

Secure Payment Systems

MOBILEXPRESS21 INSTRUCTIONS

Rev 1.0

	State Codes
41	AL Alabama
42	AK Alaska
43	AZ Arizona
45	AR Arkansas
46	CA California
47	CO Colorado
48	CT Connecticut
91	DC Wash DC
77	DE Delaware
49	FL Florida
50	GA Georgia
51	HI Hawaii
52	ID Idaho
53	IL Illinois
54	IN Indiana
56	IA Iowa
57	KS Kansas
58	KY Kentucky
59	LA Louisiana
60	ME Maine
61	MD Maryland
62	MA Massachusetts
63	MI Michigan
64	MN Minnesota
65	MS Mississippi
67	MO Missouri
68	MT Montana
69	NE Nebraska
70	NV Nevada
71	NH New Hamp
66	NJ New Jersey
72	NM New Mexico
55	NY New York
73	NC N Carolina
74	ND N Dakota
75	OH Ohio
76	OK Oklahoma
78	OR Oregon
44	PA Pennsylvania
79	RI Rhode Island
80	SC S Carolina
81	SD S Dakota
82	TN Tennessee
83	TX Texas
84	UT Utah
85	VT Vermont
86	VA Virginia
87	WA Washington
88	WV W Virginia
89	WI Wisconsin
90	WY Wyoming
92	AS Amer Samoa
93	CZ Military ID
94	GU Guam
95	PR Puerto Rico
96	VI Virgin Islands
28	AB Alberta
29	BC Brit Columbia
30	MB Manitoba
31	NB New Bruns
32	NL Newfoundland
33	NW Terr
34	NS Nova Scotia
35	ON Ontario
36	PE Pr Edward Isl.
37	QC Quebec
38	SK Saskatchewan
39	YT Yukon Terr

A. Logging In

1. Select the MobileXpress21 icon to launch the application
2. Touch the **Username** field to key the username provided, pressing the "**Done**" button when finished
3. Touch the **Password** field to key the password provided, pressing the "**Done**" button when finished
Note: Both the Username and Password fields are case-sensitive.
4. Press the "**Login**" button to begin processing

B. Performing a Check Transaction

1. Select Action

- a) Press the "**Deposit**" button to begin

2. Enter Amount of Check

- a) Enter the amount of the check to be processed and press the "**Enter**" button

*Note: Amounts entered without the decimal will be treated as whole numbers. Use the yellow "**C**" button to clear the Amount field, the red "**Cancel**" button to exit the transaction.*

3. Photograph Front of Check

- a) Sight the check on the view screen (length or width-wise) and press the button to photograph the face of the check

Note: It is recommended to use a background that contrasts with the check. A white check on a white background may not photograph correctly.

- i If the image of the check is not blurred, press the "**Use**" button to continue
- ii If the image is blurred or the entirety check is not visible, press the "**Retake**" button to try again

4. Photograph Back of Check

- a) Sight the check on the view screen (length or width-wise) and press the button to photograph the back of the check

Note: It is recommended to use a background that contrasts with the check. A white check on a white background may not photograph correctly.

- i If the image of the check is not blurred, press the "**Use**" button to continue
- ii If the image is blurred or the entirety check is not visible, press the "**Retake**" button to try again

5. Check Number

- a) Touch the Check Number prompt to access

- i Enter the check number exactly as it appears in the upper right-hand corner of the check and press the "**Done**" button to continue

*Note: Pressing the "**Cancel**" button will exit to the Main Screen, cancelling the transaction.*

6. Phone Number

- a) Touch the Phone Number prompt to access

- i Enter the consumer's telephone number, starting with the Area Code, and press the "**Done**" button to continue

*Note: The telephone number will have 10 digits. Pressing the "**Cancel**" button will exit to the Main Screen, cancelling the transaction.*

If using Guarantee service, continue to step #7. If only Verification service is being used, the DL State, DL#, and DOB-mmddyyyy prompts will not appear. Continue then to step #10.

7. DL State

- a) Touch the DL State prompt to access
 - i Enter the two-digit State Code (or two-letter State abbreviation) and press the "**Done**" button to continue.

*Note: The State Code table is located to the left of this page. Pressing the "**Cancel**" button will exit to the Main Screen, cancelling the transaction.*

8. DL

- a) Touch the DL # prompt to access
 - i Enter the entire Driver's License number as printed on the license and press the "**Done**" button to continue.

*Note: Pressing the "**Cancel**" button will exit to the Main Screen, cancelling the transaction.*

9. **DOB-mmddyyyy**

- a) Touch the DOB-mmddyyyy prompt to access
 - i Enter the date of birth (in mmddyyyy format) and press the **“Done”** button to continue.
- Note:** Pressing the **“Cancel”** button will exit to the Main Screen, cancelling the transaction.

10. **Submitting the Transaction**

- a) Verify the information displayed is correct and press the **“Save”** button to submit for processing
- Note:** Pressing the **“Cancel”** button will exit to the Main Screen, cancelling the transaction.
- i If the screen displays, **“Upload Successful!”**, the transaction is complete.
 - ii If the screen displays: **“Call Ctr – nn ? ?”** (where nn = a two digit number) immediately call the SPS voice authorization center for operator approval. Upon receiving approval:
 - Force the transaction (similar to forcing a credit card transaction), by immediately rerunning the transaction just like the original transaction (do not delay as the voice authorization will time out), starting at step #1.
 - iii If the screen displays, **“Blurred image. Please retake the photo. Hold camera steady and possibly also a bit farther away.”** Press the **“Retake”** button to return to step #3.
 - iv If the screen displays an error response such as: **“Micr/Chk # Error ? ?”** or **“DL Error ? ?”**, **“DOB Error ? ?”**, **“Phone # Error ? ?”**, or **“? ? ?”**, rerun the transaction from the beginning (step #1) or call Secure Payment Systems for assistance.

C. **Voiding a transaction**

If it is necessary to Void a transaction that has been successfully processed, call 888-313-7842, extension 1. Please be ready to provide the Merchant ID, the amount of the transaction, and the Item Number (located on the Details screen in Review).

Note: Transactions must be voided on the same day that they are run.

D. **Using the Review Screen**

1. **Select Action**

- a) Press the **“Review”** button to begin

2. **Select Action**

- a) From the list, select the transaction to be viewed

Note: The latest transactions will be near the top of the list.

3. **Review Transaction**

- a) Beneath the header of Deposit Status are the Approval Code, Item Number, Batch ID#, and the Amount of the transaction.
 - i The Approval Code reflects the status of the transaction, and will begin with the word, “OKAY” if the transaction was successful.
 - ii The Item Number is a unique identifier for the transaction. This number is useful for tracking purposes and is necessary for Voiding.
 - iii The Batch ID# is a unique identifier for the processing batch in which the transaction resides. Deposits will be made in aggregated amounts equaling the total of the transaction in the batch.
 - iv The amount is for reference. If the amount shown is not the correct amount of the transaction, it is important to call Secure Payment Systems immediately in order to Void the transaction and resubmit using the correct amount.
- b) Press the **“Front”** or **“Back”** buttons to display the images of the check as processed. Press the **“Review”** button to return to the Review Screen.

