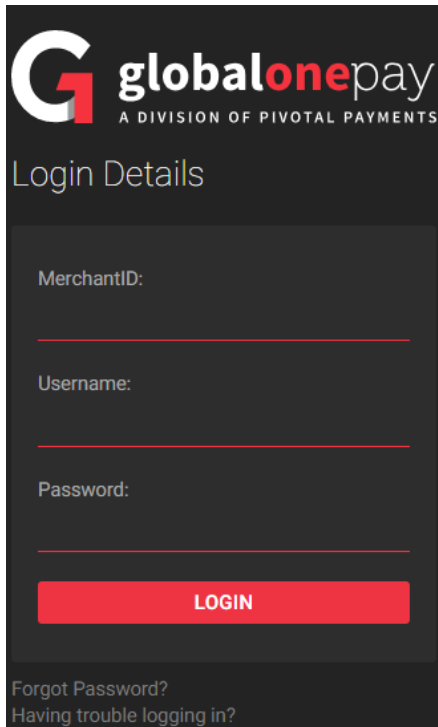


**Walker 2-in-1 Swiper
Walker 3-in-1 Card Reader**

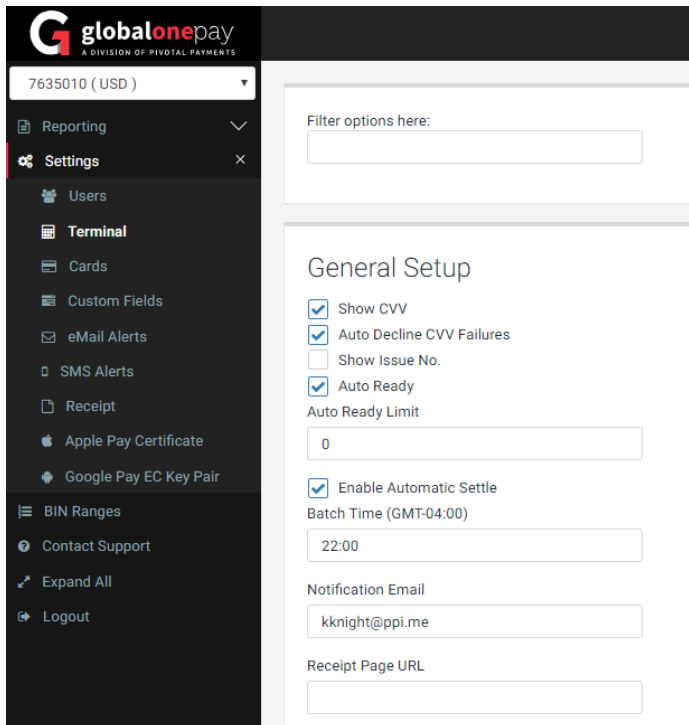
User Guide

Gateway setup



The image shows the GlobalOnePay login interface. At the top left is the logo with the text "globalonepay" and "A DIVISION OF PIVOTAL PAYMENTS". Below the logo is the heading "Login Details". The form contains three input fields: "MerchantID:", "Username:", and "Password:". Each field has a red underline. Below the fields is a red button labeled "LOGIN". At the bottom left, there are two links: "Forgot Password?" and "Having trouble logging in?".

Log in to <https://payments.globalone.me/merchant/selfcare> using the credentials provided in the welcome email.



The image shows the GlobalOnePay settings interface. On the left is a dark sidebar menu with the following items: Reporting, Settings (highlighted with a gear icon), Users, Terminal (highlighted with a grid icon), Cards, Custom Fields, eMail Alerts, SMS Alerts, Receipt, Apple Pay Certificate, Google Pay EC Key Pair, BIN Ranges, Contact Support, Expand All, and Logout. The main content area shows the "General Setup" page. At the top left of the main area is a dropdown menu showing "7635010 (USD)". Below it is a "Filter options here:" search box. The "General Setup" section includes several checkboxes: "Show CVV" (checked), "Auto Decline CVV Failures" (checked), "Show Issue No." (unchecked), and "Auto Ready" (checked). Below these is an "Auto Ready Limit" input field with the value "0". There is also a checkbox for "Enable Automatic Settle" (checked). Below that is a "Batch Time (GMT-04:00)" input field with the value "22:00". At the bottom, there are two more input fields: "Notification Email" with the value "kknight@ppi.me" and "Receipt Page URL" which is empty.

Select Settings from the menu and then select Terminal.

Other

Use Max Mind

Reject Errors

Risk Score Threshold

50.0

REST Authentication Token Valid For

2880

Merchant Support Mailbox

Allow Keyed

Allow Cardholder Signature Bypass

Allow Tax (Mobile App)

Allow Tip (Mobile App)

Scroll to the bottom of the page and check of Allow Tax and if applicable to the business, Allow Tip.

If you operate in multiple jurisdictions, with different tax rates, a rate for each rate and jurisdiction can be added. Input the name of the Tax rate and the rate.

When Tip is enabled, preset tips can be added, or customers can enter a tip amount manually on each transaction.

Terminal Taxes

ADD NEW TAX

Name	Percentage
<input type="text"/>	<input type="text"/>

Terminal Tips

ADD NEW TIP

Tip Type	Tip Value
Percentage	<input type="text"/>
Percentage	<input type="text"/>
Amount	<input type="text"/>

UPDATE SETTINGS

App Set Up

The screenshot shows the 'TERMINAL SETTINGS' screen in the GlobalOnePay app. At the top, there is a black header with the GlobalOnePay logo and a red circular icon with a white lightning bolt. Below the header, the screen is divided into several sections: 'Terminal Id' (with a red underline), 'Secret' (with a red underline), 'Application language' (a dropdown menu showing 'English US'), 'Currency' (a dropdown menu showing '\$USD'), 'Country code' (a dropdown menu showing 'United_States'), 'Device' (a dropdown menu showing 'Walker/Nomad'), and a 'Use Order Id' checkbox which is checked.

This screenshot shows the bottom portion of the 'TERMINAL SETTINGS' screen. It includes a dropdown menu for 'Device' showing 'Walker/Nomad', a checked 'Use Order Id' checkbox, a 'START WALKER AUTO-CONFIG' button, a 'TIP SETTINGS' section with a sub-header and a description: 'You can preset tip percentage amounts below. Use + or - to add or remove different tip values.', followed by an 'ADD TIPS' button, a 'TAX SETTINGS' section with a sub-header and a description: 'You can add different tax rates below. Use + or - to add or remove different tax rate amounts.', followed by an 'ADD TAXES' button, and a prominent red 'SAVE SETTINGS' button at the bottom.

Enter the TID and Shared Secret*. These were provided in the welcome email. If the shared secret has been updated since receiving the email, please use the new one.

Select your desired language from the Application Language dropdown

Select USD or CAD for the currency

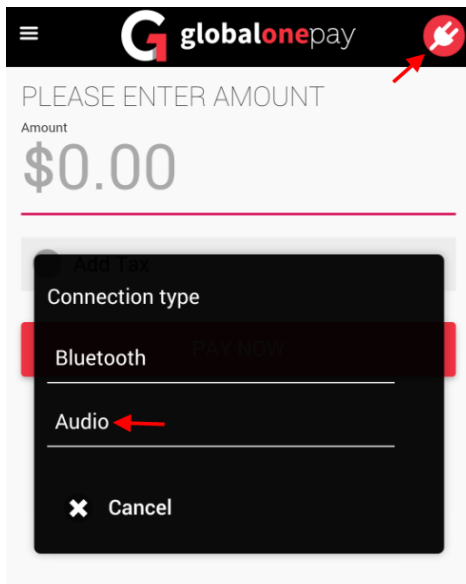
Select country code, United States or Canada.

Select Walker/Nomad for the Device if a reader is being used

Check Use Order ID in the event manual order numbers are used.

When Save Settings is selected, the device will communicate to the gateway and pull all tax and tip settings that have been previously configured.

Connecting the Reader via Audio Jack

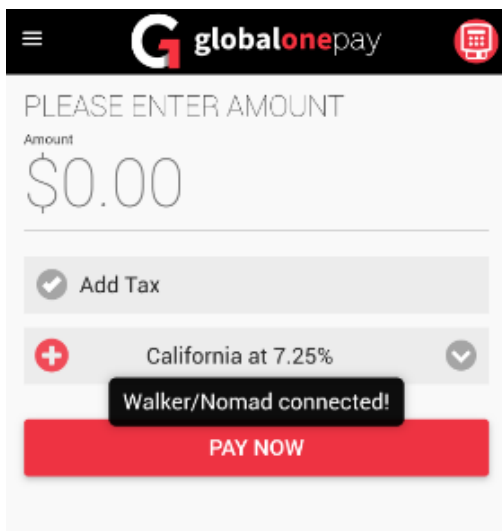


Once the initial settings are complete, the reader will need to be connected.

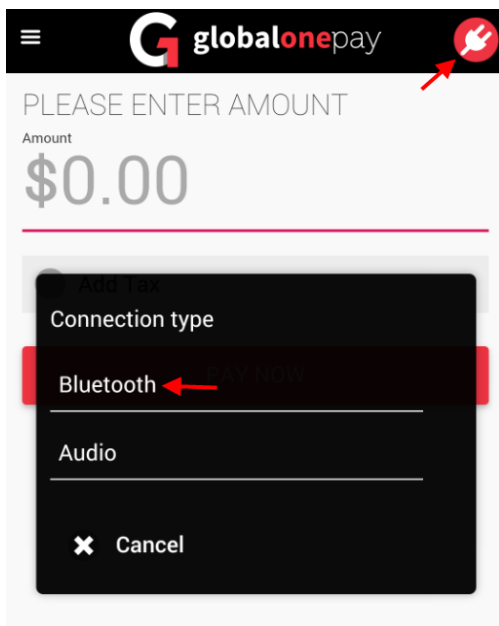
Connect the Walker to the device audio jack, and ensure the volume is at maximum. If using a case, it may require removing the case to ensure a proper connection.

Once connected, select the plug icon in the top right of the screen. A Connection Type pop up will display. From here, select Audio.

Once connected, the plug icon will change to a terminal and the screen will indicate the device has been connected.



Connecting the Reader Via Bluetooth



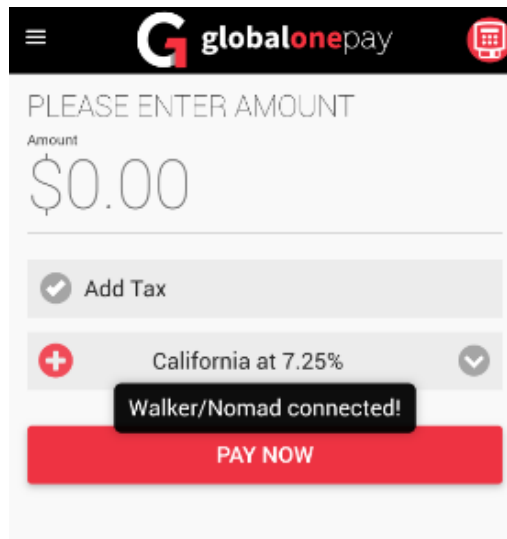
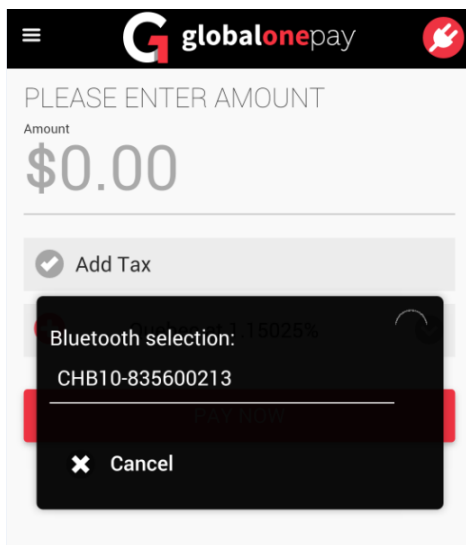
Once the initial settings are complete, the reader will need to be connected.

Ensure the device has Bluetooth enabled and the reader has been turned on. Once on, select the plug icon in the top right of the screen. When prompted, select Bluetooth.

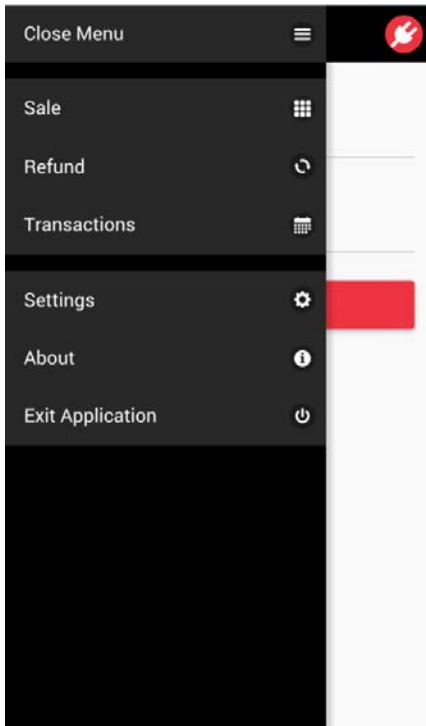
The device will begin scanning for nearby devices and display them. Walker devices will begin with CHB and Nomad devices with WPC.

Once located on the available devices list, select the reader.

Once connected, the plug icon will change to a terminal and the screen will indicate the device has been connected.



Menu



From the Menu, users can select from the following:

Sale

Refund

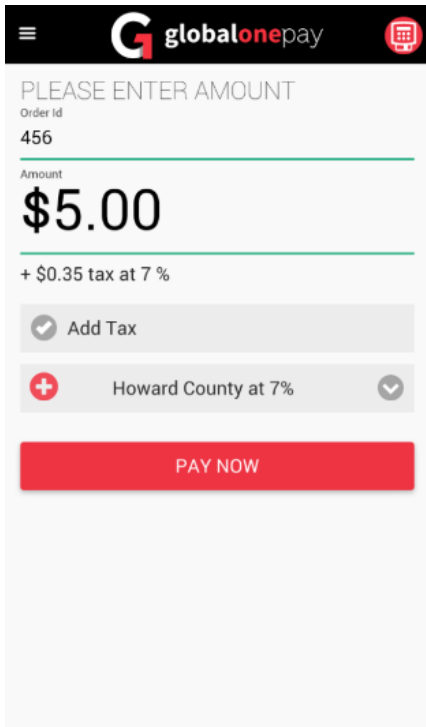
Transactions

Settings

About

Exit Application

Sale

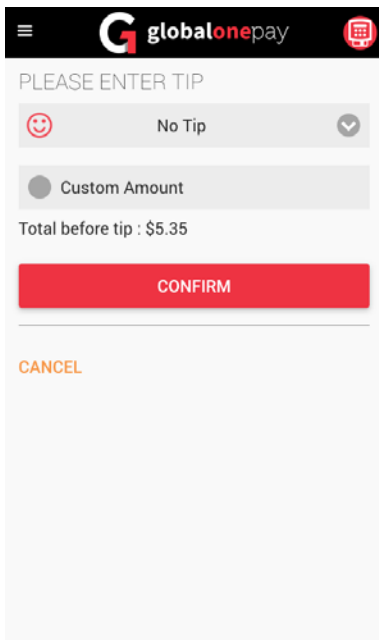


If tips are enabled, the device will prompt for tip.

The user then selects from the following:

No Tip, A preset Tip amount, or a custom amount.

Once entered and the amount is correct, the user selects confirm.

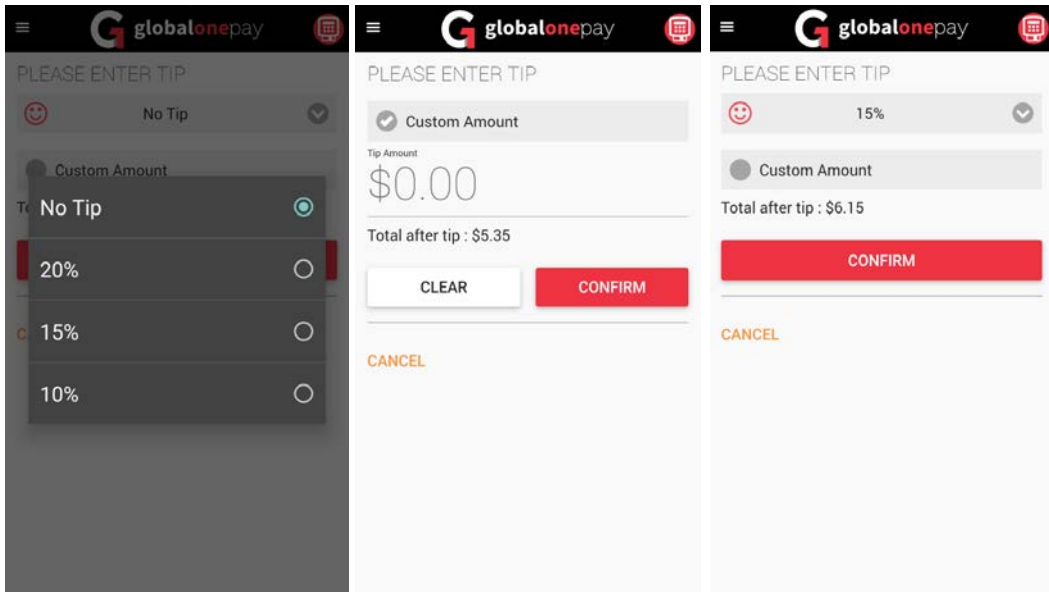


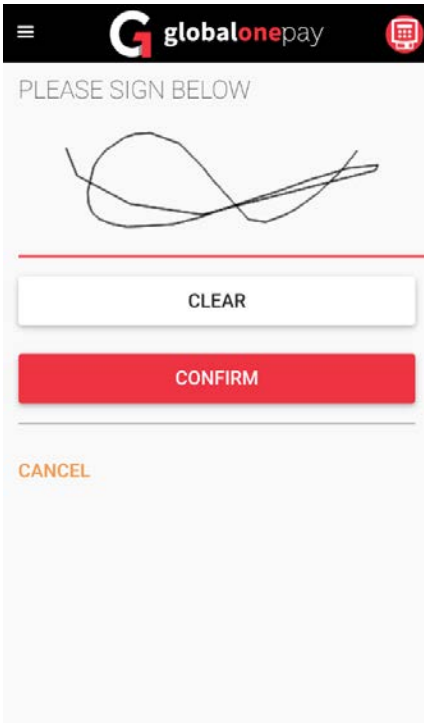
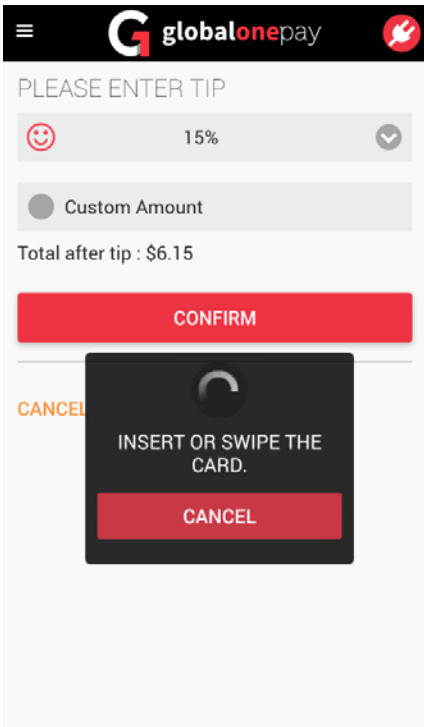
When Sale is selected, the user will be prompted for the Amount before taxes.

If Order ID is on, each sale will prompt for a manual order number to be entered, with a minimum of 3 characters (letters, numbers and special characters).

If Tax is enabled, it will automatically add the default rate on every transaction. To remove it on individual transactions, remove the check next to Add Tax

When complete, select Pay Now

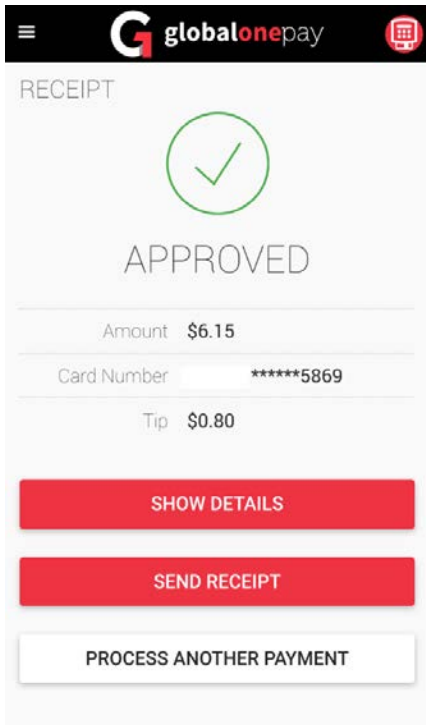




The device will now prompt to Insert or Swipe the card.

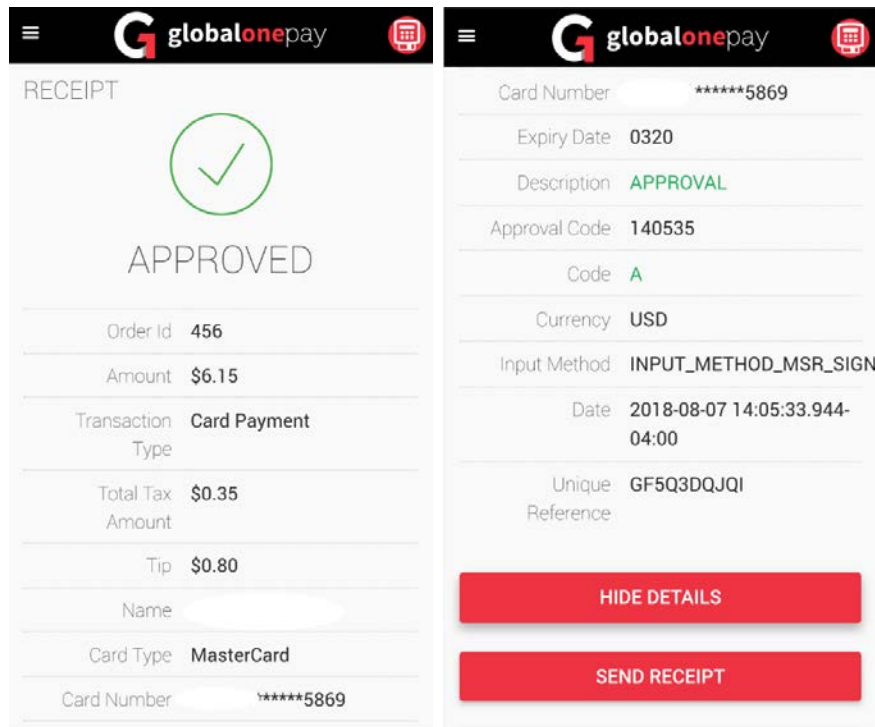
If using a Nomad card reader and the card supports Chip&PIN, the reader will prompt for the entry of the cardholder's PIN.

If using a Walker or the card supports only Chip&Sign, the cardholder will need to sign the device once authorized.



The approved the transaction will be displayed.

If the user selects Show Details, they will see the full transaction information, including the authorization code, entry method and cardholder name.



SEND RECEIPT

Email

United_States (+1)

Mobile

SEND

CANCEL

By selecting send receipt, the merchant can choose to send either an email or text receipt to the cardholder, or both if desired.

Processing an Unreferenced Refund

PLEASE ENTER AMOUNT

Order Id
765

Amount
\$1.00

REFUND

Select Refund from the menu options

Enter the total refund amount and Order ID (if that feature is turned on) and select Refund

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ENTER CARD DETAILS

VISA

Card Number

Name

Expiry Date

Month Year

CVV

Reason

SUBMIT

CANCEL

The card data will be entered manually

A reason is required for each refund. It must be 3 characters long minimum

Once all data is entered, select submit.

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RECEIPT

APPROVED

Amount \$1.00

Reason Refund

Card Number ****5869

Refund unreferenced

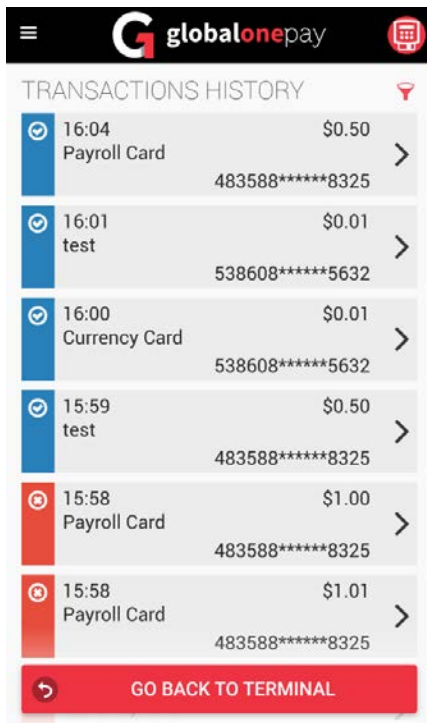
SHOW DETAILS

SEND RECEIPT

PROCESS ANOTHER PAYMENT

Once complete, the merchant can see the details, and/or send a receipt.

Transaction Menu



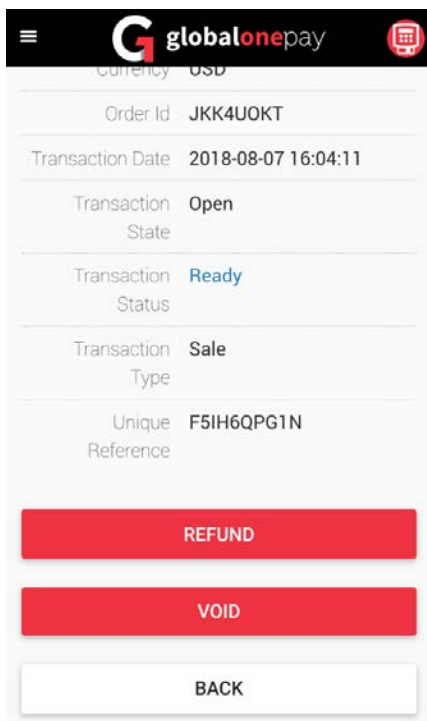
Users can review all transactions processed through the app.

Any transactions in Blue are open and can be Refunded or Voided if in the same day.

Transactions in Red have been Refunded or Voided.

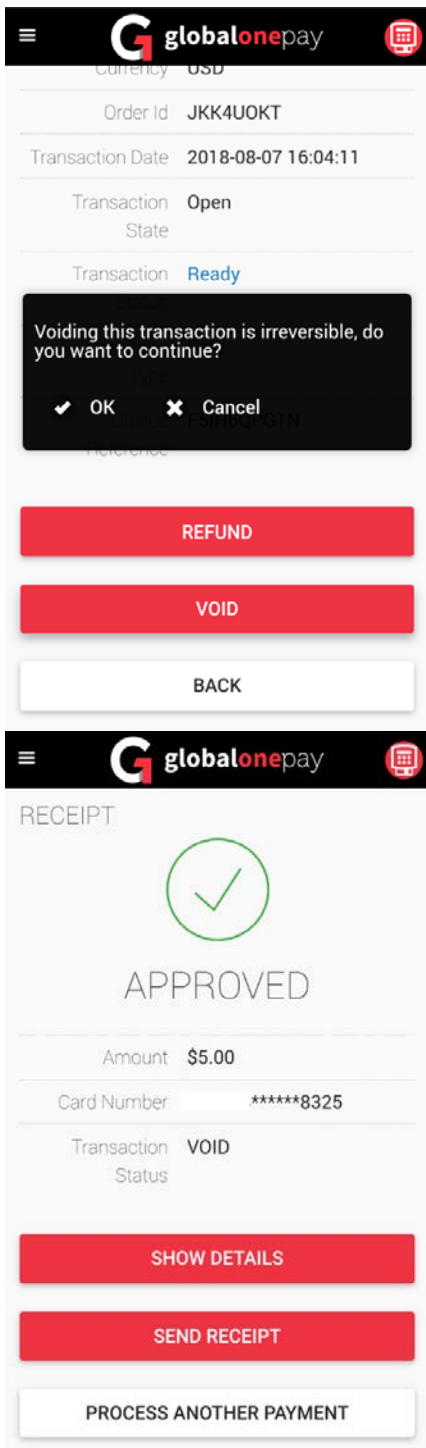
Transactions in Green have been batched out and are complete.

Processing a Void



Go to the transaction Menu and find the transaction you wish to Void.

Scroll to the bottom of the transaction and select Void.



The application will advise that this action is irreversible and request approval to continue.

Once complete, the merchant can see the details, and/or send a receipt.

Processing a Referenced Refund

The screenshot shows the GlobalOnePay mobile app interface. At the top, there is a black header with the GlobalOnePay logo and a menu icon. Below the header, the currency is set to USD. The transaction details are as follows:

Order Id	JKK4UOKT
Transaction Date	2018-08-07 16:04:11
Transaction State	Open
Transaction Status	Ready
Transaction Type	Sale
Unique Reference	F5IH6QPG1N

Below the details, there are three buttons: a red button labeled "REFUND", a red button labeled "VOID", and a white button labeled "BACK".

Go to the transaction Menu and find the transaction you wish to Refund.

Scroll to the bottom of the transaction and select Refund

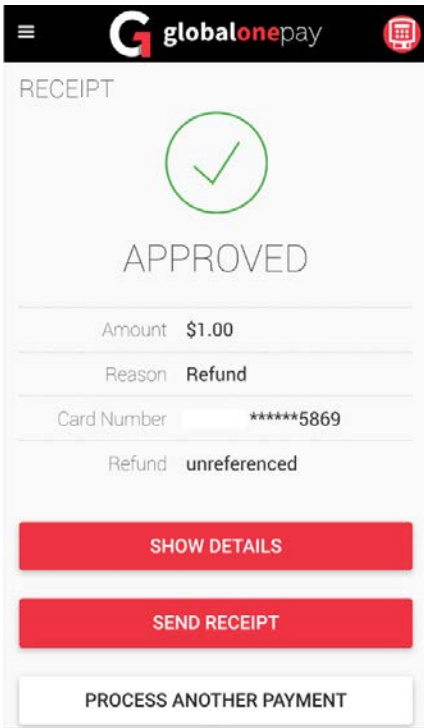
The screenshot shows the GlobalOnePay mobile app interface for processing a refund. The transaction details are the same as in the previous screenshot:

Order Id	JKK4UOKT
Transaction Date	2018-08-07 16:04:11
Transaction State	Open
Transaction Status	Ready
Transaction Type	Sale
Unique Reference	F5IH6QPG1N

Below the details, there is a field for the amount to refund, which is currently set to \$0.00. Below that is a red speech bubble icon followed by the label "Reason". At the bottom, there is a red button labeled "SUBMIT".

Enter the amount to Refund. The amount cannot exceed the total original amount. If a Refund greater than the original amount is needed, process an Unreferenced Refund.

A reason is required for each refund.



Once complete, the merchant can see the details, and/or send a receipt.