



**BankServ**<sup>®</sup>  
*Worldwide Experts in Electronic Payments*



**Mobilescape**<sup>®</sup>  
Manager  
User Guide

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## What is Mobilescape Manager?

Mobilescape Manager is BankServ's real-time, web-based payment analysis system. Mobilescape Manager gives merchants unparalleled visibility into their daily business operations, enabling them to view and analyze transactions by type, size, invoice, date and other parameters.

You can access the secure, password-protected Mobilescape Manager from any Internet connection. With Mobilescape Manager, you can:

- Securely view web reports
  - View by day, month, statement
  - Reports by branch or vehicle
- Improve business intelligence
  - View real-time transaction data
  - Reconcile transactions
  - Analyze customer data and payment trends
  - Analyze day-to day payment operations
- Reduce chargeback disputes
  - Instantly retrieve signed receipts
- Export transactions into accounting and spreadsheet software

**Mobilescape MANAGER**

NET TERMINAL WEB USER ACCOUNT TERMINAL SUPPORT LOGOUT

**Summary Trans**

- ▾ Today's
- ▾ This Week
- ▾ Last Week
- ▾ This Month
- ▾ Last Month
- ▾ **View Transactions**
  - ▾ By Invoice
  - ▾ By Terminal
  - ▾ By Batch
- ▾ **Search Transactions**
  - ▾ By Date
  - ▾ By Customer Name
  - ▾ By Credit Card No.
  - ▾ By Invoice No.
  - ▾ By Check Detail
- ▾ **Download / Export**
  - ▾ To Excel Format
- ▾ **Order Accessories**

**Transaction Information**

**Total:** \$25.00

**Terminal ID:** 1213  
**Terminal Nickname:**  
**Terminal Number:** UNKNOWN

**Trans. ID:** 19502691  
**Reference Number:** 1754119  
**Date & Time:** 11/29/2007 10:17 AM  
**Customer Name:** JILL NOSKA  
**Card Type:** MasterCard  
**Card Number:** xxxxxxxx8646  
**Expiration Date:** xx/xx

**Trans. Type:** Sale  
**Response Status:** APPROVED

**Entry Mode:** Swiped

**Memo 1:**

Commerçant, L.P.  
 2901 Wilcrest Suite # 250  
 Houston, TX 77042  
 Phone No.: (713) 735 - 5504

DATE: 11/29/2007 10:17 AM  
 CARD #: xxxxxxxx8646  
 AUTH CODE: 01796Z REF: 1754119  
 EXP DATE: xx/xx CARD TYPE: MasterCard  
 MER #: 006000000001 TERM #:  
 UNKNOWN  
 TRANSACTION: Sale

**Total: \$25.00**

*Jill Noska*

**JILL NOSKA**  
 I AGREE TO COMPLY WITH  
 CARDHOLDER AGREEMENT

Print Receipt

With Mobilescape Manager, you can see all transactions, seconds after they occur.

## How to log into your Mobilescape Manager account

To access your account, go to **www.commerciant.com** and click on the gold Customer Login button found in the center of the screen. Once selected, you will be directed to the Mobilescape Manager sign-in screen and prompted to enter your user ID and password. The random string of text that appears on the sign-in screen should be entered in the box below. This string of text is easy to read by the human eye, but is distorted enough to prevent automated dialing systems from gaining unauthorized access to your Mobilescape Manager account. On the sign-in screen, you can select what part of Mobilescape Manager you would like to be directed to.

**Mobilescape** MANAGER

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Welcome to the Mobilescape Manager

**Sign in to Mobilescape Manager**

User ID:

Password:

Go Directly to:

Enter text exactly as it appears into the box below:

[What is this?](#)

**Sign In**

Forgot your User ID or Password? Click [HERE](#)

The first time you log in to your Mobilescape Manager account, use the user ID and temporary password that was sent through the mail from BankServ. During the initial log in session, you will be prompted to change your password and set up a series of security questions and answers to register your account.

**Note:** The Mobilescape Manager password must be eight characters long, contain at least one capital letter and one number.

Once you have reset your password, the next step is to register your Mobilescape Manager user ID. On the below screen, you will enter the full name, phone number (xxx-xxx-xxxx) and e-mail address for the account. We recommend that the company name, the company’s main phone number and e-mail address be entered in these fields.

The next step is to create a series of three questions and answers that will be used if the password is forgotten and needs to be reset. It is important to make the questions company specific or general enough so that anyone who uses the company’s Mobilescape Manager account can answer the questions.

Note: The question and answer section is case sensitive. When retrieving the password, the answers must be entered exactly as they were set up.

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### Customer Verification Data for Password Resets

Now that you have created a new password, please enter the information requested below to become a registered Mobilescape Manager user.

User ID:

Full Name:

Phone #:

E-mail:

Please create three question and answer pairs below. The next time you forget your password, you will be prompted to answer one of your questions in order to verify your identity.

Question 1:

Answer 1:

Question 2:

Answer 2:

Question 3:

Answer 3:

**Submit**

### What if I forget my User ID?

Follow these steps to recover your Mobilescape Manager User ID.

Step 1: Select the Forgot your User ID or Password? Click [HERE](#) link found on the Mobilescape Manager homepage.

Step 2: Select User ID.

Step 3: Enter the e-mail address you used to register your Mobilescape Manager account.

Step 4: Select Submit.

Step 5: Your User ID will be e-mailed to you.

### Forgot User ID/Password

I would like to recover my:

User ID  
 Password

Please enter the e-mail address used to register your account:

Click [HERE](#) to return to the login screen.

### What if I forget my Password?

Follow these steps to recover your Mobilescape Manager password.

Step 1: Select the Forgot your User ID or Password? Click [HERE](#) link found on the Mobilescape Manager homepage.

Step 2: Select Password.

Step 3: Enter your Mobilescape Manager User ID.

Step 4: Select Submit.

Step 5: A temporary password will be e-mailed to you.

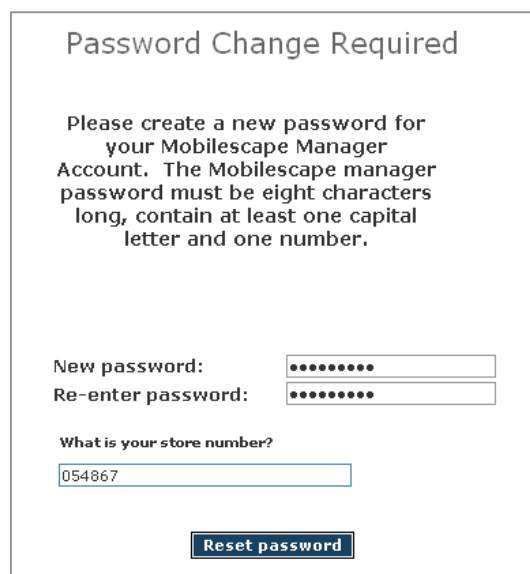
HERE to return to the login screen.'" data-bbox="318 313 655 526"/>

Step 6: Log in to your Mobilescape Manager account using the temporary password.

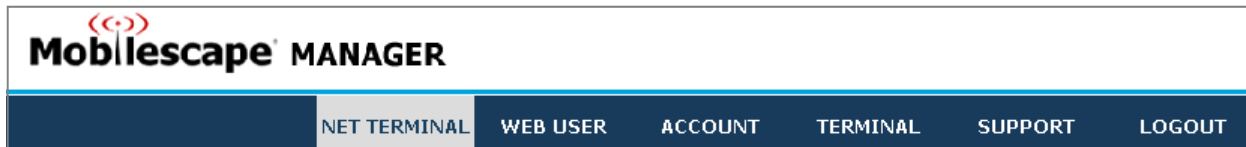
Step 7: Create a new password for your Mobilescape Manager account.

Step 8: Answer one of the security questions you created when registering your account.

Step 9: Select Reset password.



## Net Terminal\*



The Mobilescape Manager Net Terminal allows you to process credit card transactions online from any Internet connection. After selecting Net Terminal at the top of the screen, choose the payment processing option listed to the left that you would like to perform and populate all mandatory fields. All transactions that are processed through Net Terminal will be tracked through your Mobilescape Manager account.

Net Terminal Payment Processing Options:

- Sale/Authorization
- Force Sale
- Void Sale
- Credit Return

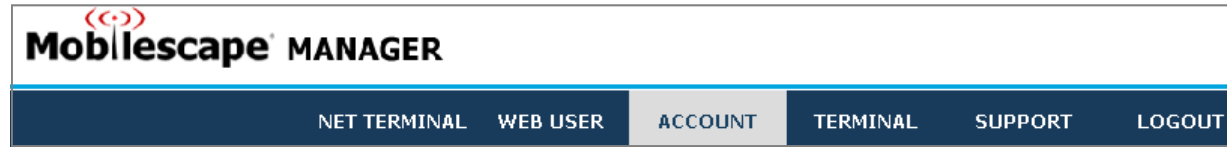
\*Net Terminal is an optional feature and may not be available to every merchant. Please contact your agent or reseller for more information.

## Web User



With the Mobilescape Manager Web User feature, you can view the user ID information for your online account. If you need to add new users or edit the current information that appears on your account, please contact the Mobilescape Helpline at 1-866-414-5600.

## Account



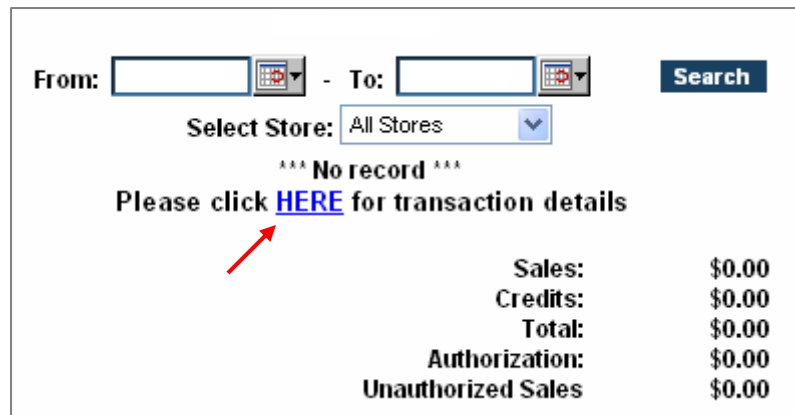
### Summary Transactions

Your Mobilescope Manager account gives you the ability to view a summary of your transactions through a variety of sorting parameters including:

- Today's Date
- This Week
- Last Week
- This Month
- Last Month

By selecting any of the preset time frames under the Summary Transaction menu, you will be provided with the Transaction Summary report which shows the total sales, credits, authorizations, and unauthorized transactions processed. The Mobilescope Manager does not limit you to the preset time frames listed on Summary Transaction menu, but allows you to view transactions up to a full year. Transaction history between one and five years old is archived on BankServ's servers and is retrievable for a small fee.

To view the detail for each transaction processed with your Mobilescope, click on the word **HERE** which is found under the selected date range. The date/time, cardholder name, card type, transaction type, status, and amount of each transaction will be displayed. To view the receipt and/or perform a credit on the transaction, click on the word **SELECT** found in the left hand column of each row.



## View Transactions

The Mobilescape Manager provides you with the following sorting capabilities for all transactions that are processed through your Mobilescape terminal:

- By Invoice
- By Terminal

**By Invoice** – When selecting By Invoice from the View Transactions menu, you will be provided with the invoice number, date/time, customer name, transaction type, status, and amount for each transaction for the selected date range. To view the independent detail for each invoice, click on the word Details to the left of the invoice number.

**By Terminal** – If you are a merchant who processes transactions through multiple Mobilescape terminals, the By Terminal sorting feature can be very helpful when monitoring the number of transactions processed by each terminal. Once you have selected the appropriate date range to be viewed, you can view the individual transactions processed by clicking on the word Details to the left of each terminal ID.

To help make sorting by terminal easier, a nickname that is relevant to your company can be assigned by BankServ to each terminal. An example of a nickname could be an employee's name, store number, or truck number. This feature can be updated wirelessly from BankServ at any time.

## Search Transactions

With Mobilescape Manager, you can search through all your transactions just by entering a few key pieces of information. Here are the search types that are available through your Mobilescape Manager account:

- By Date
- By Customer Name
- By Credit Card No.
- By Transaction ID/Auth
- By Invoice No.
- By Check Detail

**By Date** – Under the By Date option, once you select the date range and the transaction type (either sales, credit or all) click the Search button and all the transactions that meet your date parameters will be displayed.

**By Customer Name** – When searching By Customer Name, enter in either the customer's first or last name (or both), select a date range, and click the Search button to locate a transaction for your customer.

**By Credit Card No.** – The Mobilescape Manager only stores the last four digits of the customer's credit card number. To find all transactions for a specific credit card, enter in the last four digits, select a date range, and click the Search button.

**By Transaction ID/Auth** – The Transaction ID is a BankServ generated number for each transaction. The number is included in the transaction detail export and on each transaction detail page. To search by Transactions ID, select Transaction ID and enter the search criteria.

The Auth Code is the authorization code generated for each approved Mobilescape transaction. To search by Auth Code, select Auth Code, enter the search criteria and date range for the search.

**By Invoice No.** – If your Mobilescape terminal is set up to accept invoice numbers, the Search By Invoice Number feature can be helpful. Once you enter the invoice number and select a date range, click the Search button and the transactions matching the invoice number and date range will be displayed.

**By Check Detail** – The Search By Check Detail feature is only available if you process transactions with a Mobilescape 5000. To locate a check transaction, the routing number, the last four digits of the account number and date range are required. If you have processed multiple check transactions from the same customer, you can enter in the check number to narrow down your search.

## Download/Export

With Mobilescape Manager, you can export transaction information processed through your Mobilescape terminal into an Excel spreadsheet. The two report types available are:

- Transaction Details
- Summary By Terminal

**Transaction Details** – The Transaction Details report displays all details collected by the Mobilescape terminal during a transaction, including date, customer name, transaction type, last four digits of the account number, and invoice number.

**Summary By Terminal** – The Summary By Terminal report provides transaction totals by terminal for a specified date range.

## Order Accessories

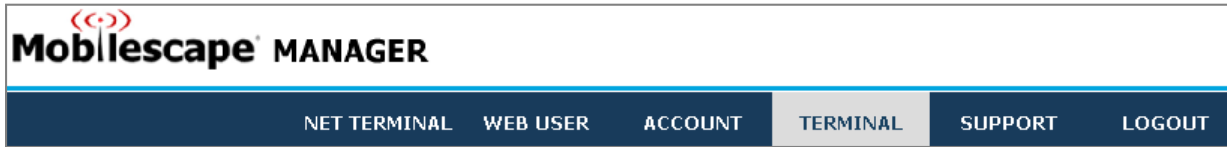
A line of Mobilescape accessories can be purchased through your Mobilescape Manager account. Online accessory pricing is Manufacturer's suggested retail price, but reduced accessory pricing may be available from your ISO or agent.

### Mobilescape Accessories

- Mobilescape Carrying Case - P/N 100801
- Mobilescape Protective Skin - P/N 100786
- Mobilescape Styluses (3 per pack) - P/N 100131
- Mobilescape Thermal Paper (25 rolls per box) - P/N 100673
- Mobilescape Wall Charger - P/N 100420
- Signal Strength Enhancer - P/N 100247

All Mobilescape accessories can also be ordered at [www.commerciant.com/support/accessories/index.htm](http://www.commerciant.com/support/accessories/index.htm) or directly through your ISO or agent.

## Terminal

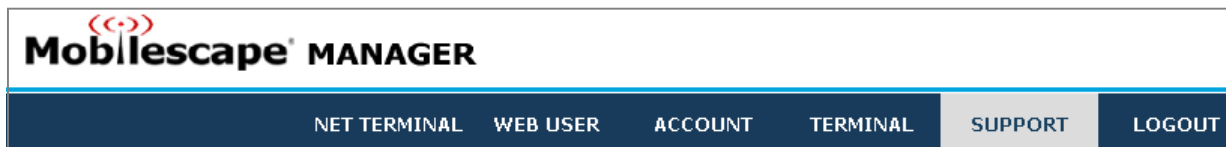


For merchants who use multiple Mobilescape terminals, the Terminal feature found at the top of the screen can help keep track of multiple devices.

**Terminal Information** – The Terminal Information feature allows you to view a list of all terminals assigned to your company, including detailed identification information such as ESN number, serial number, nickname, and version number. Under this feature you also have the capability of searching for a specific terminal by Serial Number, Device ID, and Nickname.

**Reports** – With the Reports feature, you can search which of your company terminals have had no activity since a certain date or time.

## Support



The Support section contains the following content:

**Mobilescape Support Material** – A copy of the Mobilescape User Guides, Quick Reference Guides and How to Swipe a Check tip sheet can be downloaded by selecting the appropriate link on the page.

**Card Acceptance Guide** – The Card Acceptance Guide outlines the procedures and best practices for accepting credit card payments using the Mobilescape system.

**End User License Agreement (EULA)** – The BankServ EULA outlines the terms and conditions for your Mobilescape Manager account.

**Report Bug** – This Mobilescape Manager feature is currently under development. To report a bug on your Mobilescape Manager account, e-mail [support@commerciant.com](mailto:support@commerciant.com).



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Suite 190  
Houston, Texas 77042

1-866-414-5600 (Mobilescape Helpline)  
[www.commerciant.com](http://www.commerciant.com)  
[support@commerciant.com](mailto:support@commerciant.com)