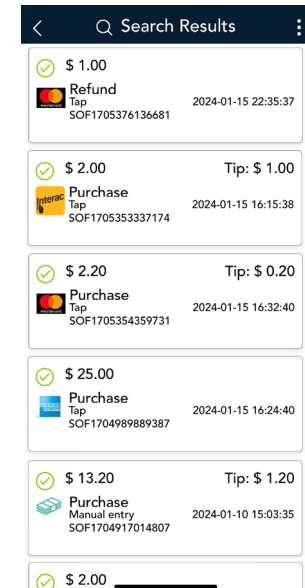
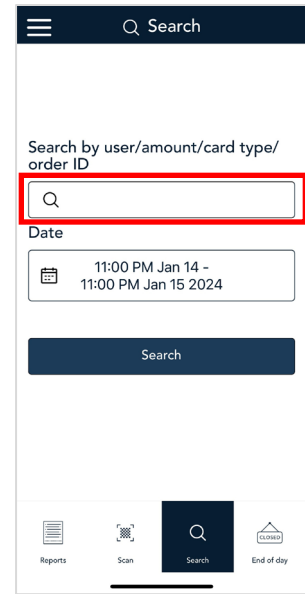


## Search by user/amount/card type/order ID

1. Tap on **Search by user/amount/card type/order ID** field.
2. Use the on-screen keypad and enter a specific numeric value that you want to search by.
3. Tap **return** on the keypad.
4. Tap **Search**.

The search results will appear based on your search criteria.

5. Tap on the transaction you would like to refund.
6. Proceed to Transaction details.



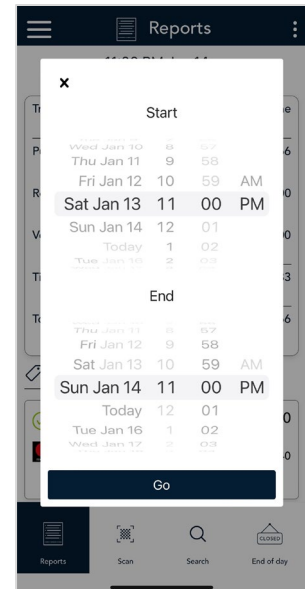
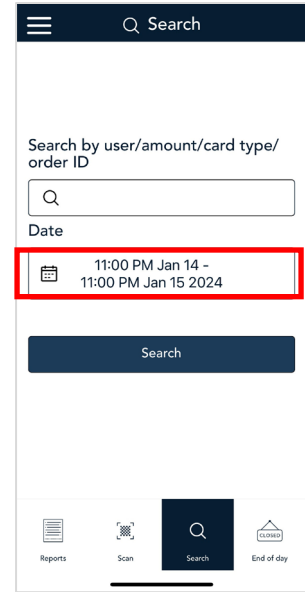
## Date

1. Tap on **Date** field.

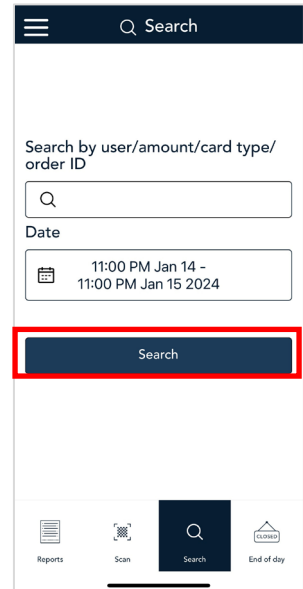
The time and date picker appears.

2. Select the start date and time for your search.
3. Select the end date and time for your search.
4. Tap **Go**.

The dates are populated based on your selection.



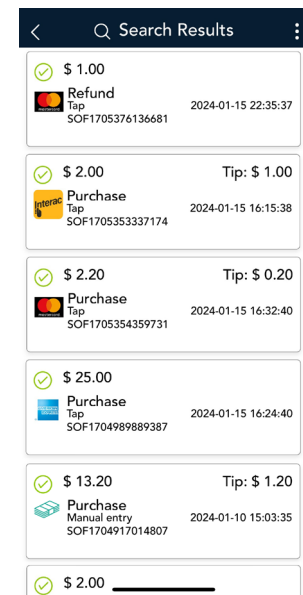
5. Tap **Search**.



The search results will appear based on your date search criteria.


6. Tap on the transaction you would like to refund.

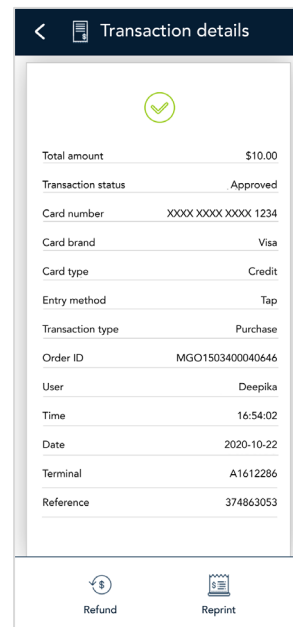
7. Proceed to Transaction details.





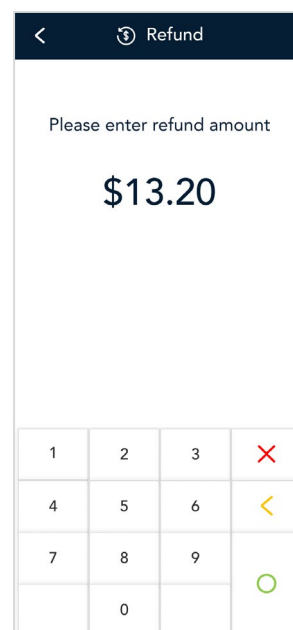


## Transaction details

1. The transaction details appear.
  - Verify this is the right transaction, then tap **Refund**.
  - Otherwise, tap the Back  icon in the title bar to go back to the previous screen.



2. The Refund screen appears, showing the full amount of the original purchase transaction.
  - To perform a partial refund, tap **Delete**  to delete the full amount, then enter the amount you want to refund.
3. Tap **OK**  to continue.

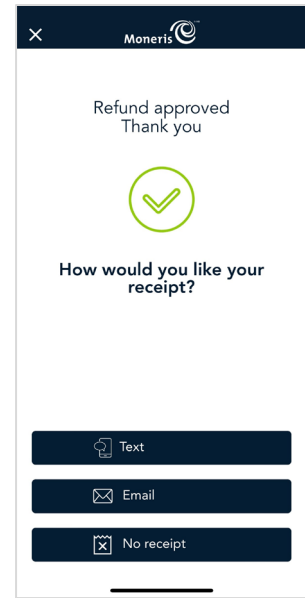
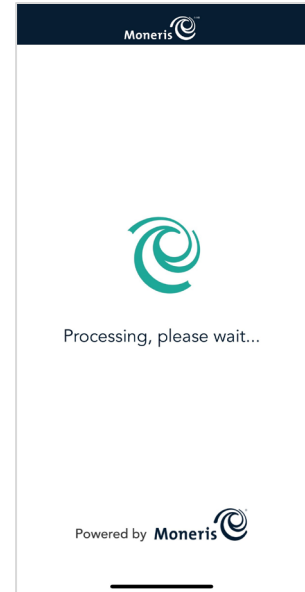


The Refund transaction will process.

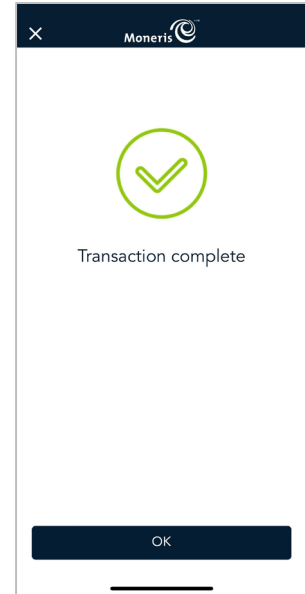
4. Once the refund is approved, the “How would you like your receipt?” prompt appears, showing the customer the available options for receiving a receipt: **Text**, **Email** and **No Receipt**.

**Note:** You can choose which receipt options customers will see. Refer to [receipt settings](#).

5. The customer selects a receipt format (or no receipt) by tapping one of the options on screen. If the customer chooses **Text** or **Email**, they are prompted to enter the appropriate information.



- When the “Transaction Complete” prompt appears, tap **OK** to return to the default transaction screen.



- The default transaction screen appears.  
The Moneris Go app is ready to process the next transaction.

# Void

Process a void when a Purchase has been entered incorrectly and needs to be cancelled and re-done. Use the Report screen from the Menu option to void a purchase.

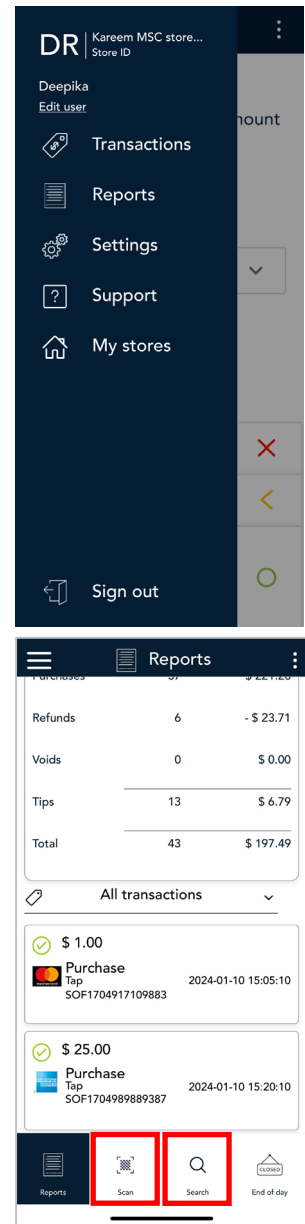
- If you have more than one iPhone, you may process the void on any other iPhone.
- The whole transaction will be voided -- you cannot process a partial void.
- Only transactions in the current batch can be voided. For example, if the purchase transaction that you want to void is in a batch that is already closed, perform a refund instead. The void option will not display.
- Only credit cards can process a void. Cash and debit card transactions cannot process a void.

Follow these steps to perform a void:


1. At the Main menu, tap **Reports**.

2. Tap the transaction you want to void. If needed, tap the **All transactions** dropdown menu and select the type of transaction you are looking for.

You can also tap **Scan** to scan the QR code from a receipt or tap **Search** to look for the transaction to void.




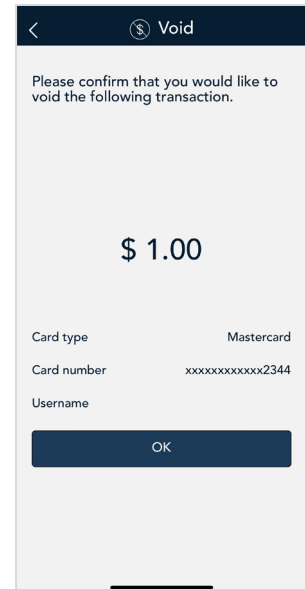
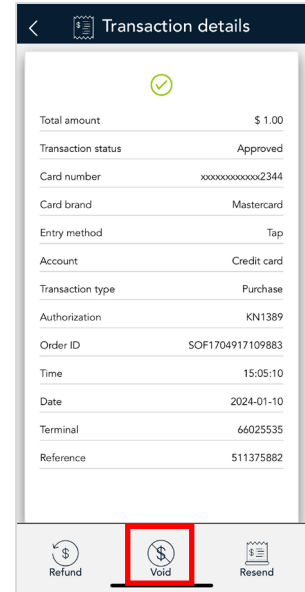
3. The transaction details appear.

- Verify this is the right transaction, then tap **Void**.
- Otherwise, tap the Back  icon in the title bar to go back to the previous screen.

**Note:** What if Void does not appear at the bottom of the screen? This means the transaction is not in the current batch. Only transactions in the current batch can be voided. If you need to reverse the transaction, perform a refund instead of a void.

4. The Moneris Go app prompts you to confirm that you want to proceed to void this transaction.

- To proceed, tap **OK**.
- To cancel, tap the Back  icon.

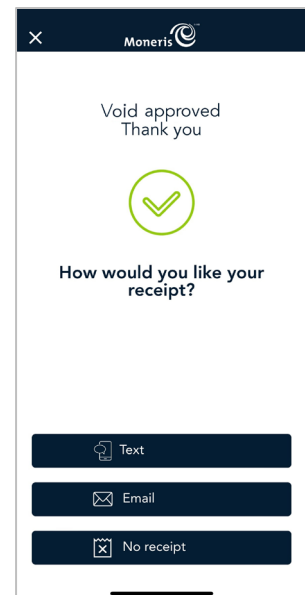
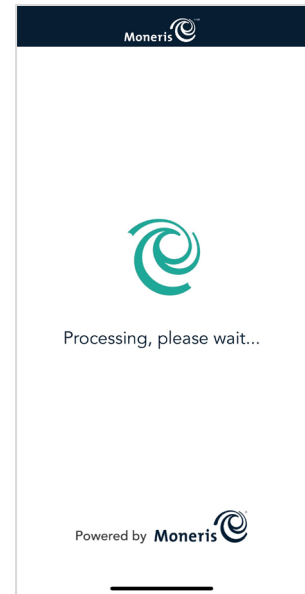


The Void transaction will process.

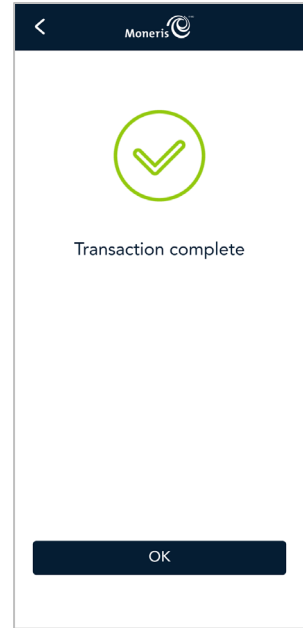
5. Once the void is approved, the “How would you like your receipt?” prompt appears, showing the customer the available options for receiving a receipt: **Text**, **Email** and **No Receipt**.

**Note:** *You can choose which receipt options customers will see. Refer to [Receipt settings](#).*

- a. The customer selects a receipt format (or no receipt) by tapping one of the options on screen.
- b. If the customer selected Text or Email, they are prompted to enter the appropriate information.



6. When the “Transaction Complete” prompt appears, tap **OK** to return to the default screen.



7. The default transaction screen appears.  
The Moneris Go app is ready to process the next transaction.

# Receipts

## Customer copy

The customer has up to 3 options for receiving a receipt: **Email**, **Text** and **No receipt**, depending on how you have set up the receipt options. Refer to [Receipt settings](#).

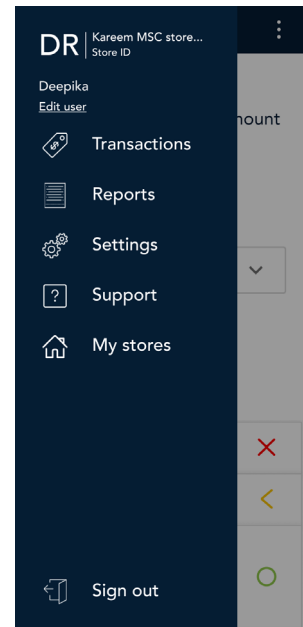
Customer option	Merchant action
Email	Customer enters their email address. Moneris does not store the customer's email address. This means the customer will have to enter their email address each time they wish to receive a receipt by email.
Text	Customer enters their 10-digit mobile phone number. Moneris does not store the customer's mobile phone number. This means the customer will have to enter their mobile phone number each time they wish to receive a receipt by text.
No receipt	No action required.



## Resend receipts

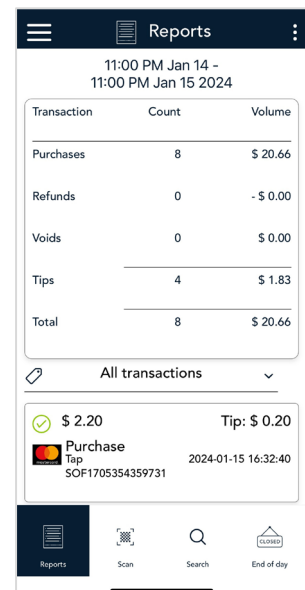
To resend the customer copy of a transaction, follow these steps.

1. At the Main menu, tap **Reports**.





2. On the Reports screen, tap the transaction you want to resend the receipt.

You can also tap **Scan** to scan the QR code from a receipt or tap **Search** to look for the transaction.



- When the transaction details appear, tap **Resend**.

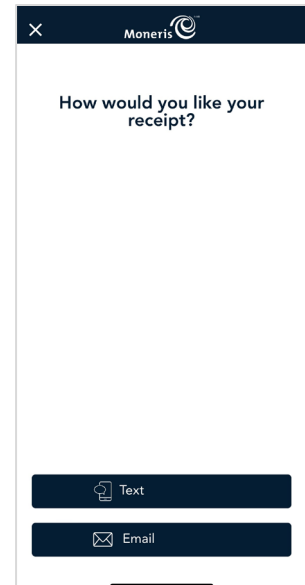
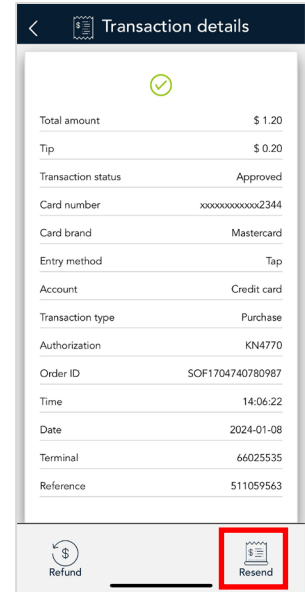
Tap the Back  icon in the title bar to return to the previous screen.

Tap the Main menu icon  and then tap **Transactions** to return to the default transaction screen.

- The “How would you like your receipt?” prompt appears, showing the customer the available options for receiving a receipt: **Text** or **Email**.

**Note:** You can choose which receipt options customers will see. Refer to *Receipt settings*.

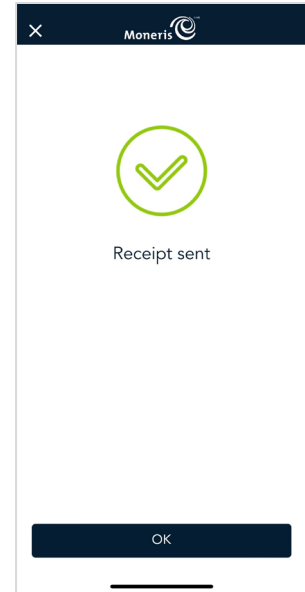
- The customer selects a receipt format by tapping one of the options on the screen. If the customer chooses **Text** or **Email**, they are prompted to enter the appropriate information.





6. The receipt is sent to the chosen option.

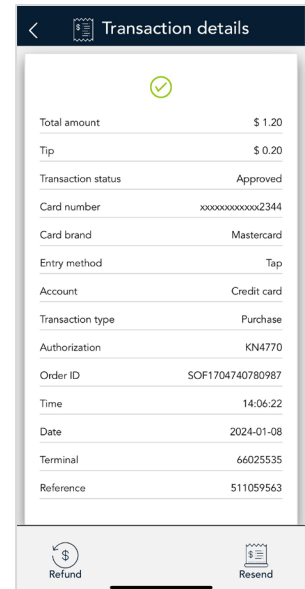
Tap **OK**.

You return to the transaction details screen where you processed the resend receipt.



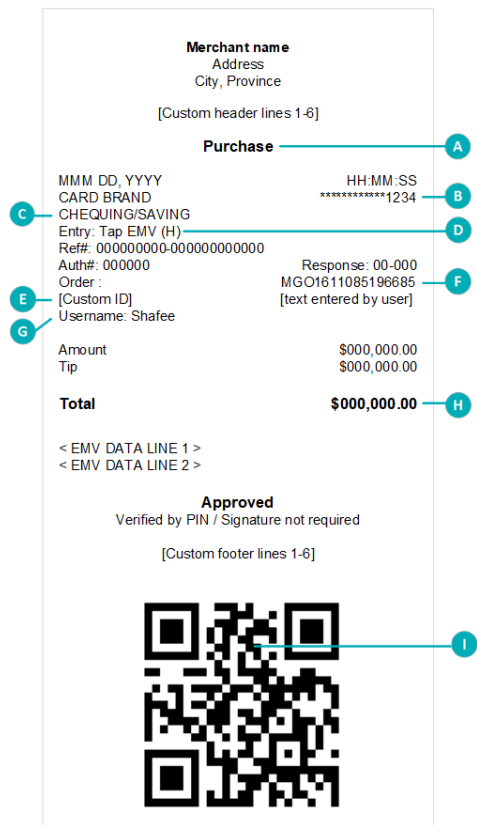
7. Tap the Back  icon in the title bar to return to the previous screen.

Tap the Main menu icon  and then tap **Transactions** to return to the default screen.



## Purchase receipt example

**Note:** Receipts generated from iPhone transactions will be different.



### Card masking

The card numbers on a receipt are masked except for the last 4 digits. Masking replaces a card's numbers with asterisks (e.g., \*\*\*\*\*1234). The expiry date does not appear on any copy of any receipt. These measures help to prevent fraud.

**Note:** The QR code will not appear on receipts generated by transactions performed on the iPhone.


Item	Description
A	<b>Transaction type:</b> For example, Purchase, Refund, Void.
B	<b>Card type and card number:</b> Examples of card type/brand include Interac, Visa, Mastercard, and American Express®. The card number is masked — an asterisk is printed in place of the card number except for the last four numbers.
C	<b>Chequing or Saving:</b> Indicates which account was selected by the cardholder for an <i>Interac</i> card
D	<b>Entry:</b> Indicates how the card information was entered.
E	<b>Custom ID:</b> You can customize the name of this field. The value for this field is the value that you enter on the iPhone during the transaction.
F	<b>Order ID:</b> You can use the Order ID to <u>search for a transaction</u> to void, to refund, or to resend the receipt.
G	<b>Email/Username:</b> Indicates which user was signed into the iPhone when the transaction was processed.
H	<b>Total:</b> This is the total sale amount including any tip.
I	<b>QR code:</b> You can <u>scan the QR code</u> to immediately find a transaction to void, to refund or to resend the receipt.  <b>Note:</b> Receipts generated from iPhone transactions do not have a QR code.


# Reports

Your transaction reports are available in two ways:

- directly in the Moneris® Go app on your iPhone
- through the Merchant Direct web portal

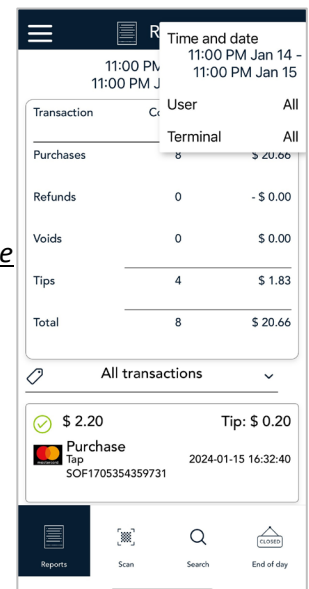
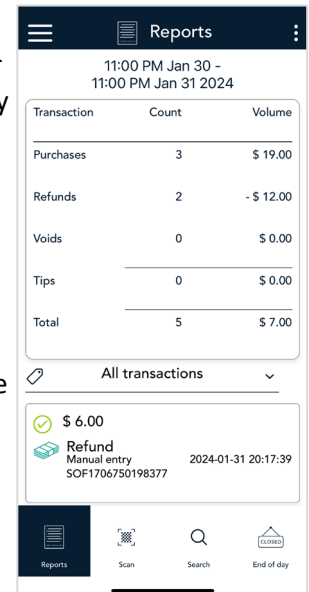
## Reports in the Moneris Go app


All transaction information is available directly on the Reports screen. To view the Reports screen, tap the **Main menu**  icon, then tap **Reports**. The screen shows:

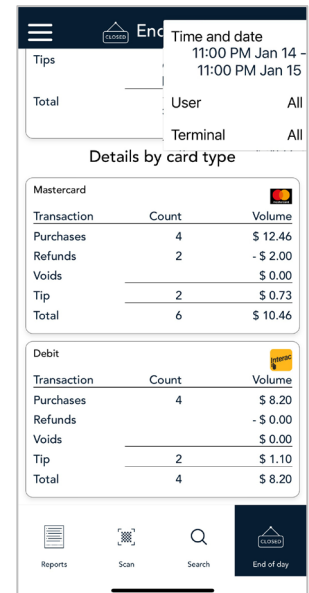
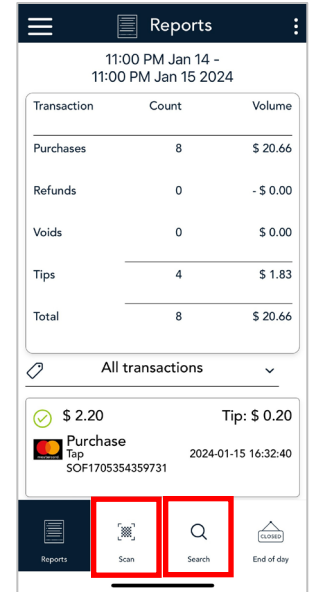
- **24-hour Summary:** This is a summary of all transactions processed on all of your iPhones in the 24 hour period starting at your Report reset time. For example, if your reports are reset at 11 p.m., the summary shows transactions from 11 p.m. yesterday to 11 p.m. today. It shows the number of each type of transaction (Purchase, Refund and Void), their dollar volume, followed by a grand total. Totals for Tips will also appear if you enabled those features. To find out how to enable them, refer to Settings.
- **All transactions:** This is a list of all the transactions from all of your Moneris Go app, including transactions from closed batches.
  - If needed, tap the **All transactions** dropdown menu to filter by transaction type and method of card entry.
  - You can scroll down to see more transactions.
  - On the list of transactions, tap any transaction to view the full details.
  - On the transaction details screen, you can perform a Refund, Void, or Resend the receipt.
- **Additional options:** Tap the additional options  icon to display the options menu. This menu allows you to filter transactions by Time and date, User and Terminal (iPhone). You can apply one, two or all three filters. For instructions on how to use the filters, refer to Filtering transactions on the Reports and End of day screens.

**Note:** To filter by date and time only, tap on the time and date at the top of the screen, then the time and date picker will appear, refer to Filtering transactions on the Reports and End of day screens.


To exit from the options menu, tap anywhere else on the screen.

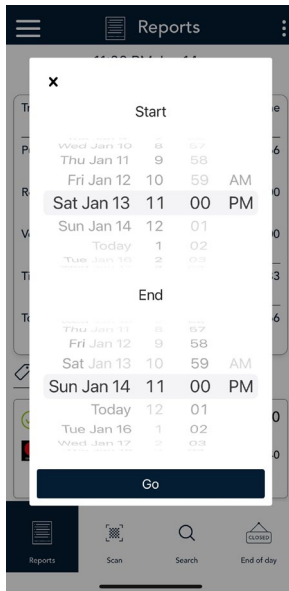


- **Scan or Search:** Use either of these functions to find a transaction.
  - Tap **Scan** to use the iPhone’s rear camera to scan the QR code on a receipt.
  - Tap **Search** to enter specific search terms. For instructions on using Scan or using Search, refer to [Finding a transaction using Scan or Search](#).
- **End of day:** Tap **End of day** at the bottom of the screen to view the End of day report which shows transaction totals since the Report reset time, followed by totals for each card type (Visa, Mastercard, *Interac*, and others). Totals for Tips will also appear if you enabled those features. To find out how to enable them, refer to [Settings](#)
- The End of day report can be used for a variety of purposes and the available filters can help you get the information you need.
  - To filter transaction totals by Time and date, User and/or Terminal, tap the additional options  icon to display the options menu. This menu allows you to apply one, two or all three filters. For instructions on how to use the filters, refer to [Filtering transactions on the Reports and End of day screens](#).
  - Filtering transaction totals by User will enable you to get the totals for a specific user whether that user is a clerk, server, driver or other employee.
  - The end of day report also summarizes tips. In the default summary for all users, you can see the tips for your entire account which is useful if you want to pool and divide tips. When you add a User filter, you can see the tip total for a specific person. This can be helpful for tip payouts.
  - You can use the Time and date filter on its own or in combination with the User or Terminal filters when you want to see a summary over multiple days for a pay out. This might be the case when an contract worker takes an iPhone at the beginning of the week and returns it once their shifts are done. They can filter by Time and date plus Terminal or Time and date plus User, to summarize all the transactions they completed.
  - Users can access the report and the filters from any of your Moneris Go app on Terminals or iPhones as long as the user has access to “View other users in reports” in their [user role](#). You can also streamline your business processes by having someone in your office pull these reports from a centralized iPhone.



## Filtering transactions on the Reports and End of day screens

Tap the additional options  icon to access the Time and date, User and Terminal (iPhone) filters to create a customized view of your transactions/totals. You can apply one, two or all three filters.

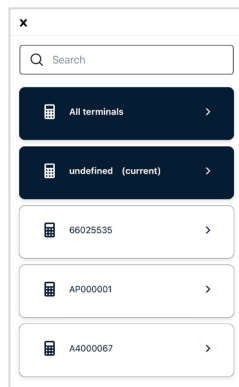


### Time and date filter

1. On the additional options menu, tap **Time and date** to display the time and date picker. The default start date is the previous day. The default start time is based on your report reset time, for example: 11 p.m.
  - Under “Start”, select a date by scrolling through the date column. Change the hour and minute, as needed, by scrolling through the values. Tap AM or PM.
  - Under “End”, the default date is “Today”. The default time is based on your report reset time. Select a new end date and end time as needed. Tap AM or PM.
2. Tap **Go** to apply the Time and date filter.

The screen displays only the transactions/totals that match the time and date range you specified.

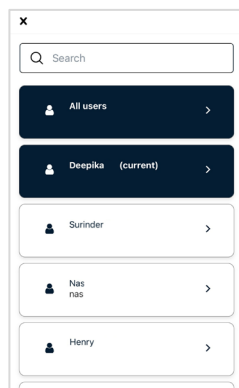
**Note:** To restore the default view (the current 24-hour period), navigate away from the Reports screen. For example, you can tap End of day. The next time you view the Reports screen, the current 24-hour period will be displayed.



### Terminal (iPhone) filter

1. On the additional options menu, tap **Terminal** to display the Terminal list.
  - All Terminals (iPhones) and the current Terminal (iPhone) are already selected.
  - To select a different Terminal (iPhone), tap it.
2. The screen displays only the transactions/totals for the Terminal (iPhone) you selected.

**Note:** To restore the default view (all Terminals (iPhones)), repeat step 1 and select **All Terminals**.



### User filter

1. On the additional options menu, tap **User** to display the user list.
  - All users and the current user are already selected.
  - To select a different user, tap the user’s name or use the search field.
2. The screen displays only the transactions/totals for the user you selected.

**Note:** To restore the default view (all users), repeat step 1 and select **All users**.

**Note:** Filters are automatically cleared when you navigate away from the Reports screen. When you return to Reports, you will see the default view, which is all transactions for all users for all iPhones for the current 24-hour period.

## Finding a transaction using Scan or Search

You can find a specific transaction by two methods: **Scan** or **Search**.

### Scan the QR code on a receipt

You can quickly find a specific transaction on the iPhone by scanning the QR code on a printed receipt for that transaction.

1. On the Reports screen, tap **Scan** to activate the iPhone's rear camera.
2. Hold the paper receipt below the iPhone so that the QR code is visible on the screen.
3. The application automatically reads the QR code and retrieves the transaction details.

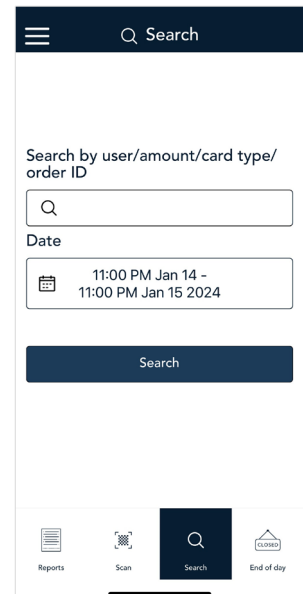
**Note:** The QR code will not appear on receipts generated by transactions performed on the iPhone.



### Search for a transaction using specific values



You can also find a transaction on the iPhone by entering a specific search term.

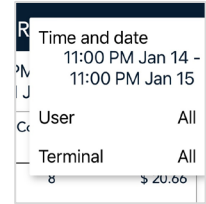
1. On the Reports screen, tap **Search**.  
The Search screen appears.
2. Tap the **Search** field to enter a value to look for. You can enter:
  - A **username** or **email**, to find all transactions processed by that person.
  - An **amount**, for example: 50.20.
  - A **card brand**, for example: Visa, MC, Amex or *Interac*.
  - An **order ID**.
3. Review the **Date** field which displays the current 24-hour period.
  - To change it, tap the field, set the desired time and date range using the picker, then tap **Go**.





4. Tap **Search** to retrieve any transactions that match both the search value and the time/date range you entered.

- The application displays a list of matching transactions.
  - To quickly change the date/time range of the search, tap the additional options  icon, then tap **Time and date**, select a new range, then tap **Go**.
  - Tap any transaction on the list of search results to see more details.
- If no transactions are found, tap the Back  icon in the title bar to return to the Search screen.



## Merchant Direct reporting

In addition to viewing reports on your Moneris Go app, you can also view reports online by logging into Merchant Direct. (For additional information, refer to [moneris.com/en/support/products/merchant-direct](http://moneris.com/en/support/products/merchant-direct)) Merchant Direct allows you to view and download transaction reports by batch, date, user/clerk ID and terminal (iPhone) number. You can also view and download standard monthly merchant reports and special reports. Follow the steps below to login.

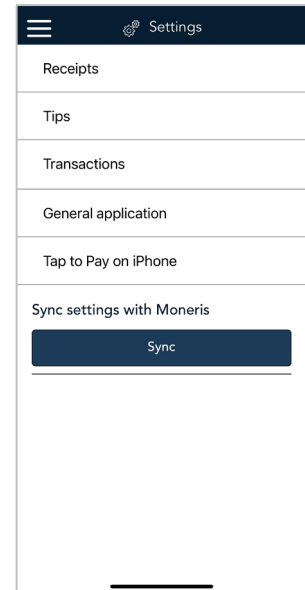
**Note:** *If you have already enrolled in Merchant Direct, you do not have to enrol again.*

1. Go to [moneris.com](http://moneris.com), in the top, right area of the screen, click **Login**.
2. From the Merchant Direct Portal section, click **Launch portal** in the Merchant Direct V2 box.
3. At the Sign in screen, enter your user ID and password.

# Settings

On the Main menu, tap **Settings** Each item on the Settings menu allows you to configure the application to meet the needs of your business.

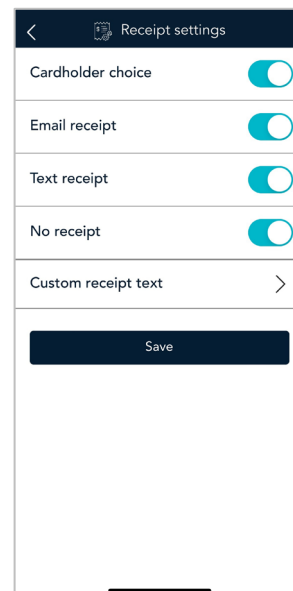
- **Receipts:** Change receipt settings.
- **Tips:** Change tip settings.
- **Transactions:** Change transaction settings.
- **General application:** Change General application settings.
- **Tap to Pay on iPhone:** Enable location permissions and Tap to Pay on iPhone.
- **Sync settings with Moneris.** Tap **Sync** to synchronize all settings with Moneris.



## Receipt settings

This screen allows you to change your receipt settings as needed to suit your business.

1. On the Settings menu, tap **Receipts**. The Receipt settings screen appears.
2. To give your customers a choice of receipt formats, tap the toggle to turn the option on or off next to the following:
  - **Cardholder choice:** This will enable or disable all the below options.  
*Note: If you disable Cardholder choice, the iPhone will prompt a customer for receipt options (Email, Text and No receipt) automatically.*
  - **Email receipt:** This will enable or disable the email receipt option.
  - **Text receipt:** This will enable or disable the text receipt option.
  - **No receipt:** This will enable or disable the no receipt options.
3. **Custom receipt text:** To add header or footer text to your customer receipts, tap **Custom receipt text** then refer to [Working with headers and footers](#) below.
4. When you are finished with the receipt settings, tap **Save**.  
The application returns to the Settings menu.



## Working with headers and footers

You can add up to 6 lines in the header or footer of customer receipts. Each line can include up to 30 characters.

### Add a header or footer

1. On the “Custom receipt text” screen, tap **Header** or **Footer**.
2. Tap the empty field and use the on-screen keypad to enter the text of the header or footer.
3. Tap the plus ( + ) sign beside the field to add the header or footer to your receipt. The header or footer now appear below the empty field or existing lines.
4. To add another header or footer, follow the same steps.

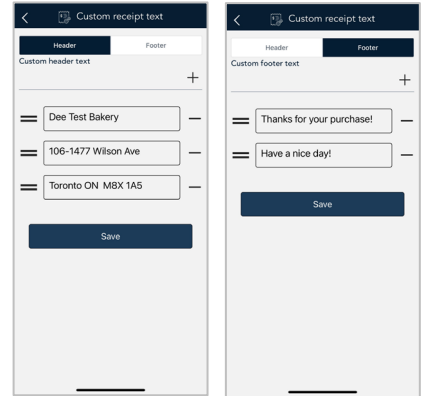
**Delete a header or footer**


Tap the minus ( – ) sign beside the field.

**Edit a header or footer**

Tap the field you wish to edit.

**Note:** You can drag a header or footer field to change its order on the receipt.



5. When you are finished with the tip settings, tap **Save**.  
The application returns to the Settings menu.
6. To return to the default transaction screen, tap the Main menu  icon, then tap **Transactions**.

## Tip settings

Change your tip settings as needed.

1. On the Settings menu, tap **Tips**.

The Tip settings screen appears.

2. Tap each toggle to enable or disable the setting.

**Tips:** Enable this setting to prompt customers to leave a tip. Once you enable Tip Support the tip options will appear.

**Tip by dollar:** Enable this setting to allow customers to enter a tip as a dollar amount.

**Tip by percentage:** Enable this setting to allow customers to enter a tip as a percentage of the total amount.

**Tip preset type:** Decide if you want your preset tips to be fixed dollar values or percentages of the purchase total, then tap **Dollar** or **Percentage** as required. Depending on your choice, enter dollar amounts (no cents) or percentages for the pre-set tips below.


**Tip Preset 1:** Enable this setting to allow customers to enter a pre-set tip. Tap the **Preset Value** field and enter a percentage or a dollar amount depending on your tip preset type above.

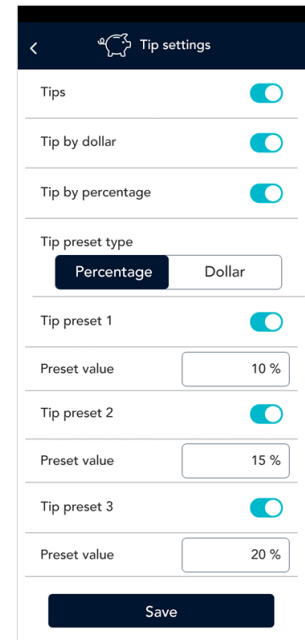
**Tip Preset 2:** Enable this setting to allow customers to enter a pre-set tip. Tap the **Preset Value** field and enter a percentage or a dollar amount depending on your tip preset type above.

**Tip Preset 3:** Enable this setting to allow customers to enter a pre-set tip. Tap the **Preset Value** field and enter a percentage or a dollar amount depending on your tip preset type above.

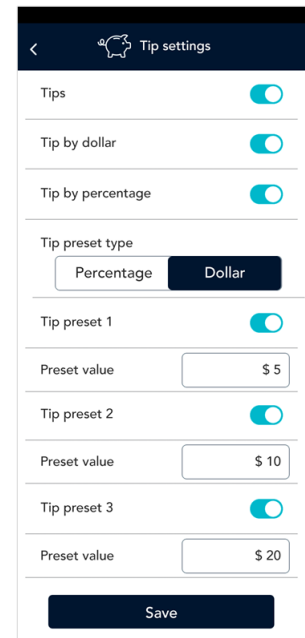
3. When you are finished with the tip settings, tap **Save**.

The application returns to the Settings menu.

4. To return to the default transaction screen, tap the **Main menu**  icon, then tap **Transactions**.



The screenshot shows the 'Tip settings' screen with the following configuration: 'Tips' is enabled; 'Tip by dollar' is enabled; 'Tip by percentage' is enabled; 'Tip preset type' is set to 'Percentage'; 'Tip preset 1' is enabled with a 'Preset value' of 10%; 'Tip preset 2' is enabled with a 'Preset value' of 15%; 'Tip preset 3' is enabled with a 'Preset value' of 20%; and a 'Save' button is at the bottom.



The screenshot shows the 'Tip settings' screen with the following configuration: 'Tips' is enabled; 'Tip by dollar' is enabled; 'Tip by percentage' is enabled; 'Tip preset type' is set to 'Dollar'; 'Tip preset 1' is enabled with a 'Preset value' of \$ 5; 'Tip preset 2' is enabled with a 'Preset value' of \$ 10; 'Tip preset 3' is enabled with a 'Preset value' of \$ 20; and a 'Save' button is at the bottom.

## Transaction settings

Use this screen to manage settings related to transaction options.

1. On the Settings menu, tap **Transactions**.

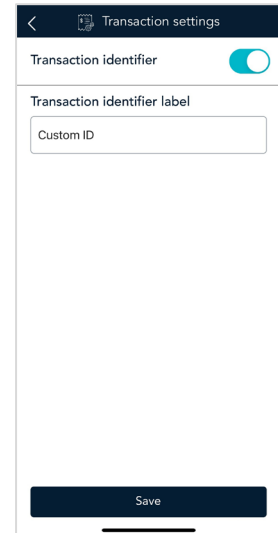
The Transaction settings screen appears.

2. Change the transaction identifier.

**Transaction identifier:** Enable this setting to create a custom field which you can use to capture specific information during your transactions. Once you tap the toggle to on, a field appears showing “Custom ID”.


**Transaction identifier label:** Replace “Custom ID” with a text for the type of information you want to record during each transaction. Example: Invoice # or Customer name.

**Note:** *The transaction information you enter in this field on the iPhone will appear in the Customer ID field in Merchant Direct.*



3. When you are finished with transaction settings, tap **Save**.

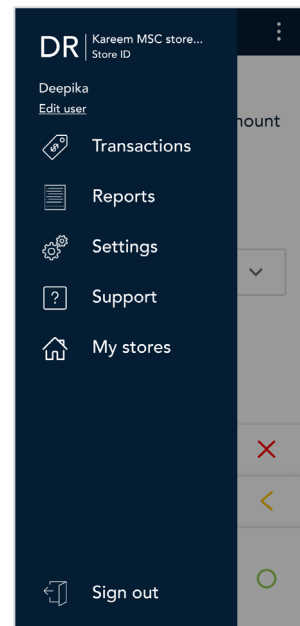
The application returns to the Settings menu.

4. To return to the default transaction screen, tap the Main menu  icon, then tap **Transactions**.

## Edit user – edit language and change your own password

Login to the Moneris Go app, then follow these steps to change language or your own password.

1. On the Main menu, tap **Edit user**.



2. On the Edit user screen to edit information:

a. Toggle to English or French to change the language of the app

**Note:** You will not be able to edit your name or email address since this is used for your Sign in to the Moneris Go app.

**Note:** User cannot change their own role.

b. Tap **Save**.

The application returns to the Main menu.

3. On the Edit user screen to change password:

a. Tap **Change password**.

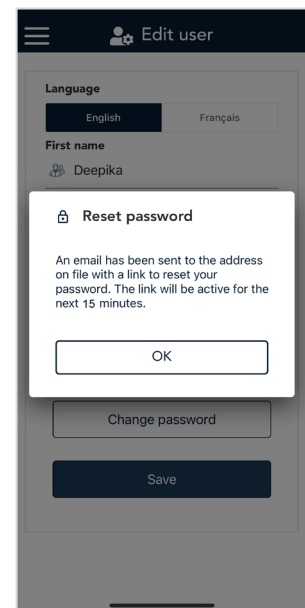
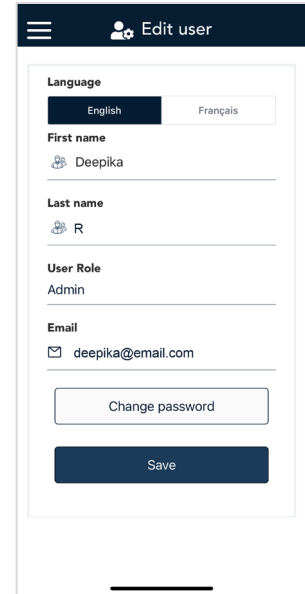
The Reset password message appears indicating an email has been sent to your email on file to reset your password and available for the next 15 minutes.

b. Tap **OK**.

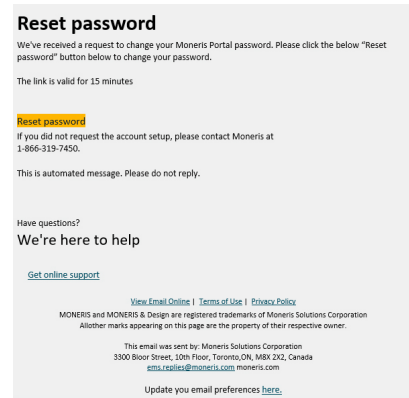
The application returns to the Edit user screen.

c. Tap **Save**.

The application returns to the Main menu.



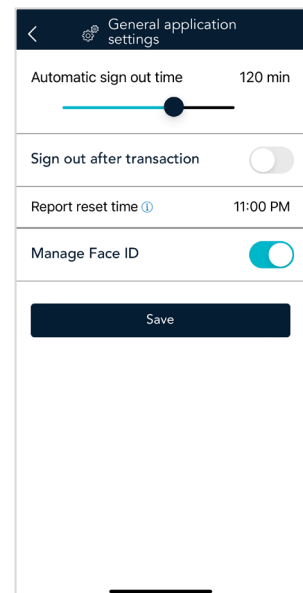
4. Change password on Moneris Portal:
  - a. Proceed to check your registered email account and open the “Moneris change password request”.
  - b. Tap on the **Reset password** link in the email.  
The link opens to the Moneris Portal site.
  - c. Continue to follow the password reset process.  
Your password reset is done.  
You will use your new password to Sign in to the Moneris Go app.




## General application settings

Change these general settings as needed to align the way you work.

1. On the Settings menu, tap **General application**.  
The General application settings screen appears.
2. To change the settings, follow these instructions:
  - **Automatic sign out time:** The application will automatically sign you out after 120 minutes of no activity. To change this default period, tap the control handle.
  - **Sign out after transaction:** This option is disabled by default. If you enable it, the application will sign you out after you complete each transaction.
  - **Report reset time:** This is the time when your reports will reset to \$0. To change it, tap the field and set a new time. For example, if you set it for 12:00am, the reports in the application will cover the period from 12:00 a.m. to 11:59 p.m. It is best to set the Report reset time 2 to 3 hours outside of your typical business hours – if you close at 10 p.m. set it for 12 a.m., if you close at 2 a.m. set it for 4 a.m. If you are open 24 hours, choose a logical break point like a shift change.  
**Recommendation:** If you changed the Report reset time, contact Moneris to change your batch close time (usually set to 11 p.m.) to reflect your Report reset time. This way, the time period covered in your batch file will match the time period covered in your reports.
  - **Manage Face ID:** This option may be enabled at time of Sign in. You may choose to disable it if you do not want to use Face ID to sign in to Moneris Go app. You can enable it at any time.





- When you are finished with the General application settings, tap **Save**.  
The application returns to the Settings menu.
- To return to the default transaction screen, tap the Main menu  icon, then tap **Transactions**.

## Tap to Pay on iPhone

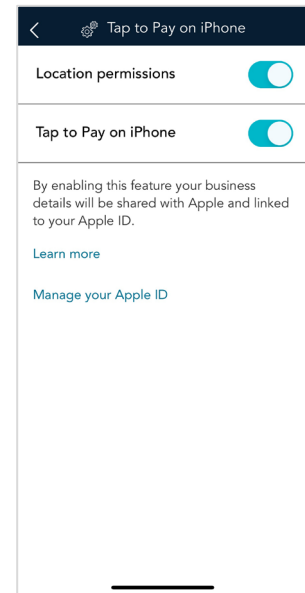
Change these Tap to Pay on iPhone settings as needed to match the way you work.

- On the Settings menu, tap **Tap to Pay on iPhone**.

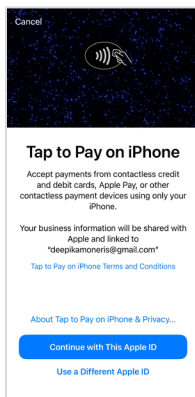
The Tap to Pay on iPhone screen appears.

- To change the settings, follow these instructions:

- Location permissions:** Use this toggle option to go to the iPhone setting option to enable or disable the location access for Moneris Go app on your iPhone. This must be enabled for the app to be used on the iPhone.
- Tap to Pay on iPhone:** Use this toggle option to enable business details to be shared with Apple and will be linked to your Apple ID.
- Learn more:** This link will take you to the Moneris site where you can learn about Moneris products and services.
- Manage your Apple ID:** This link will open a new screen to accept payments from contactless cards and devices using your iPhone and Apple ID.



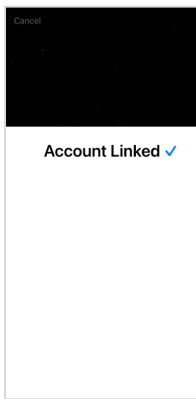
- Tap **Manage your Apple ID**. A new screen will appear.
- Tap **Continue with This Apple ID**.





- The linking process will begin with your Apple ID.



- d. The screen will update with “Account Linked” with a checkmark which indicates the account is successfully linked with your Apple ID.



You will return to the Tap to Pay on iPhone screen.

3. Tap the Back  icon in the title bar to return to the previous screen.  
Tap the Main menu icon  and then tap **Transactions** to return to the default transaction screen.

# End of Day Process

Debit and credit transactions processed on your iPhone are stored in a batch. To settle these transactions and transfer the funds into your business account, Moneris will automatically close the batch each night usually at 11 p.m. Please [contact Moneris](#) if you need to change this time. If you change your batch close time, remember to change your [Report reset time](#) so that your iPhone reports, including your End of day report, will reflect your daily batch.

If you would like to verify your transaction totals for the day, follow these instructions.

1. View the End of day report on your iPhone.


**Note:** *The End of day report must be accessed before the Report reset time. You can also view (and download) the End of day report online starting at 7 a.m. the next day by logging into the Merchant Direct web portal and selecting **Daily Transaction Report Menu**, then **Daily Batch Summary Report**.*

- a. From the [Main menu](#), tap **Reports**. The Reports screen appears.
- b. At the bottom of the screen, tap **End of Day**.

The End of Day report appears, showing transaction totals since the report reset time. Totals for Tips will also appear if you enabled those features. To find out more, refer to [Settings](#).


Under “Details by card type” you will find transaction totals for cash transactions and for each card brand

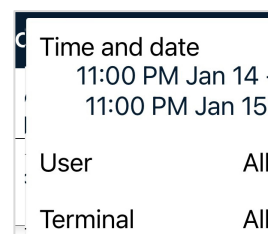
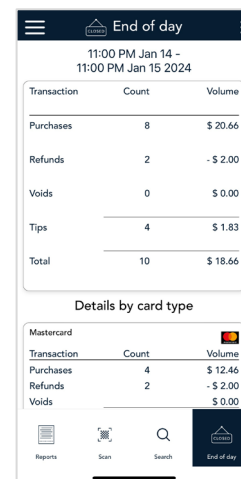
**Important:** *Your user role determines which transactions are summarized in this report. For user roles where “View other users in reports” is enabled, the user will see “All users” as the default value in the user field on the End of day screen. If not, the individual user’s name will appear in the user field, and only the transaction totals for that user will be counted and displayed. Refer to [User roles](#).*

- c. Tap the additional options  icon to filter transaction totals by Time and date, User and Terminal (iPhone) (if needed).
  - **Time and date:** The default range is the current 24-hour period starting at your Report reset time. To view transaction totals for a different period, select a new “Start” time/date and a new “End” time/date.
  - **User:** The default value is “All” users. Tap **User** to see transaction totals for specific users.
  - **Terminal:** The default value is “All” Terminal (iPhones). Tap **Terminal** to select specific terminals (iPhones).

For more instructions on using these filters, refer to [Filtering transactions on the Reports and End of day screens](#). To exit from the options menu, tap anywhere else on the screen.

- d. Compare the End of day report with your receipts or other business records. If you determine there are discrepancies between the report and your records, continue to step 2. Otherwise, no further action is needed.

2. To obtain assistance with reconciliation, go to the [Moneris Go app Support](#) menu to connect with us.
3. To return to the default transaction screen, tap the Main menu  icon, then tap **Transactions**.



# Moneris Go app Support

## Moneris Go app Support menu

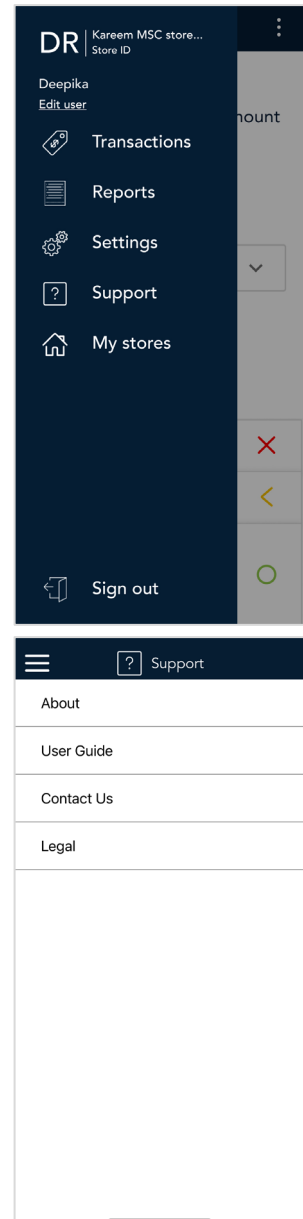
You can look for support from your Moneris Go app on your iPhone. Follow these instructions to navigate the support menu:

1. Tap the Main menu  icon, then tap on **Support**.

The Support screen displays.

2. From the Support screen, you have four options to choose from:

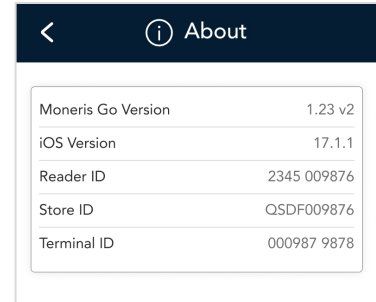
- **About**
- **User Guide**
- **Contact Us**
- **Legal**



## About

Tapping on About from the Support Menu displays information on the Moneris Go app.

1. Tap < to return to the Support menu.

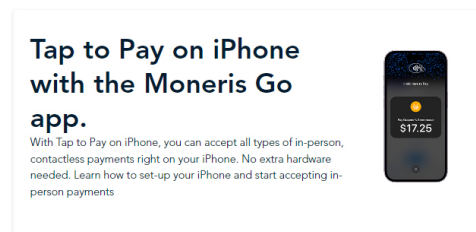
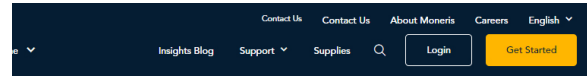


## User Guide

Tapping on User Guide from the Support Menu takes you to the Moneris.com support page.

**Note:** You will be redirected to outside the Moneris Go app.

1. The guide can be reviewed from the screen.
2. Return to the **Moneris Go app**.



### User Guides

[Tap to Pay on iPhone Reference Guide](#)

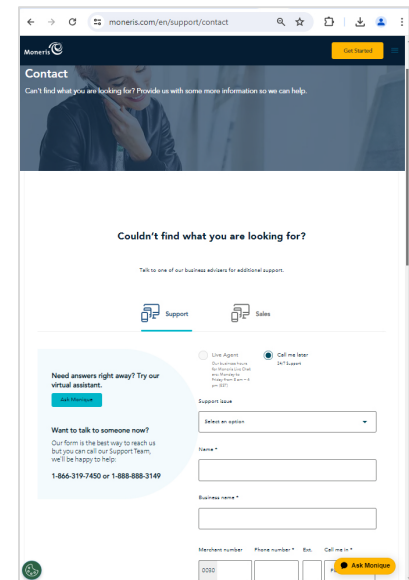
Instructional Videos - Tap to Pay on iPhone on Moneris Go app

## Contact Us

Tapping on Contact Us from the Support Menu takes you to the Moneris.com **Contact** page. Make sure you have your Merchant ID available upon request.

**Note:** You will be redirected to outside the Moneris Go app.

1. Choose how to contact us:
  - **Live Agent**
  - **Call me later**
  - **Start live chat**
  - **Ask Monique**
  - **Talk to someone now**
2. Enter applicable information in the fields.
3. Return to the **Moneris Go app**.

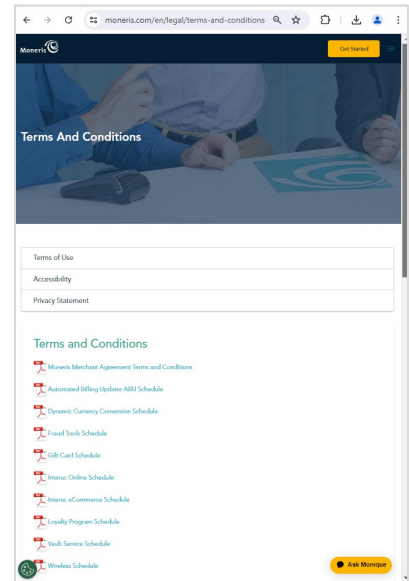


## Legal

Tapping on Legal from the Support Menu takes you to the Moneris.com **Terms and Conditions** page.

**Note:** You will be redirected to outside the Moneris Go app.

1. Scroll, open and review applicable content for your business.
2. Return to the **Moneris Go app**.



## 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 [moneris.com/en/support/moneris-go/tap-to-pay-on-iphone](https://moneris.com/en/support/moneris-go/tap-to-pay-on-iphone) to download this guide and other resources, including:
  - videos for setting up and using your iPhone
  - accessing your account on [Moneris Go Portal](#)
- Visit [shop.moneris.com](https://shop.moneris.com) to purchase point-of-sale supplies and receipt paper for other terminals you have
- Visit [moneris.com/insights](https://moneris.com/insights) for business and 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 iPhones.

### Can't find what you are looking for?

Call Moneris Customer Care (available 24/7) toll-free 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](#)®



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