Punchey

Owner's Manual

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Getting Started on Installation:

Step 1: Download the Punchey App directly on the iPod or iPhone or iPhone by locating the App Store on the main screen. Search for Punchey POS and install.

**Step 2:** Login to your Punchey account by opening the newly downloaded app, providing your username and password. Once you are logged into Punchey POS, you will automatically be brought to the Transaction page, displayed below:
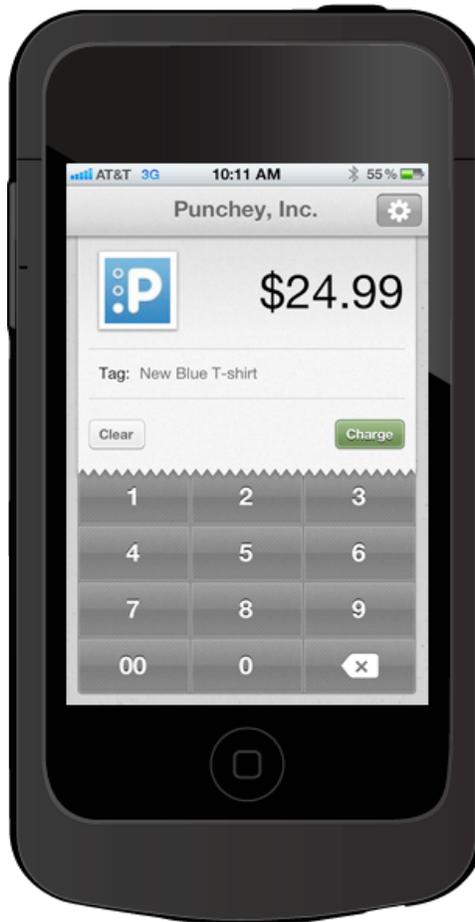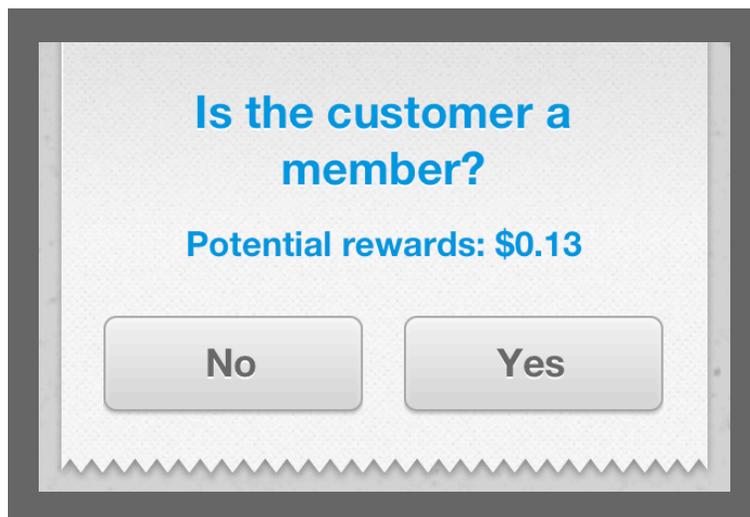
Usage:

Step 1: To process a payment, enter in the amount, along with the description and press Charge. You will be directed to select from one of the following:

A) Manually enter a credit card number,
B) Pay with cash
C) Or swipe the consumer's card.
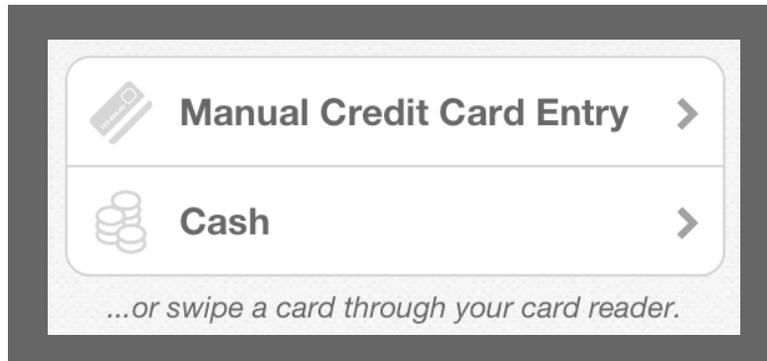
Step 2: If the transaction is successful, you should be directed to the following page:

If you click "Yes", you will be asked to find the member from the list of names that appears. Ask the customer if they want to activate the card they used to complete their purchase in order to automatically receive promotional deals from your company. Press Activate or Skip to continue with the Transaction. If you press No, you will be directed to the Add Member page. If the customer wishes to join the Rewards Program, enter their email address, if not, press Skip to finalize the payment.

Step 3: If you have chosen to require signatures, you will be directed to a screen that allows on-screen signatures. Have the customer sign with their finger or a stylus and press "Accept".
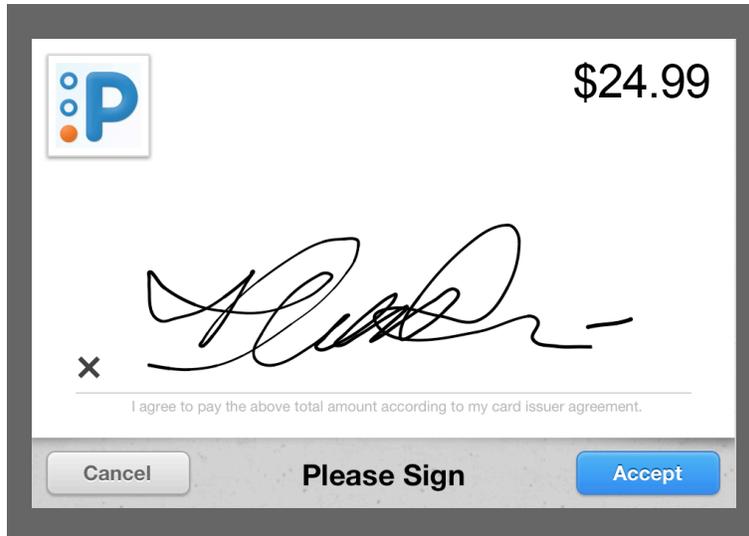
If you have not chosen to require signatures you will be brought to the final page of the transaction. When you see a page that looks like the image below, you know the payment has been authorized.
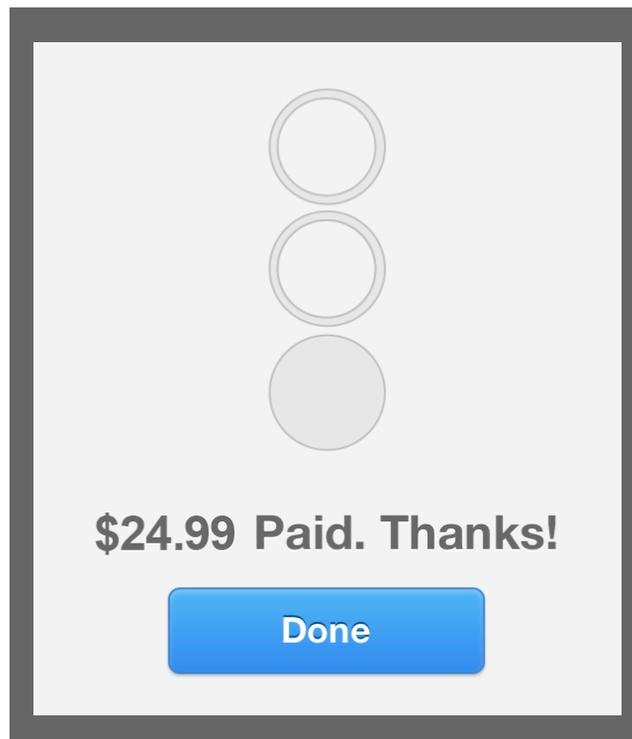
ATTACHING / DETACHING THE CASE

Attaching the Punchey Case:

The Punchey case has two parts. Slide the iPod or iPhone into the case. Now take the top of the case and place the latches in the correct spots on the left and right, press firmly to attach.
For users with an existing Punchey account, look to see that the Punchey App will say "card reader connected." This indicates that the device is ready to process payments!

Detaching the Punchey Case:

To remove the iPod or iPhone from the mobile case, refer to the illustrations below:

A) Place the device on a flat surface.
B) Locate the small arrow on the top right hand side of the case.
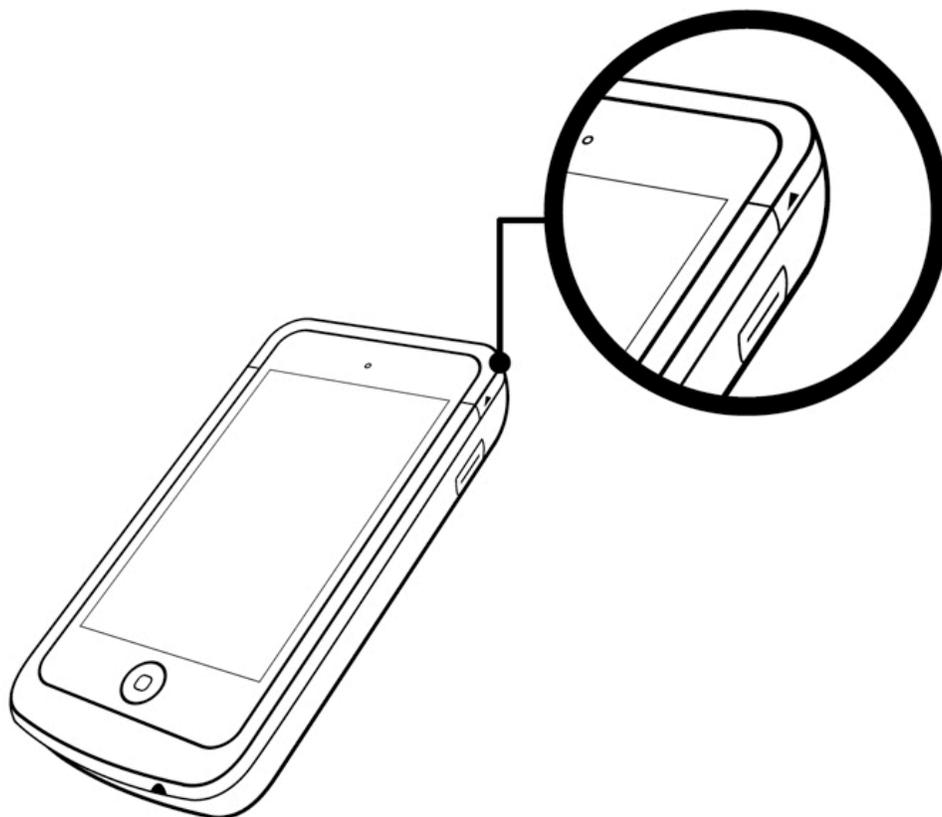
C) Pull upwards, towards the ceiling, gently pushing down on the iPod or iPhone.
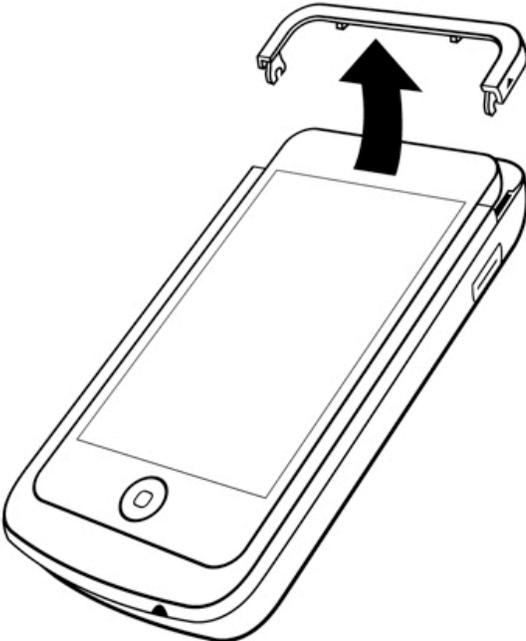
D) The top of the case will release, allowing you to slide the iPod or iPhone out of its case.
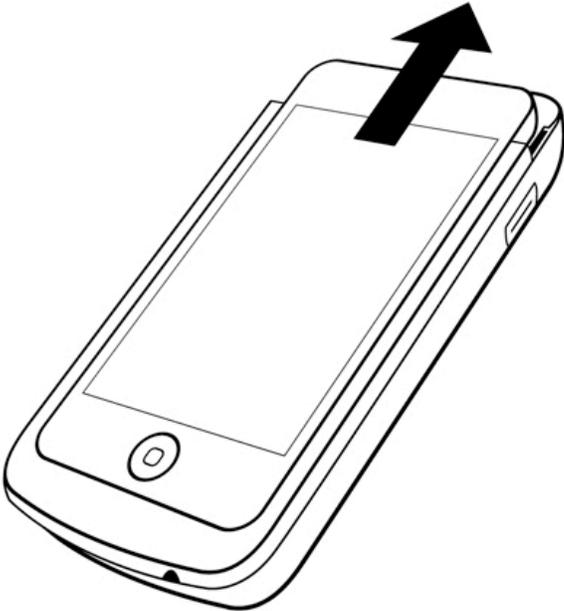
Charging:

Plug the small side of the USB cord into bottom of the Punchey case and connect the other end to a computer. A green LED light will blink when charging.
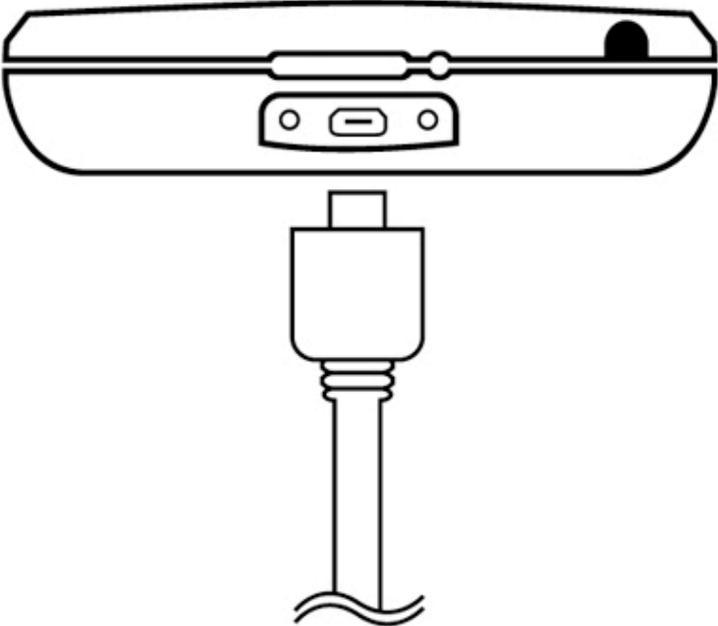
Settings:

From the initial log in Punchey POS page, you will see a circular wheel in the top right corner. This is the settings button. The image refers to the Settings page displayed below.
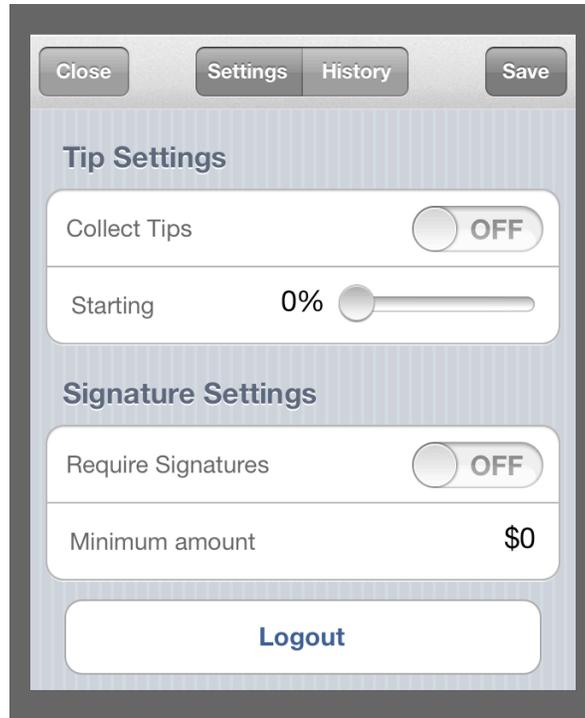
Select From the Following:

Collect tips: Slide to "Off" or "On".

Starting %: Slide bar to display the automatic % of the transaction you want included as a tip.

Signature Settings: Slide to "Off" or "On".

Minimum amount: Choose certain price at which you would like to start requiring signatures.

Logout: Hit Log Out to protect confidential information when you are not using Punchey.

Customer History:

If you click on the History button, located at the top of the Settings Page, you'll see all of the transactions made through Punchey Mobile, listed chronologically. You can search for individual transactions by entering in the customer's credit card number or customer name into the search bar.

Receipts of Refunds:

When you press on a transaction you'll be brought to the customer's receipt where you'll find transaction details, **or to be able to refund a purchase**.

Accessories:

Stylus: In addition to the Punchey IPod or IPhone case you may also wish to purchase the stylus for your customer's use when signing the on-screen receipt.

Punchey Desktop

Getting Started on Installation:

Step 1: Connect the USB cable into one of the USB ports on your computer and attach the other, smaller, end into the device.

Step 2: Make sure your keyboard is set to Standard English. To do so, locate System Preferences and follow the instructions given under the Language section.

Step 3: Make sure the computer you are using has an Internet connection. This is vital in order to process a payment. Installing is as easy as that! No downloads necessary, the Punchey POS is ready to use.

(Punchey desktop comes with mounting tools so that you can position the device in a comfortable location to facilitate easy swiping).

Usage on Payments:

In order to process a payment the business must be signed into www.punchey.com. A card can be swiped through the machine when the LED light, displays as a solid or blinking green light.

When the cardholder is present:

A) On the left hand side of the home page there is a tab called Payments, located beneath Dashboard. Click on this tab and multiple sub categories will appear, as shown below.

B) Click Swipe Credit Card and you will be brought to the Sales Terminal.

C) Enter the amount to be charged along with a description of the item and press Next.

Swiping:

Punchey Desktop reads the credit card when you slide it, stripe down, through the slot, forward or backwards. To complete the transaction, swipe the credit card through the terminal.
After you swipe the card, you'll automatically be transferred to a Receipt page. On this page the customer will have the option of receiving the receipt as an email, text message
(SMS) or printed receipt. Print a copy for the customer to sign for your company record.

If the cardholder is not present:

A) When the cardholder is not present the Virtual Terminal comes into use. Located under the Payment section, click Payments, then Virtual Terminal.

B) Select the type of card your customer is using, enter the credit card holder's information on the page that looks like the one below.

C) Once completed, press Charge. If the transaction is successful you will be brought to the Receipt page, shown above.

To Locate a Receipt:

A) To locate a receipt click; Payments, then Transactions.

B) Locate the Customer's Name and press Receipt, the last button on the right hand side.

To Issue a Refund:

A) To issue a refund, click Payments, then Transactions.

B) Locate the customer's name and press Receipt.

C) Click Issue Refund. The receipt page will give you all of the transaction details as well as the location of the sale.

Customer History:

From the Customers tab on the left hand side of the website, you can easily keep track of all customer transactions. Information on number of times customers have purchased a good or service, cost of sales, date of last visit, and their status as a consumer are easily accessed from this tab.

Features on LED Indicator:

The LED indicator will be one of four colors, black, amber, green or red:

A) Black: When the USB cord is not connected to the reader, or not connected to the computer securely, the light will be black. This indicates that the machine is off.

B) Amber: When first plugged in the light will be amber, implying the reader needs to be charged. Once the reader has charged, the LED indicator will turn green.

C) Green: A solid green light signifies that the machine is ready for use or awaiting authentication. When a card is swiped and authenticate, the LED light will blink green to inform the user that the transaction was successful.

D) Red: A red light after swiping a card indicates that the host has failed. The light will remain red until the host completes authentication or the machine is rebooted.

Compatibility:

Our software is currently compatible with the following browsers:

Mac Lion :

Latest Chrome (20)
Latest Safari (5)
Latest Firefox (13)

Windows Vista & Windows 7:

Internet Explorer 8
Internet Explorer 9
Latest Chrome
Latest Firefox

Our product will work with a range of other browsers and operating systems.

Language:

At this time, the Punchey Desktop is set up to work with the Standard English keyboard. To make sure your language is set to this specification please follow the below instructions.

On a Mac:

Step 1: Click the Apple icon in the upper left corner of your computer, then click System Preferences.

Step 2: Click Language and Text, then the Input Sources tab.

Step 3: Make identify that the keyboard language is set to Standard English. If this is not the case, select this option from the drop-down menu.

On a PC:

The process will vary for this function based on the OS you use. Please refer to the website link below to learn how to change your keyboard settings.

http://www.conversationexchange.com/resources/keyboard-language.php

FREQUENTLY ASKED QUESTIONS

Is it safe?

This credit card processor is extremely safe with data protection features such as:

A) Advanced card authentication.
B) Data encryption and host authentication.

With each transaction, the encryption formula is modified giving each transaction its own unique algorithm in order to ensure the safety of each card.

How quickly can the Punchey Desktop read a swipe?

Punchey Desktop reads a card, on average, between 5-15 seconds. How quickly the information is transferred onto the Punchey website will depend on your personal Internet connection.

How can I print a paper receipt?

If a customer requests a printed receipt:

A) Log on to www.punchey.com from a computer which is connected to a printer
B) Click Payments, then Transactions and locate the customer's name
C) Press the Receipt button, the last button on the right hand side, to print the receipt.

The Punchey Mobile device does not seem to be charging.

Make sure that both ends of the USB cord are securely connected. When the screen is locked, the large green bar indicates that the device is charging (the image below shows what you will see).

When the IPod or IPhone is unlocked (arrow bar slid to the right) you'll notice a charging symbol in the top right hand corner.

Am I given accessibility to the Punchey Website?

As a Punchey customer, you have complete access to the Punchey website. We encourage you to become familiar with the website. It has many great benefits including marketing information and much more.

Signature for mobile payments:

Punchey Mobile offers the option to disable a customer signature for card payments. Skipping this step will save you time when there is a long line of customers. The option to forego signatures is located when you are logged on to the Punchey POS app, in the setting button on the top right hand side of the screen. Some credit card companies will not pay charge back fees if the merchant does not have a proper signature. To erase a signature, simply shake the device.

Adding descriptions to your payments:

Adding item descriptions to each transaction is important in order to keep track of your business transactions as well as inventory. When a cardholder receives a receipt from a merchant, they can see what they bought. Adding a description only takes a couple of seconds and will save your business time in the long run.

Did my payment go through?

You can be sure that your transaction has been completed when you see the following image on Punchey Mobile or you are brought to the Receipt page on the Punchey.com.

What cards can I accept?

Visa, MasterCard, Discover and American Express.

How do I add tax?

To date there is no option to automatically add tax onto your transactions. Please enter the cost of the item as well as tax as the total amount.

How do customers redeem their rewards?

Punchey believes promotions are a great way for a business to create loyal customers. With our Member Rewards program, you will have the opportunity to link your customer's card to automatically redeem rewards when shopping at your business. Through research our company has learned that these automatic rewards will cause customers to feel appreciated by your business in turn creating repeat business.

I forgot my Password:

If you have forgotten your password there is a link below user login at Punchey.com. Provide the email address and press Send. Punchey will send you an email with steps to reset your password.

My customer's card was declined:

 First have your customer call their credit card holder to make sure that their card is active. If there is no problem on the credit card processing end there are a number of things that could be causing the issue. First, make sure your device is connection to an Internet source. Try to process the transaction again as it is possible that the device simply did not get a good read of the card. If your problems persist please contact the support team at Punchey.

Can I take payments offline?

The software that Punchey uses requires an Internet connection in order to process business transactions successfully. A Wi-Fi or 3G connections or your phone can be used to complete a transaction. There is no way to take payments and upload the information at a later date due to security concerns for both you and your customer.

Where can I review my Sales Summary?

Online at punchey.com you will see your company's sales summary under Business Statistics. Your Sales Summary will include, Average Sale Size, Average Daily Sales, and Average Daily Transactions.