



## **ACTIVE POS User Guide**

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### About ACTIVE Network, LLC

ACTIVE Network, LLC is a technology and media company that helps millions of people find and register for things to do and helps organizations increase participation in their activities and events.

For more information about ACTIVE Network, LLC products and services, please visit [ACTIVEnetwork.com](https://activenetwork.com).

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## About ACTIVE POS

ACTIVE POS allows event organizers, staff and volunteers to easily make sales, process transactions and track orders onsite at an event.

ACTIVE POS:

- Integrates seamlessly with ACTIVEWorks Endurance and Camps and Class Manager.
- Loads your event merchandise for on-site sale into the app.
- Easily switches between different events.
- Accepts cash and credit card payments.
- Supports MagTek card readers.
- Supports offline mode (swipe card only, no manual entry) in case of no or limited internet connectivity.
- Automatically processes offline transactions when the device regains internet connectivity.
- Allows users to search and view order details anytime, anywhere.

## Setting up the app

### System requirements

ACTIVE POS is designed for use on:

- Apple iPad devices running iOS 11 or later.
- Samsung Galaxy S4 tablets running Android 9 or later.

### Installing peripherals

#### Installing a card reader

ACTIVE POS supports the following magnetic-stripe card readers:

- For Apple iPad devices:
  - MagTek iDynamo Swipe Card Reader (Magtek PN: 21073131 REV – H)  
(<https://www.magtek.com/product/idynamo>)
- For Samsung Galaxy S4 tablets:
  - MagTek uDynamo Audio Jack Swipe Card Reader (Magtek PN: 21073092 REV – C)  
(<https://www.magtek.com/product/udynamo>)

#### Note:

- If you purchase a card reader from ACTIVE, then it will be preconfigured with the correct Key Set ID (KSID) and can be plugged into your mobile POS device without further configuration.
- If you purchase your card reader directly from MagTek or a 3<sup>rd</sup>-party supplier, then you must first configure the Key Set ID (KSID) on the card reader by following the instructions in:
  - [Appendix I: Reconfiguring iDynamo iOS card reader Key Set IDs](#)
  - [Appendix II: Reconfiguring uDynamo Android card reader Key Set IDs](#)

To install a card reader on the mobile POS device:

- For Apple iPad devices: plug the card reader into the Lightning port.
- For Samsung Galaxy S4 tablets: plug the card reader into the headphone socket.

iPad or iPad mini

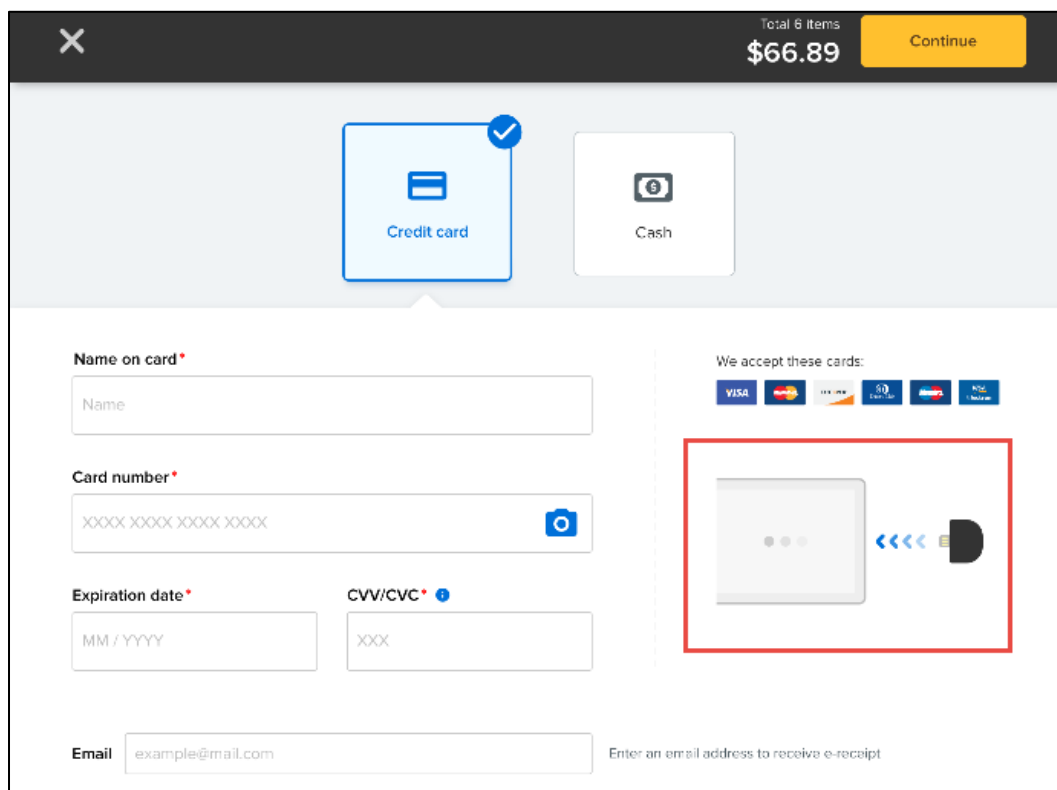


Samsung Galaxy S4



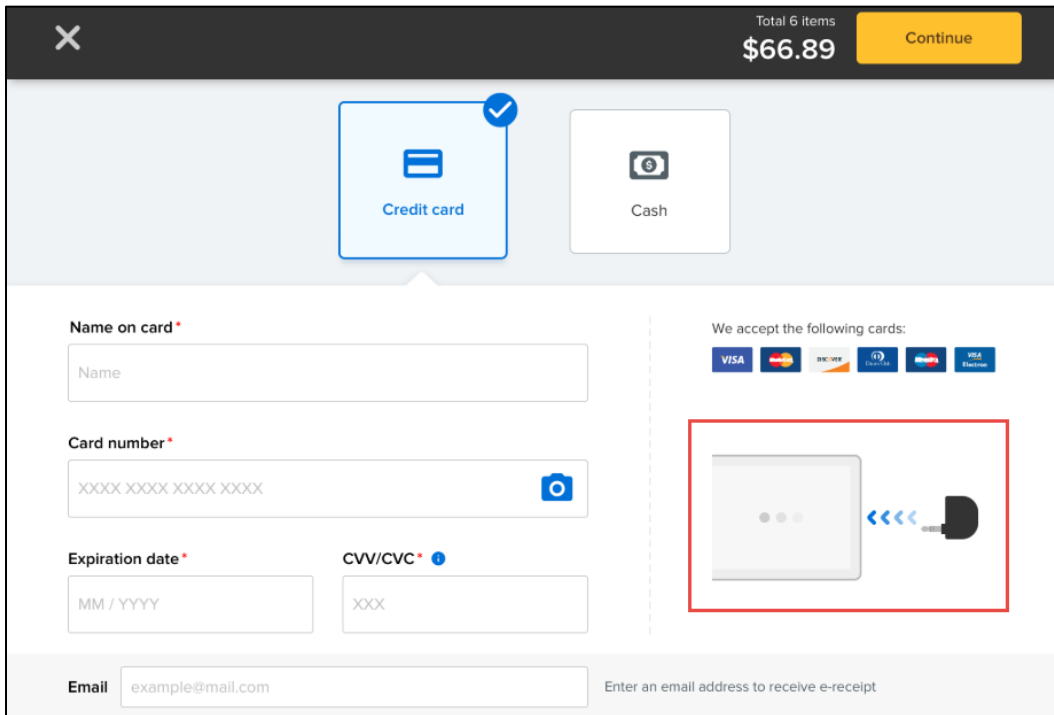
Before the card reader is plugged in, the POS checkout screens on iPad/iPad mini and Samsung Galaxy S4 tablets display different card reader installation instructions:

iPad or iPad mini



The screenshot shows the POS checkout interface on an iPad or iPad mini. At the top, it displays 'Total 6 items' and '\$66.89' with a 'Continue' button. Below this, there are two main payment options: 'Credit card' (highlighted with a blue checkmark) and 'Cash'. The 'Credit card' section includes fields for 'Name on card', 'Card number', 'Expiration date', and 'CVV/CVC'. To the right of these fields, there is a section titled 'We accept these cards:' with logos for VISA, MasterCard, American Express, Discover, and others. A red box highlights a card reader icon in the bottom right corner of the screen, indicating where to plug the card reader.

Samsung Galaxy S4



Total 6 items  
\$66.89

Continue

Credit card

Cash

Name on card \*

Card number \*

Expiration date \*

CVV/CVC \*

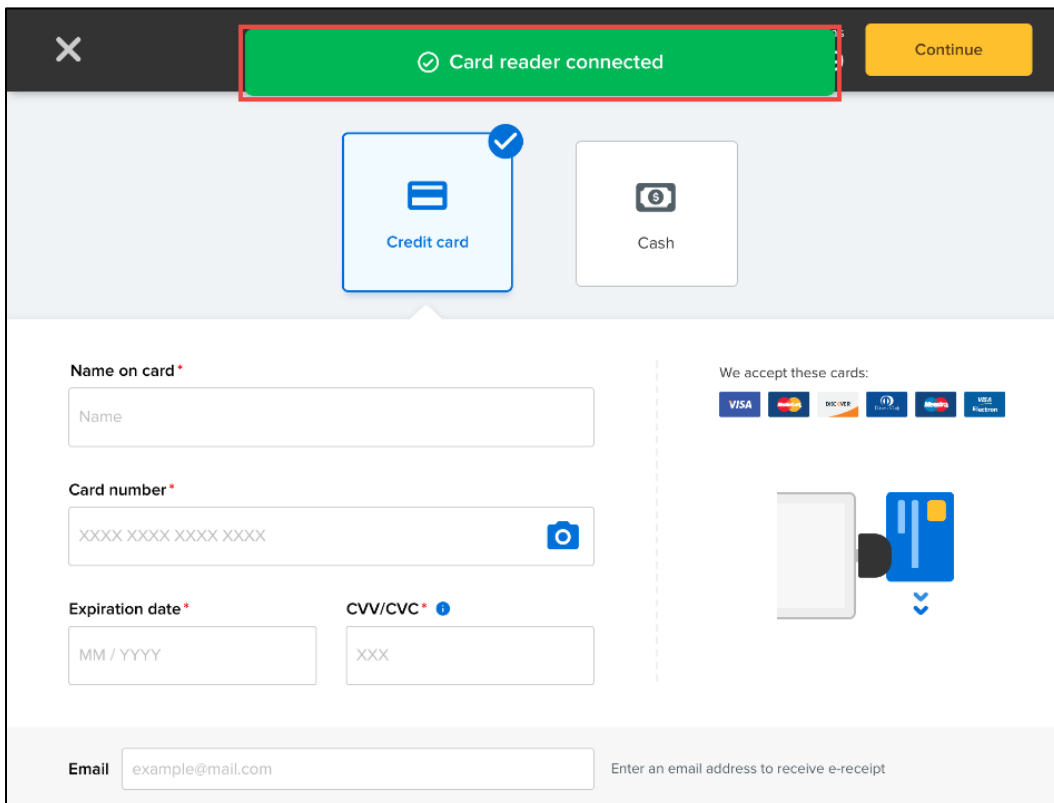
We accept the following cards:

VISA, MASTERCARD, DISCOVER, AMERICAN EXPRESS, VISA ELECTRON

Email example@mail.com

Enter an email address to receive e-receipt

Once the card reader is connected, the “Card reader connected” message appears on the current screen:



Card reader connected

Continue

Credit card

Cash

Name on card \*

Card number \*

Expiration date \*

CVV/CVC \*

We accept these cards:

VISA, MASTERCARD, DISCOVER, AMERICAN EXPRESS, VISA ELECTRON

Email example@mail.com

Enter an email address to receive e-receipt

**Note:** if the card reader fails to process transactions, then please refer to:

- [Appendix I: Reconfiguring iDynamo iOS card reader Key Set IDs](#)
- [Appendix II: Reconfiguring uDynamo Android card reader Key Set IDs](#)

### Setting up item barcodes

ACTIVE POS supports on-site sales by scanning item barcodes. To generate barcodes for merchandise items, agency administrators or supervisors must:

1. Acquire product IDs by contacting ACTIVE Support ([support.activenetwork.com/endurance](mailto:support.activenetwork.com/endurance) or [clientcare@activenetwork.com](mailto:clientcare@activenetwork.com))
2. Generate barcodes from the product IDs using a third-party barcode tool. The following barcode types are supported:
  - code128 (recommended by ACTIVE POS)
  - aztec
  - code39
  - code39mod43
  - code93
  - ean13 (iOS can convert upca barcodes to ean13 by adding a 0 in front.)
  - ean8
  - pdf417
  - qr
  - upce
  - interleaved2of5 (when available)
  - itf14 (when available)
  - datamatrix (when available)
3. Print out the barcodes and affix them to the corresponding items.

For more information on using this feature, see [Adding items by scanning item barcodes](#).

### How is credit card information secured?

- For credit card transactions, sensitive data on the magnetic stripe is encrypted and protected by the card reader.
- When the network is connected, encrypted sensitive data is transmitted from the card reader to the PCI-DSS compliant AMS environment and is not stored in the application or the mobile POS device.
- When the network is not available (offline mode), credit card payments are only accepted by swiping the card through the card reader. Encrypted sensitive data is stored in the mobile POS device until it regains internet connection and is then submitted to the PCI-DSS compliant AMS environment.

### Security recommendations

To ensure the confidentiality of customers' credit card data and to prevent misuse of their credit card accounts, please observe the following recommendations:

**For agency administrators/supervisors:**

- Ensure that the mobile POS device is protected by a secure PIN code and configure the device to self-lock when not in use.
- Ensure that operating system updates and security patches are installed in a timely manner.
- Do not root or jailbreak the mobile POS device or install any unauthorized applications.
- Do not uninstall the app until it is confirmed that all offline orders have been processed, otherwise pending orders made in offline mode might be lost.
- Only connect to a secure, WPA/WPA2 password-protected Wi-Fi network or a trusted cellular data network. For more information about Wi-Fi network security, please see [Tips for Using Public Wi-Fi Networks](#).
- Disable any unused wireless interfaces (such as Bluetooth or Cellular) on the mobile POS device.
- Restrict access to the mobile POS device to only authorized personnel.

**For ACTIVE POS app users:**

- Do not leave the mobile POS device unattended or allow unauthorized personnel to use it.
- Do not disclose the mobile POS device PIN code.
- Lock the mobile POS device when it is not in use.
- Do not uninstall the app, otherwise pending orders made in offline mode might be lost.
- Do not install any unauthorized applications on the device.
- Do not connect any unauthorized peripherals to the device.
- Do not connect the device to any unauthorized wireless networks.
- Cardholder information (such as name, address and card details) must be treated as confidential and must not be divulged to anyone.
- If the device has been accessed by unauthorized persons or is lost, report this immediately to your supervisor.

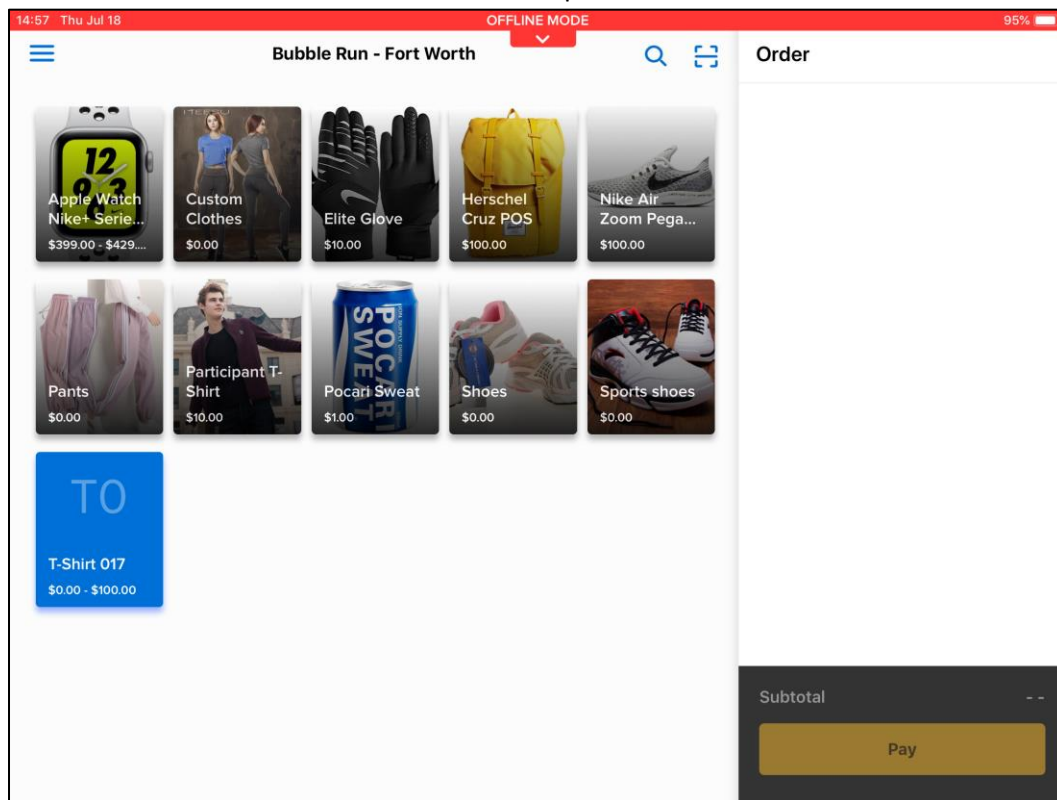


## Offline mode

During an event sale, if the network is disconnected, then ACTIVE POS automatically switches to offline mode (indicated by a red **OFFLINE MODE** status bar on top), allowing you to continue with the sale. Offline mode credit card transactions will be processed automatically once the mobile POS device reconnects to the network within 72 hours.

After switching to offline mode:

- Only cash and swiped card payments are accepted.
- Manual entry of credit card information is NOT permitted.
- Coupons are NOT supported (the coupon field is disabled).
- If any coupons were applied to the current order before the mobile POS device goes offline, then discounts for these coupons are converted to ad-hoc discounts, so that the order total is unchanged (note: the converted ad-hoc discounts can be removed but not edited). The previously applied coupons are then removed.
- Encrypted sensitive credit card data is stored in the mobile POS device until it reconnects to the network and is then submitted to the PCI-DSS compliant AMS environment.



### Note:

- Offline mode credit card transactions will expire if not submitted within 72 hours.
- If you log out before offline mode credit card transactions can be submitted, then you must log back in within 72 hours to process the payments.

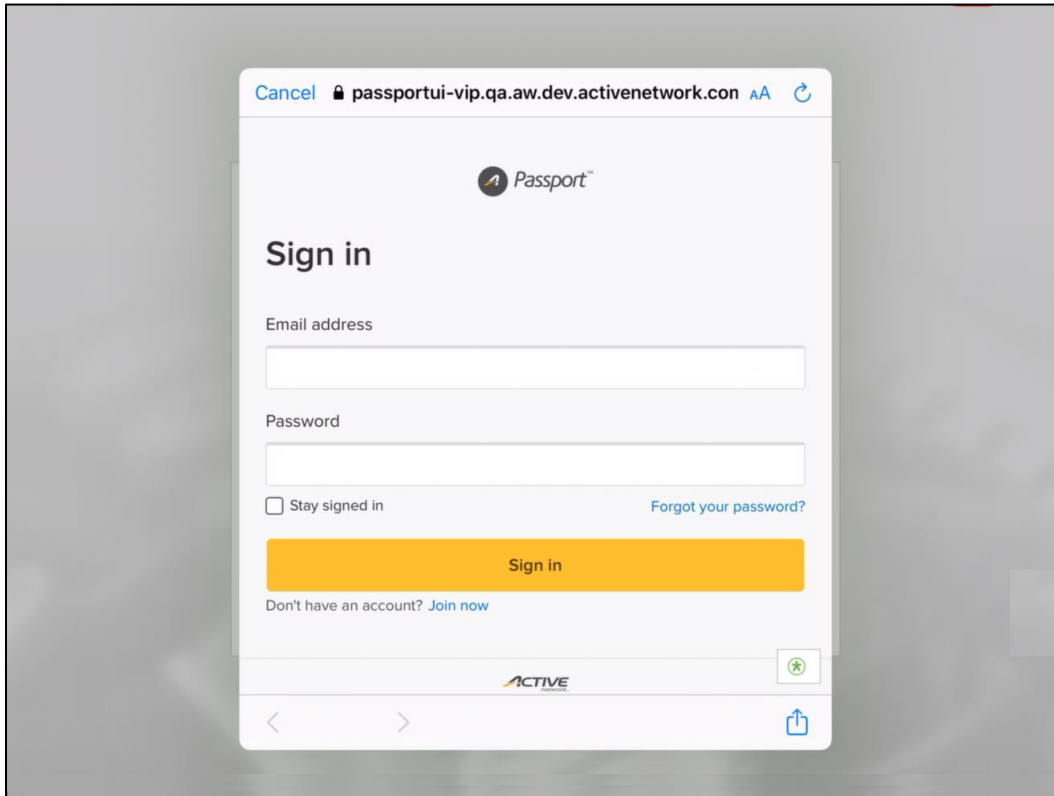
- The agency will be responsible for any expired, declined or disputed card payments accepted while in offline mode. Please verify the cardholder's name and the card expiration date to ensure it is a valid card.
- The agency will be charged processing fees for both online and offline orders.
- Submissions of offline cash payments do not have a time limit.
- Do not uninstall the app, otherwise pending orders made in offline mode might be lost.
- Email receipts for offline orders will be sent after the orders are successfully processed.
- An order in progress during a transition from offline to online mode will be checked-out as an offline order; subsequent orders will be processed as online orders.

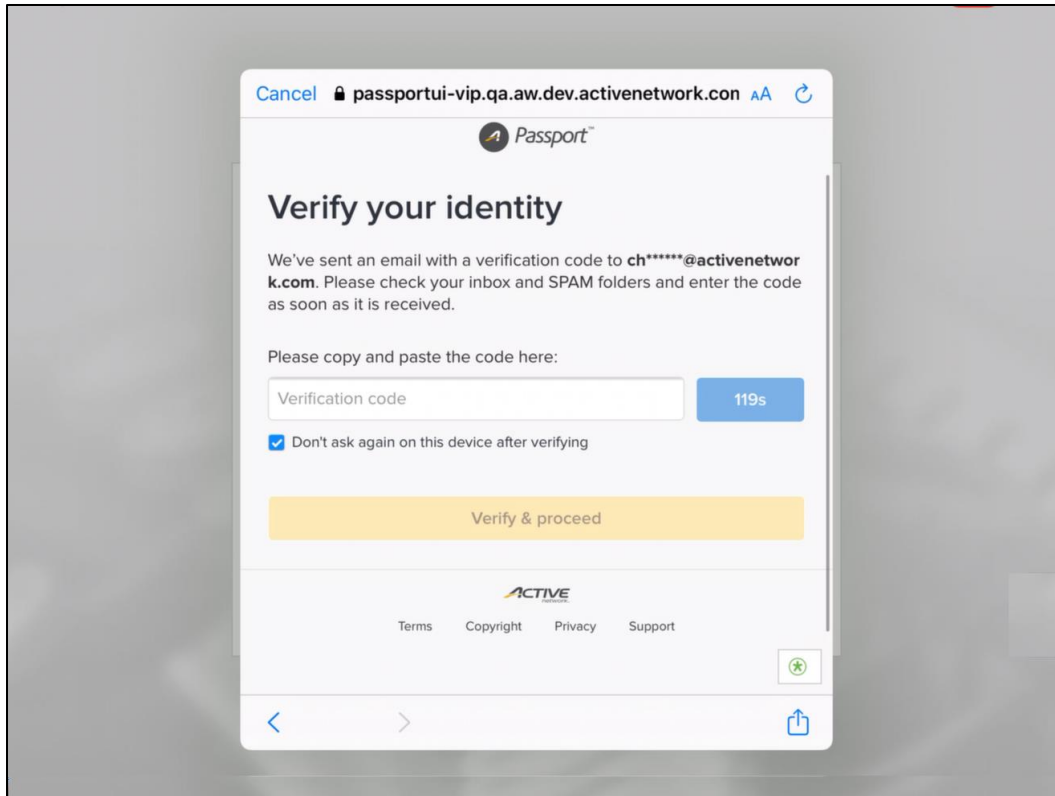
## Selling items with ACTIVE POS

### Signing in and selecting an event

To sign into ACTIVE POS and select an event:

1. Tap the app icon  and enter your Active Passport credentials and the verification code sent to your email address or mobile phone:





2. (optional) For GDPR-compliant agencies where users must sign or re-sign the ACTIVE Terms of Use and Privacy Policy waivers, the **Select country** screen is displayed. Tap your country or region and then tick the waivers.

## Select country

Please select your country so that we can provide you with correct Terms and Conditions and Privacy Policy documents.

United States

Canada

Aaland Islands



Afghanistan

Albania

Next

## Privacy & terms of use

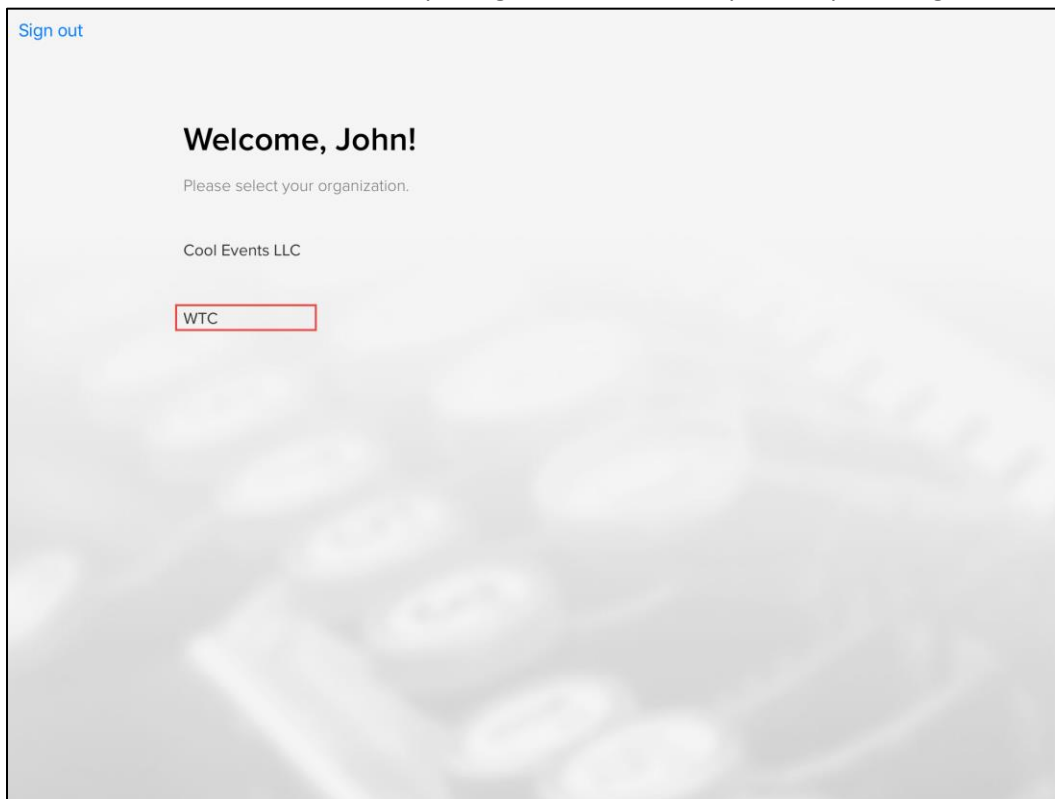
You must accept our Terms of Use and acknowledge our Privacy Policy to use our services. Please review and provide your consent.

☒ I have read and agree to ACTIVE Network's [Terms of Use](#)

☒ I have read and agree to ACTIVE Network's [Privacy Policy](#)

Next

- If your account is associated with multiple organizations, then tap the required organization.



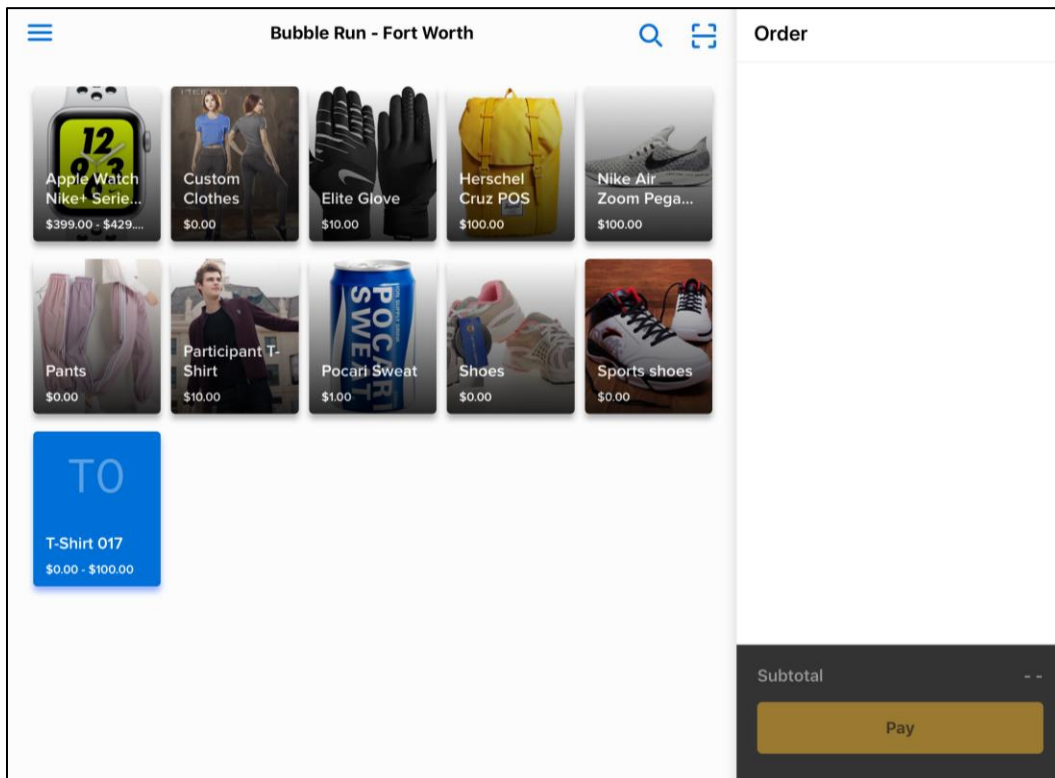
- Tap the required event.

< Select organization	Select event	Current events ▼
Event name	Start date	End date
Dallas Breathe Easy Asthma Awareness 5K Run	04/01/2019	04/01/2020
Hawaiian Falls THE COLONY 13.1/10K/5K	04/01/2019	04/01/2020
Irving Marathon	04/01/2019	04/01/2020
The Colony Half Marathon and Green Dragon 10 Miler	04/01/2019	04/01/2020
The Colony Half Marathon and Green Dragon 15 Miler	04/01/2019	04/01/2020
The Colony Half Marathon and Green Dragon 20 Miler	04/01/2019	04/01/2020
The Colony Half Marathon and Green Dragon 5 Miler	04/01/2019	04/01/2020
Bubble Run - Fort Worth	04/23/2019	12/31/2019
Color Run - Chengdu	03/31/2020	12/08/2020

If you need to select a past event, then tap **Current events** > **Past events**.

Select organization		Select event		Current events ▲
Event name	Start date	End date		✓ Current events
Dallas Breathe Easy Asthma Awareness 5K Run	04/01/2019	04/01/2020		Past events
Hawaiian Falls THE COLONY 13.1/10K/5K	04/01/2019	04/01/2020		
Irving Marathon	04/01/2019	04/01/2020		

Available merchandise for this event is loaded and displayed.



## Switching between events

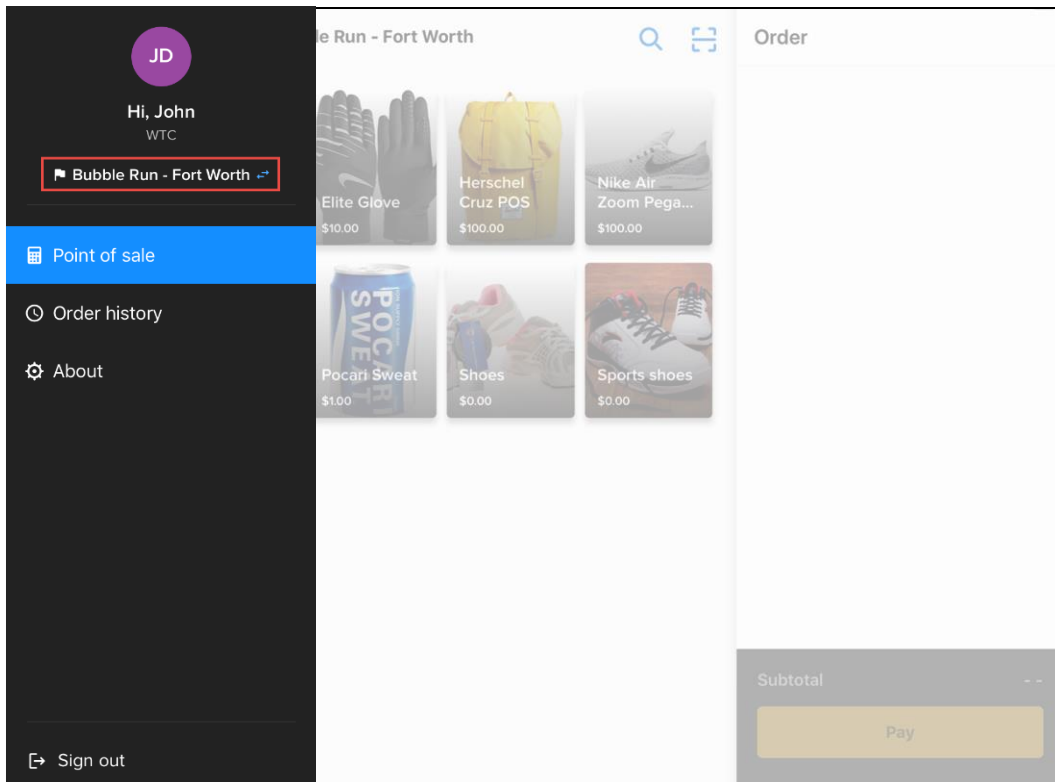
When the mobile POS device is connected (online), you can switch to another event:

1. Tap the ☰ menu icon on the upper left.



2. In the navigation pane, tap the current event.

**Note:** Changing to another event will remove all items in the current **Order**.




3. On the **Select event** screen, tap the required event.

Select organization	Select event	Current events
Event name	Start date	End date
2019 CRC Mother's Day Half Marathon	04/01/2019	04/01/2020
Dallas Breathe Easy Asthma Awareness 5K Run	04/01/2019	04/01/2020
Hawaiian Falls THE COLONY 13.1/10K/5K	04/01/2019	04/01/2020
Irving Marathon	04/01/2019	04/01/2020
The Colony Half Marathon and Green Dragon 10 Miler	04/01/2019	04/01/2020
The Colony Half Marathon and Green Dragon 15 Miler	04/01/2019	04/01/2020
The Colony Half Marathon and Green Dragon 20 Miler	04/01/2019	04/01/2020
The Colony Half Marathon and Green Dragon 5 Miler	04/01/2019	04/01/2020
Bubble Run - Fort Worth	04/23/2019	12/31/2019

**Note:** if your account is associated with multiple organizations, then a **Select organization** link is displayed on the **Select event** screen, allowing you to switch to a different organization if required.

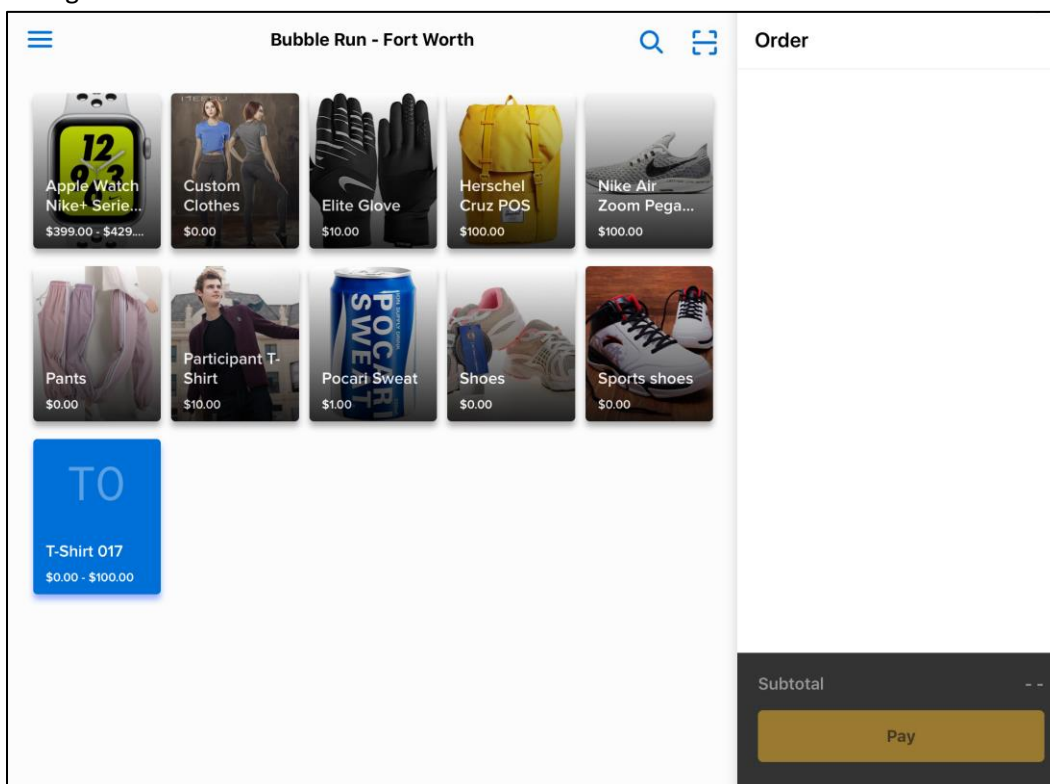


< Select organization	Select event	Current events ▾
Event name	Start date	End date
2019 CRC Mother's Day Half Marathon	04/01/2019	04/01/2020
Dallas Breathe Easy Asthma Awareness 5K Run	04/01/2019	04/01/2020 

## Adding items to the order

The main merchandise sales screen is divided into two sections:

- On the left: a search box and available items.
- On the right: the current order.




The screenshot shows the 'Bubble Run - Fort Worth' merchandise sales screen. The left panel displays a grid of available items with their prices. The right panel shows the 'Order' section with a 'Subtotal' and a 'Pay' button.

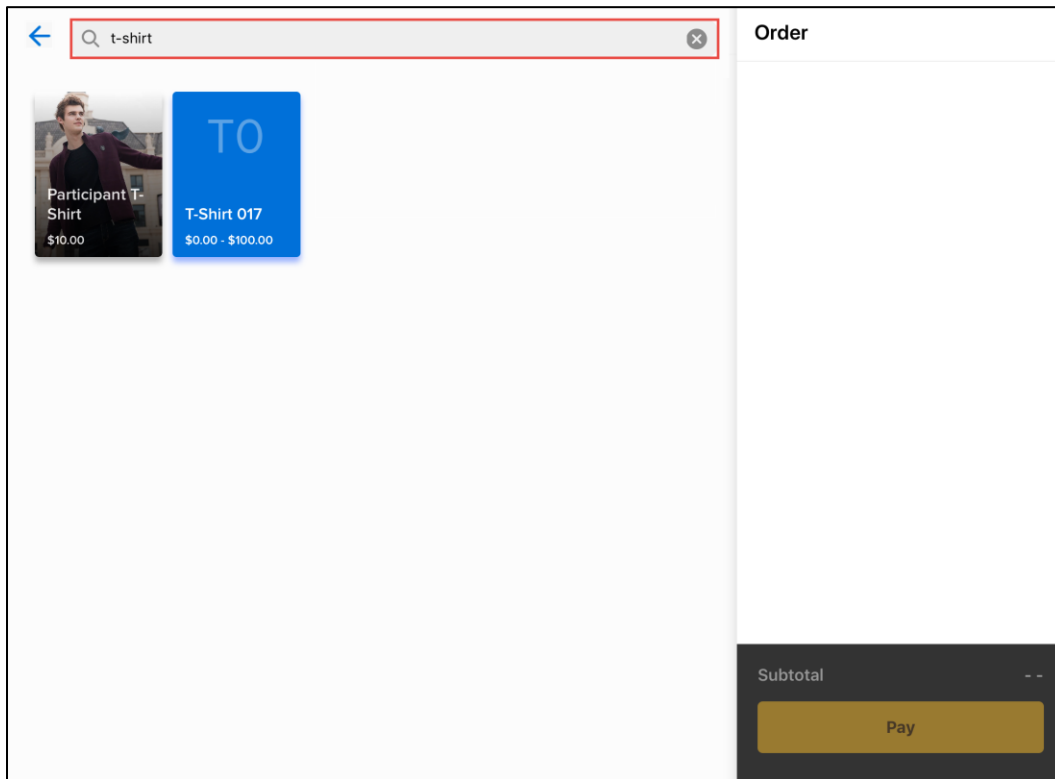
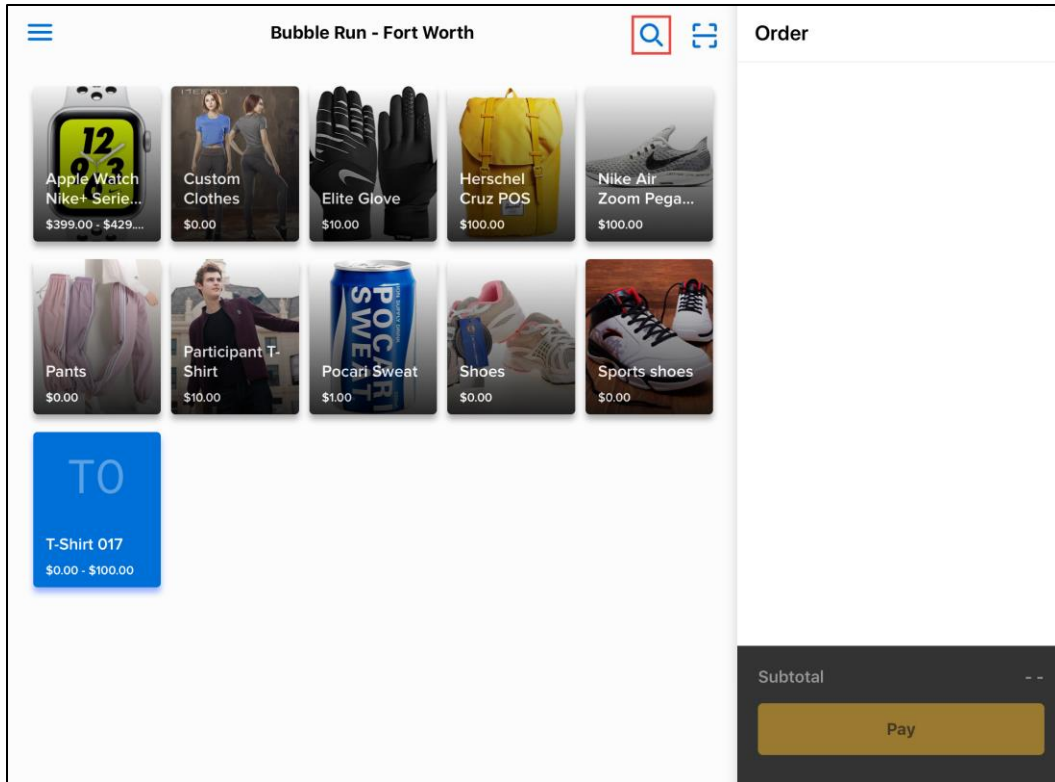
Item	Price
Apple Watch Nike+ Serie...	\$399.00 - \$429.00
Custom Clothes	\$0.00
Elite Glove	\$10.00
Herschel Cruz POS	\$100.00
Nike Air Zoom Pega...	\$100.00
Pants	\$0.00
Participant T-Shirt	\$10.00
Pocari Sweat	\$1.00
Shoes	\$0.00
Sports shoes	\$0.00

Order section:

- Subtotal: --
- Pay button

## Searching for an item

To search for an item, tap the search icon  (note: this icon is hidden if there are no items available for sale) and then enter the item name or product ID in the search box. Matching items are displayed.



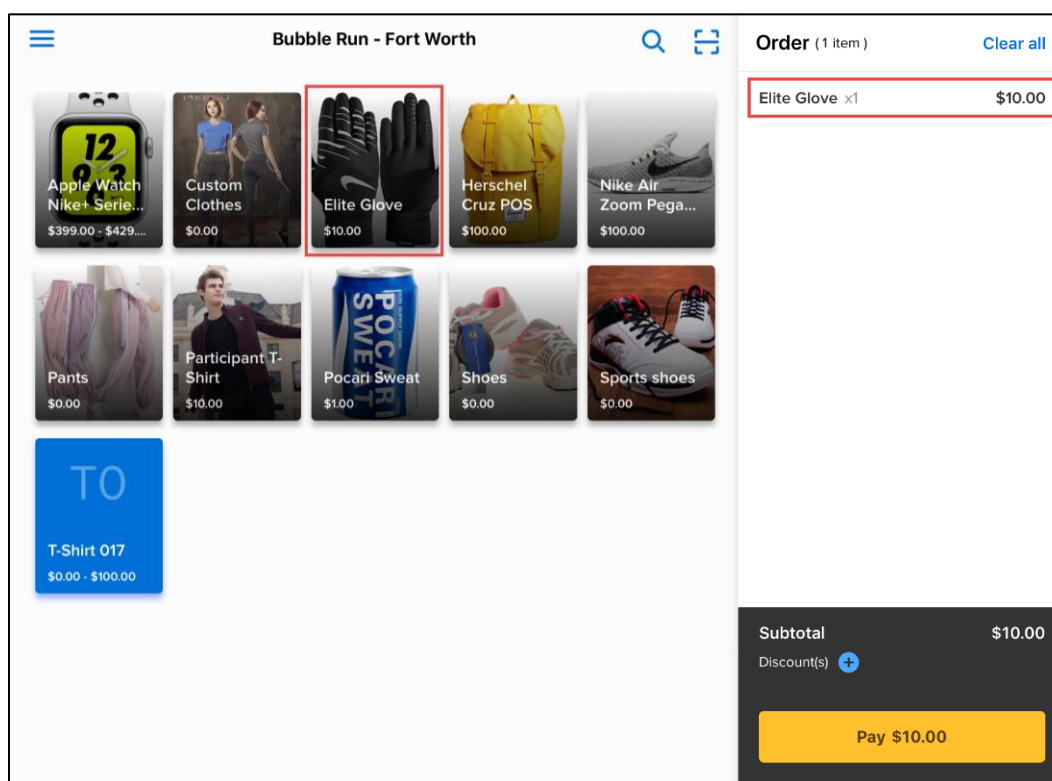
After the search, click the back arrow icon (  ) to return to the main sales screen.

## Adding items from the sales screen


On the sales screen, you can add an item to the order by tapping the required item. Added items are listed under the **Order** list.

To add more of the same item, tap the item again.

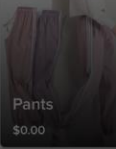
**Note:** If the network is disconnected before adding more items to the order, then the ACTIVE POS automatically switches to offline mode (see [Offline mode](#) for more information).




If an item has variations (for example, clothing sizes or colors), then tapping the item opens the item variation screen.



Apple Watch Nike+ Serie...  
\$399.00 - \$429.00



Pants  
\$0.00



T-Shirt 017  
\$0.00 - \$100.00

### Participant T-Shirt

From Hopkinton to Wellesley to Newton to Boylston, you took part in one of America's oldest traditions. You've run Boston. That's worth showing off.

\$10.00

S

M

L

XL

2XL

3XL

—

1

+

[+ Add discount](#)

Add

### Order (1 item)

[Clear all](#)


Elite Glove x1	\$10.00
----------------	---------

Subtotal \$10.00

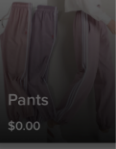
Discount(s) [+](#)

Pay \$10.00


If there are variations of an item in different categories or tiers (e.g. size AND color), then the variations are listed separately under each category, for example:



Apple Watch Nike+ Serie...  
\$399.00 - \$429.00



Pants  
\$0.00



T-Shirt 017  
\$0.00 - \$100.00

### T-shirt

\$10.00

size

Small

Medium

Large

color

Red

Blue

Dark

White

Pink

—

1

+

[+ Add discount](#)

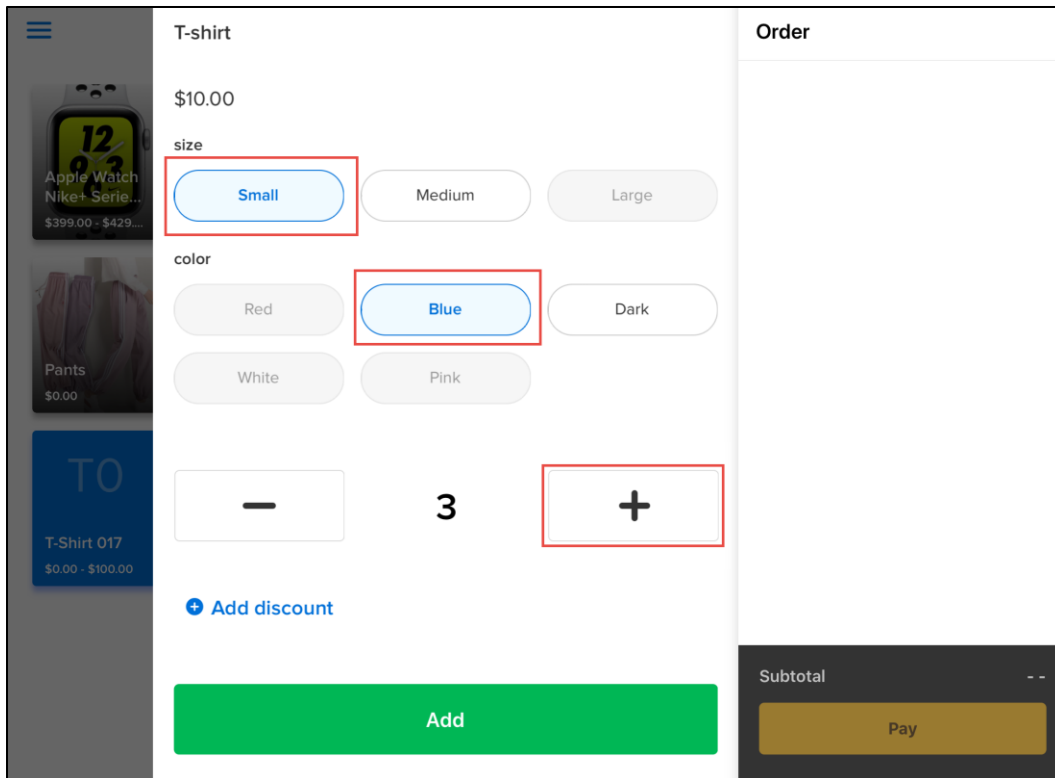
Add

### Order

Subtotal --

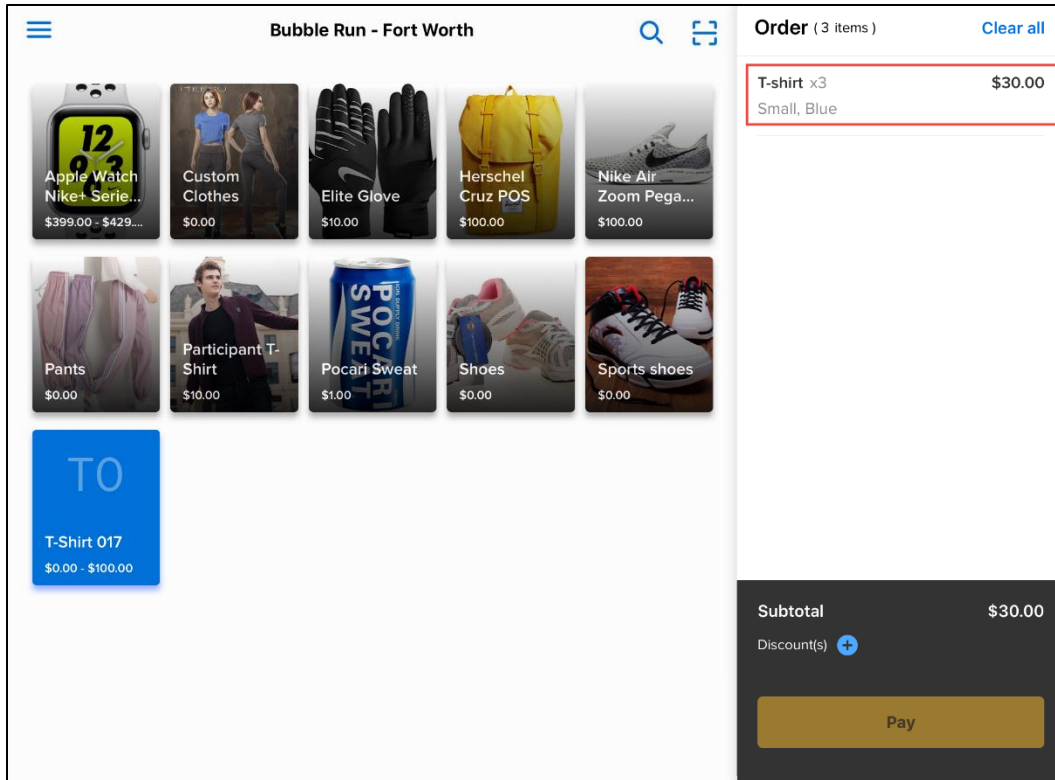
Pay

Tap the required variation and tap + or – to change the item quantity.




On the item variation screen, you can apply an ad-hoc discount to the item by tapping **+ Add discount**. However, if the customer has coupons, then we recommend you apply the coupon to the order BEFORE adding any item-level discounts. See [Applying coupons and discounts](#) for more information.

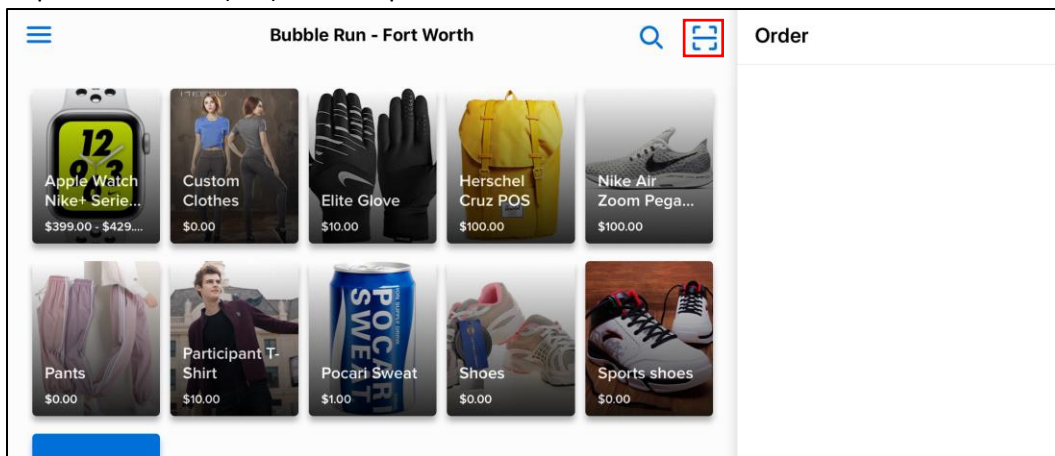
Then tap **Add** to add the item to the order.



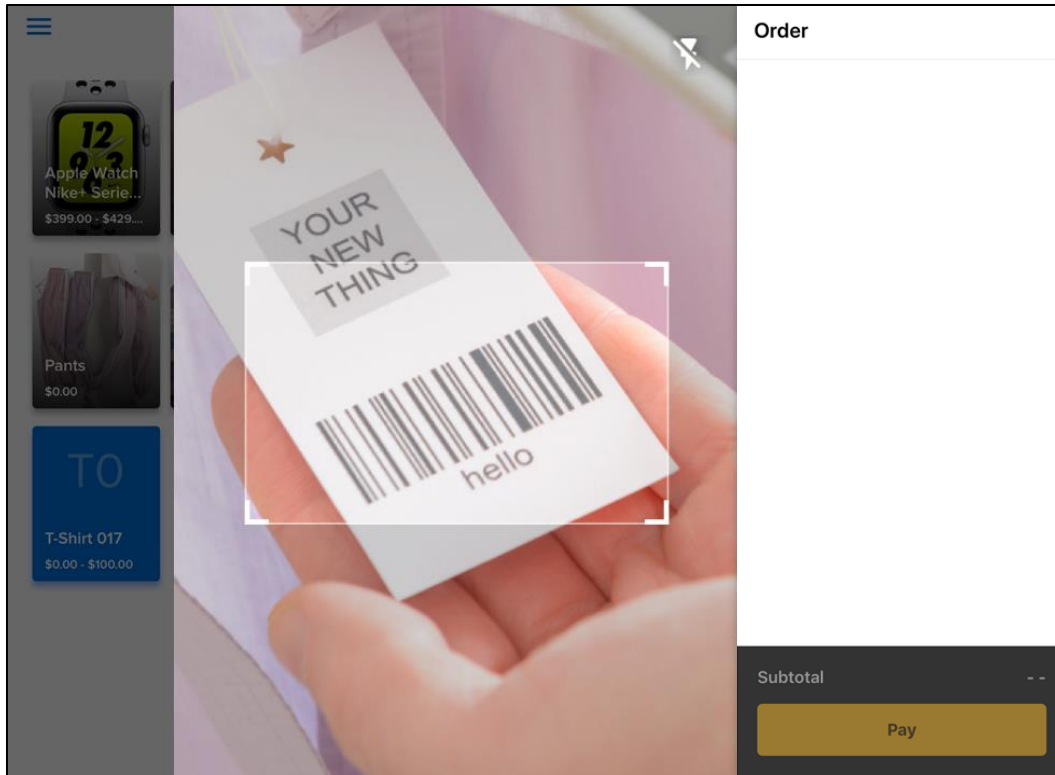
Adding items by scanning item barcodes

Items displayed on the sales screen can also be added to the order by scanning the barcode on the item (provided the item has been configured with a barcode):

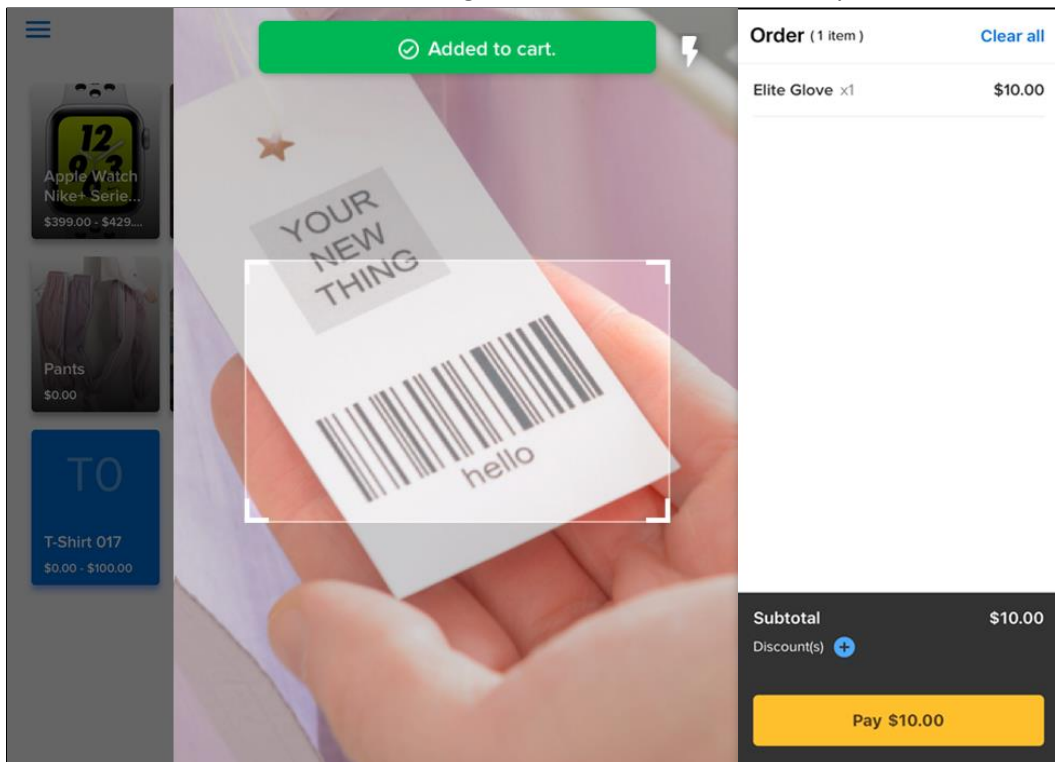
1. Tap the scan icon (  ) at the top of the screen.



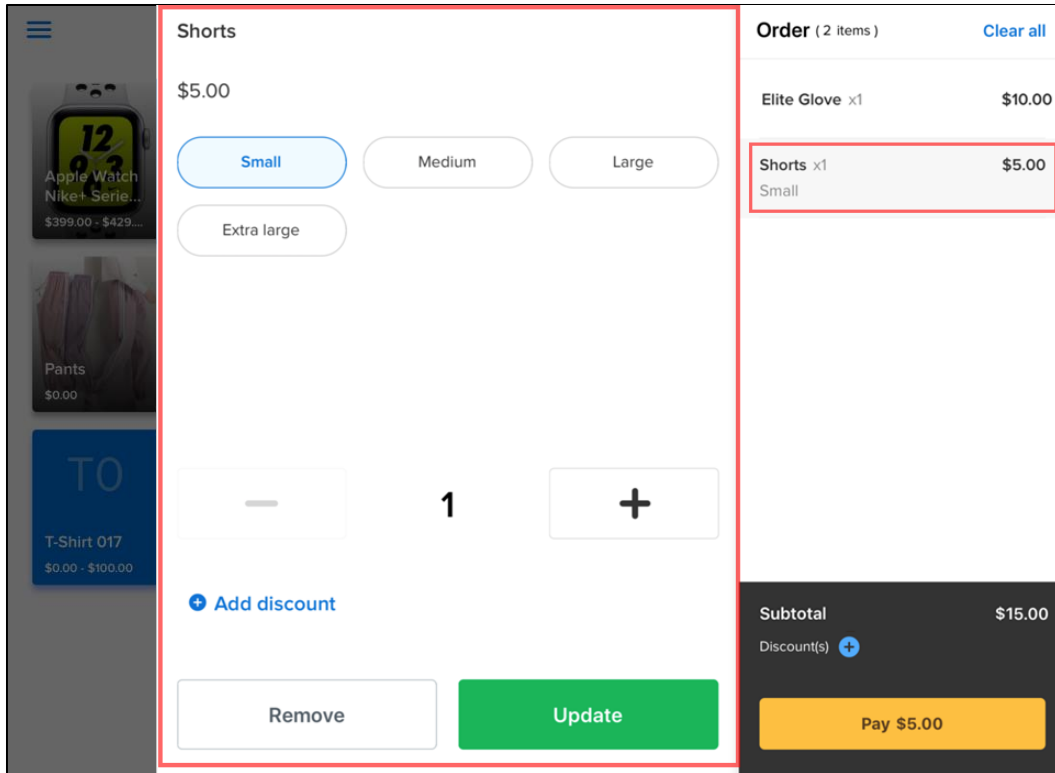
2. Point the mobile device's camera at the item's barcode until it is in focus in the viewfinder (note: POS will ask for permission to access the camera if this permission has not been granted).



- Once the barcode is scanned and recognized, the item is automatically added to the order.



- If the added item has variations (for example, clothing sizes or colors) and the customer wishes to change to a different variation (for example, from size S to M), then tap the item in the order to open the item variation screen.



5. To return to the main sales screen, tap anywhere outside of the scanner.

### Applying coupons and discounts


ACTIVE POS supports order-level coupons (when the device is connected to the internet) and ad-hoc discounts (both order-level and item-level).

#### Rules and recommendations:

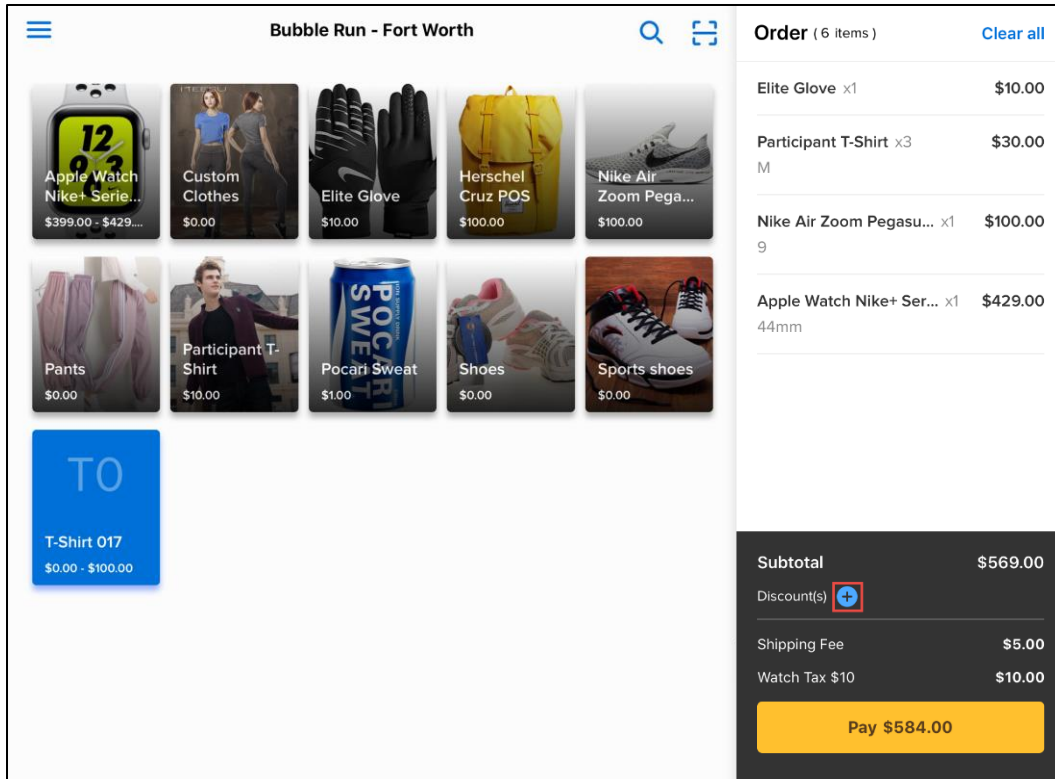
- A coupon code can be valid for one or more items in an order, depending on the organization's configuration.
- An item can be applied with only one of multiple coupon codes (if multiple codes work with an item, then only one of those codes can be applied in an order).
- Applying a coupon code will clear any previously-applied discounts (both item-level and order-level). If you wish to apply both coupons and ad-hoc discounts, then apply coupon codes before any discounts.
- For each item, a maximum of one coupon, one order-level discount and one item-level discount can be applied together.
- If all items in an order are free, then coupon and discount options are NOT displayed.
- Coupons are NOT supported in offline mode (see [Offline mode](#) for more information).

#### Applying order-level coupons or discount

To apply coupons or a percentage discount to the entire order:


1. Under **Order > Subtotal**, next to **Discount(s)**, tap .



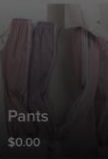


2. If the customer presents a coupon code, then under **Coupon**, enter the coupon code and then tap **Apply**.


**Note:** In offline mode (see [Offline mode](#) for more information), the **Coupon** option is disabled. The discounts for any previously-applied coupons in the current order are converted to ad-hoc discounts and the coupons are removed.



Apple Watch Nike+ Serie...  
\$399.00 - \$429.00



Pants  
\$0.00



T-Shirt 017  
\$0.00 - \$100.00

### Add coupons or discount to this order

Applying coupon codes will clear all previous added discounts. We recommend you apply the coupon codes before adding any discounts.

Coupon

Discount

Order ( 6 items ) [Clear all](#)

Elite Glove x1	\$10.00
Participant T-Shirt x3 M	\$30.00
Nike Air Zoom Pegasus 9 x1	\$100.00
Apple Watch Nike+ Series 3 44mm x1	\$429.00


**Subtotal** \$569.00

Discount(s)


Shipping Fee \$5.00

Watch Tax \$10 \$10.00


**Pay \$584.00**



Apple Watch Nike+ Serie...  
\$399.00 - \$429.00



Pants  
\$0.00



T-Shirt 017  
\$0.00 - \$100.00

### Add coupons or discount to this order

Applying coupon codes will clear all previous added discounts. We recommend you apply the coupon codes before adding any discounts.

Coupon

Discount

Order ( 6 items ) [Clear all](#)

Elite Glove x1	\$10.00
Participant T-Shirt x3 M	\$30.00
Nike Air Zoom Pegasus 9 x1	\$100.00
Apple Watch Nike+ Series 3 44mm x1	\$429.00

**Subtotal** \$569.00


Discount(s) **-\$27.95**


Shipping Fee \$5.00

Watch Tax \$10 \$10.00

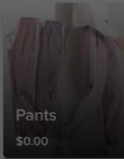
**Pay \$556.05**

- If the customer has more coupon codes, then enter the next coupon code and tap **Apply**.
- To apply a percentage discount to the entire order, under **Discount**, enter the required percentage and then tap **Apply**.






Apple Watch Nike+ Serie...  
\$399.00 - \$429.00



Pants  
\$0.00



T-Shirt 017  
\$0.00 - \$100.00

### Add coupons or discount to this order

Applying coupon codes will clear all previous added discounts. We recommend you apply the coupon codes before adding any discounts.

Coupon

5% Off

Discount

### Order ( 6 items )

Elite Glove x1	\$10.00
Participant T-Shirt x3 M	\$30.00
Nike Air Zoom Pegasus x1 9	\$100.00
Apple Watch Nike+ Series 5 44mm	\$429.00




**Subtotal** \$569.00


Discount(s) **-\$27.95**

Shipping Fee \$5.00



Watch Tax \$10 \$10.00


**Pay \$556.05**

- Tap anywhere on the screen to close the order-level coupons and discount screen.
- To edit or remove the applied coupons or discount, next to **Discount(s)**, tap , then:
  - Tap  to edit the order-level discount.
  - Tap  to remove the order-level coupon or discount.




Bubble Run - Fort Worth








Apple Watch Nike+ Serie...  
\$399.00 - \$429.00



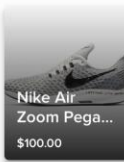
Custom Clothes  
\$0.00




Elite Glove  
\$10.00



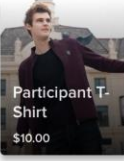
Herschel Cruz POS  
\$100.00




Nike Air Zoom Pega...  
\$100.00




Pants  
\$0.00



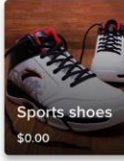
Participant T-Shirt  
\$10.00




Pocari Sweat  
\$1.00



Shoes  
\$0.00



Sports shoes  
\$0.00



T-Shirt 017  
\$0.00 - \$100.00


Order ( 6 items )

Clear all

Elite Glove x1	\$10.00
Participant T-Shirt x3 M	\$30.00
Nike Air Zoom Pegasus... x1 9	\$100.00
Apple Watch Nike+ Ser... x1 44mm	\$429.00

Subtotal

\$569.00

Discount(s) 

-\$38.77


Shipping Fee

\$5.00

Watch Tax \$10

\$10.00

Pay \$545.23




Add coupons or discount to this order



Applying coupon codes will clear all previous added discounts. We recommend you apply the coupon codes before adding any discounts.


Coupon

Apply

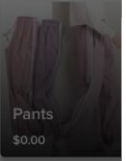
5% Off


Discount

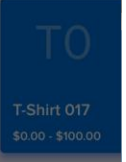
2% OFF 




Apple Watch Nike+ Serie...  
\$399.00 - \$429.00



Pants  
\$0.00



T-Shirt 017  
\$0.00 - \$100.00

Order ( 6 items )

Clear all

Elite Glove x1	\$10.00
Participant T-Shirt x3 M	\$30.00
Nike Air Zoom Pegasus... x1 9	\$100.00
Apple Watch Nike+ Ser... x1 44mm	\$429.00

Subtotal

\$569.00

Discount(s)

-\$38.77

Shipping Fee

\$5.00

Watch Tax \$10

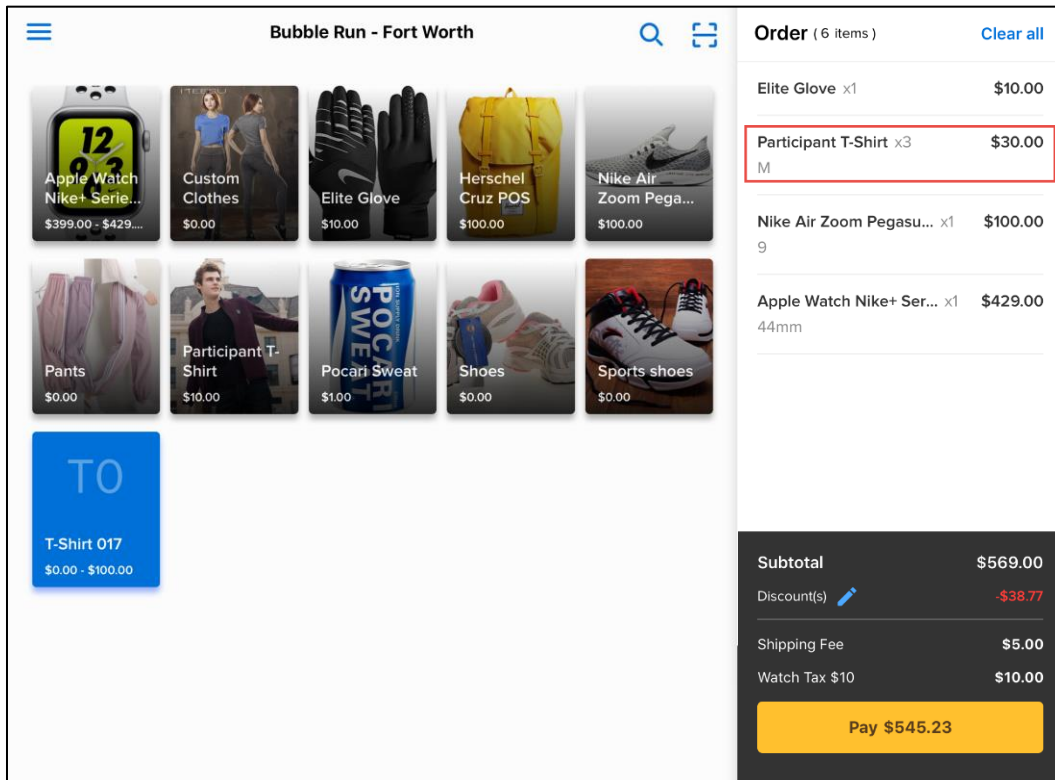
\$10.00

Pay \$545.23

### Applying an item-level discount

To apply an ad-hoc discount to an individual item:

- Under **Order**, tap the required item.

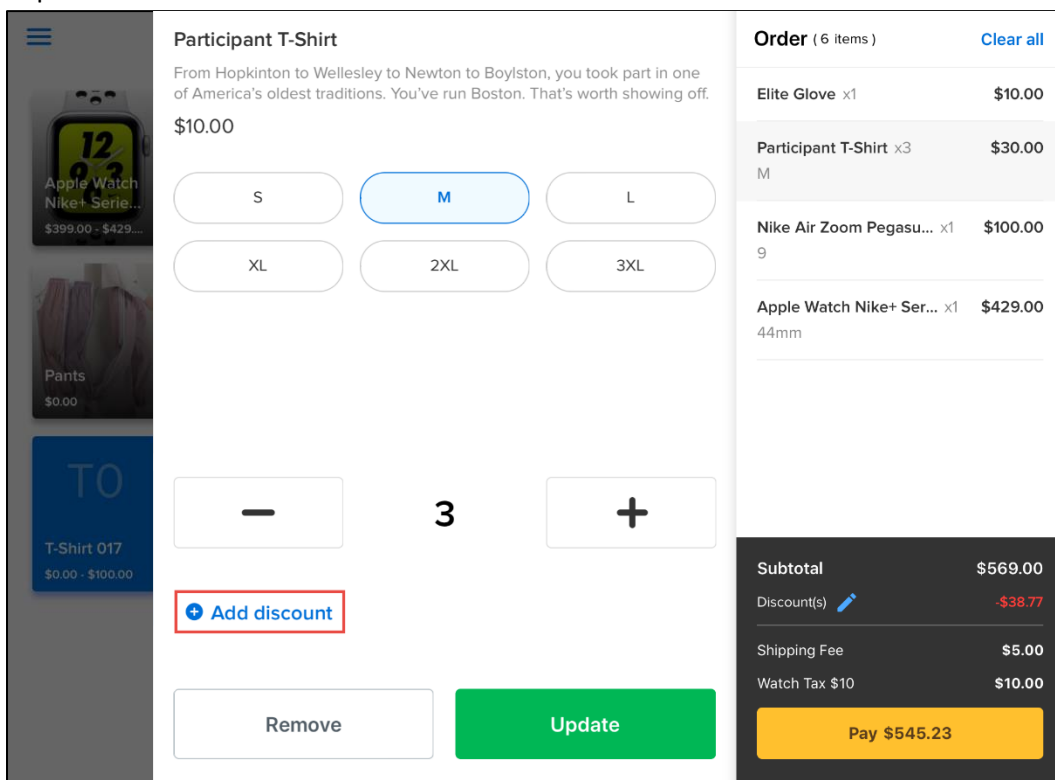


**Bubble Run - Fort Worth**

Order ( 6 items ) [Clear all](#)

Item	Quantity	Price
Elite Glove	x1	\$10.00
Participant T-Shirt	x3	\$30.00
Nike Air Zoom Pegasus 9	x1	\$100.00
Apple Watch Nike+ Series 4 44mm	x1	\$429.00
Subtotal		\$569.00
Discount(s)		-\$38.77
Shipping Fee		\$5.00
Watch Tax \$10		\$10.00
<b>Pay</b>		<b>\$545.23</b>

- Tap + **Add discount**.



**Participant T-Shirt**

From Hopkinton to Wellesley to Newton to Boylston, you took part in one of America's oldest traditions. You've run Boston. That's worth showing off.

\$10.00

S M L XL 2XL 3XL

3


[+ Add discount](#)

Remove Update

Order ( 6 items ) [Clear all](#)

Item	Quantity	Price
Elite Glove	x1	\$10.00
Participant T-Shirt	x3	\$30.00
Nike Air Zoom Pegasus 9	x1	\$100.00
Apple Watch Nike+ Series 4 44mm	x1	\$429.00
Subtotal		\$569.00
Discount(s)		-\$38.77
Shipping Fee		\$5.00
Watch Tax \$10		\$10.00
<b>Pay</b>		<b>\$545.23</b>

- Enter the ad-hoc discount amount and then tap **\$ off** (for a fixed-amount discount) or **% off** (for a percentage discount) on the item, for example: \$1 off the item.



-

3

+

1

\$ off | % off

Remove

Update

Subtotal

\$569.00

Discount(s)

-\$38.77

Shipping Fee


\$5.00

Watch Tax \$10

\$10.00

Pay \$545.23

4. Tap **Update**. A discount icon (🔴) appears next to the item in the **Order**.



-

3

+

1

\$ off | % off

Remove

Update

Subtotal

\$569.00

Discount(s)

-\$38.77

Shipping Fee

\$5.00

Watch Tax \$10

\$10.00



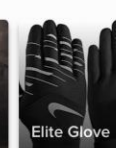

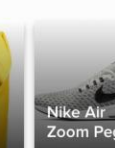
Pay \$545.23





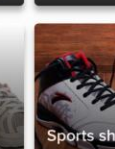
☰

Bubble Run - Fort Worth

🔍

🔄

TO

T-Shirt 017

\$0.00 - \$100.00

Order (6 items)

Clear all

Elite Glove x1

\$10.00

Participant T-Shirt x3

🔴 \$30.00

Nike Air Zoom Pegasus... x1

\$100.00

Apple Watch Nike+ Ser... x1

\$429.00

Subtotal

\$569.00

Discount(s)

-\$41.77

Shipping Fee

\$5.00



Watch Tax \$10

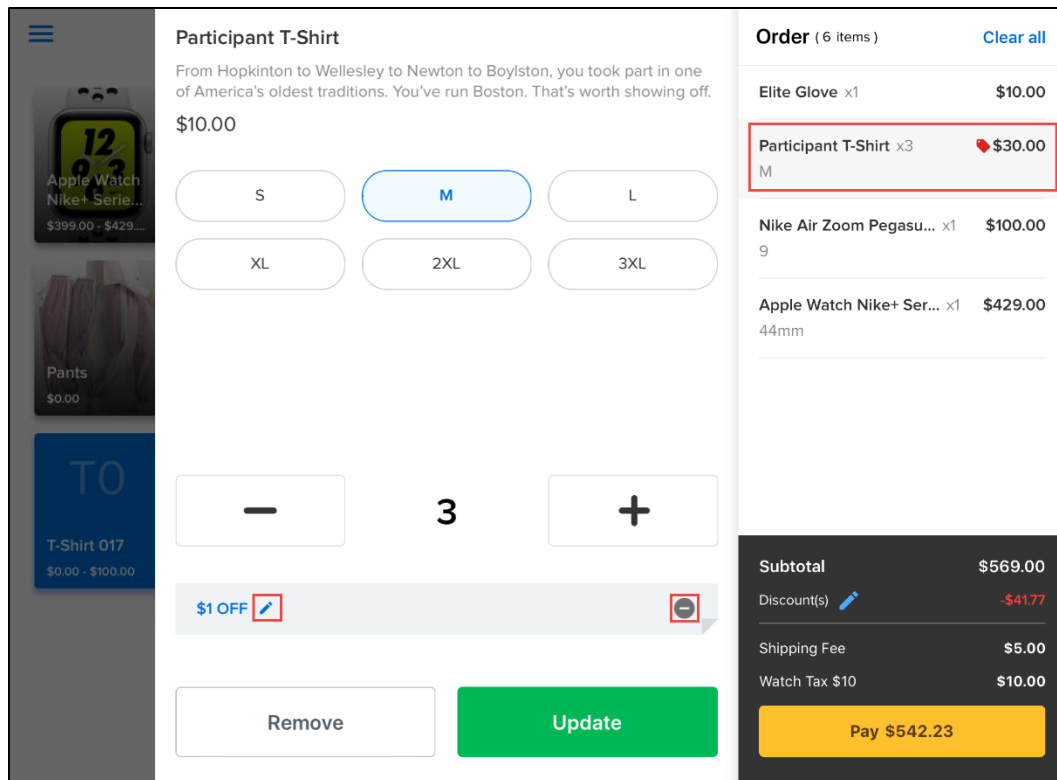
\$10.00

Pay \$542.23

**Note:**

The item-level discount is applied to each instance of an item. In this example, there are three Participant T-shirts to which a \$1 item-level discount has been applied. The total discount is thus: 3 x \$1 = \$3.

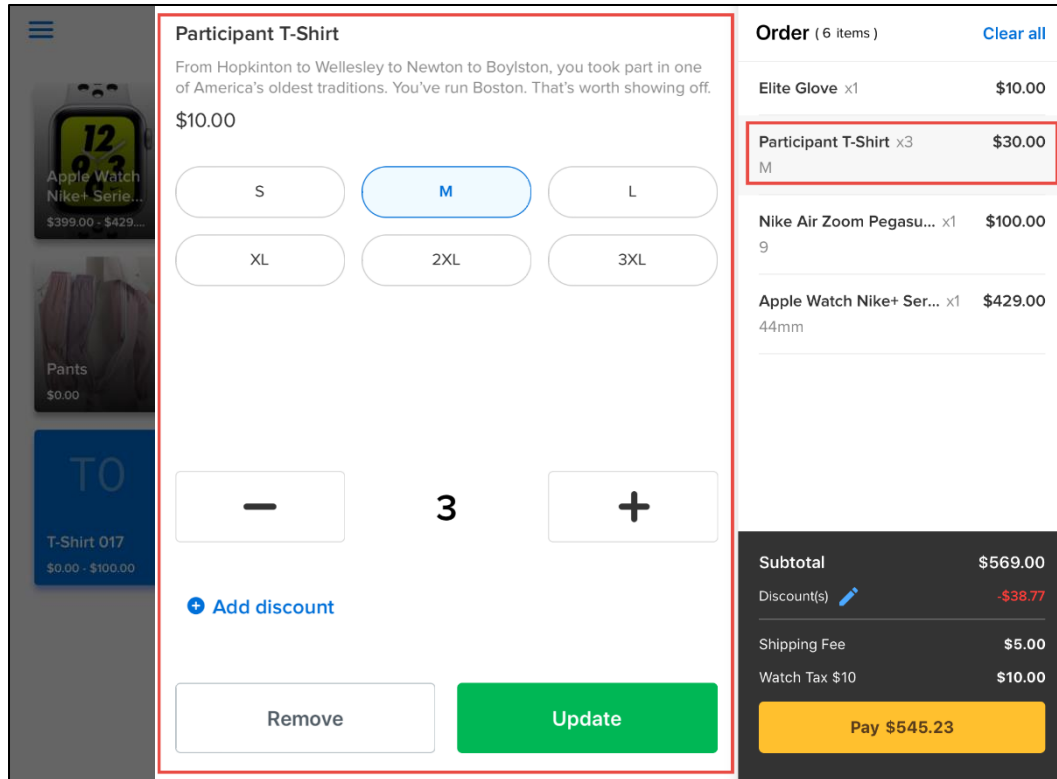
5. To edit or remove an item-level ad-hoc discount, under **Order**, tap the item, then tap  to edit or  to remove the discount.



### Editing an item in the current order

After an item is added to the order, you can edit the item quantity or variation (if applicable):

1. Under **Order**, tap the required item to open the item detail screen.



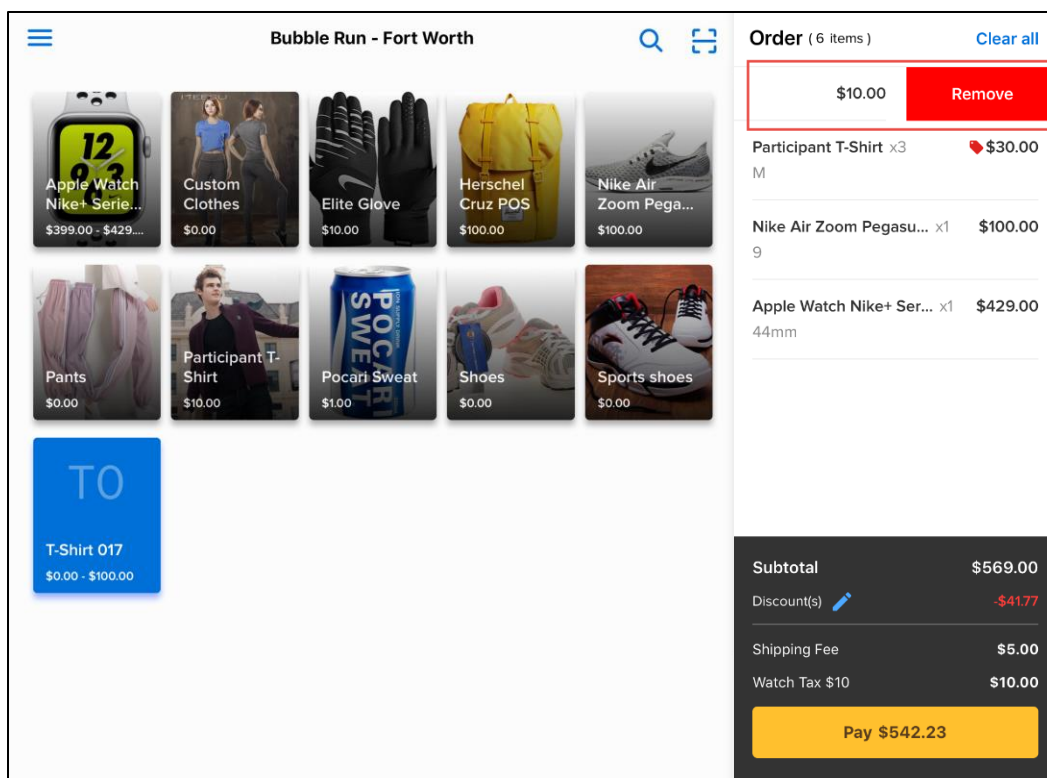
2. To change item quantity, tap + or –, or tap the number to manually enter the required quantity. For an item with no variations, tapping the item on the sales screen also increases the quantity by one per tap.
3. To change the item variation (if applicable), tap the required variation.
4. Tap **Update**.

#### Removing items from the current order

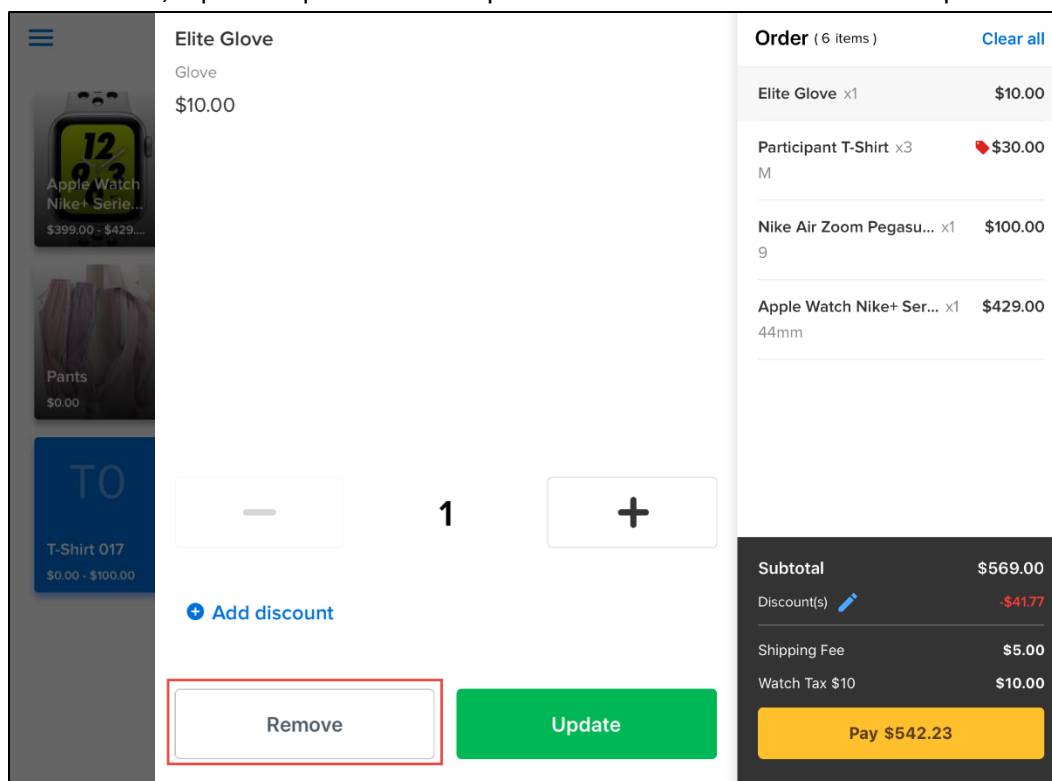
You can remove an item from the current order by one of the following:

- Under **Order**, swipe the required item to the left and then tap **Remove**.

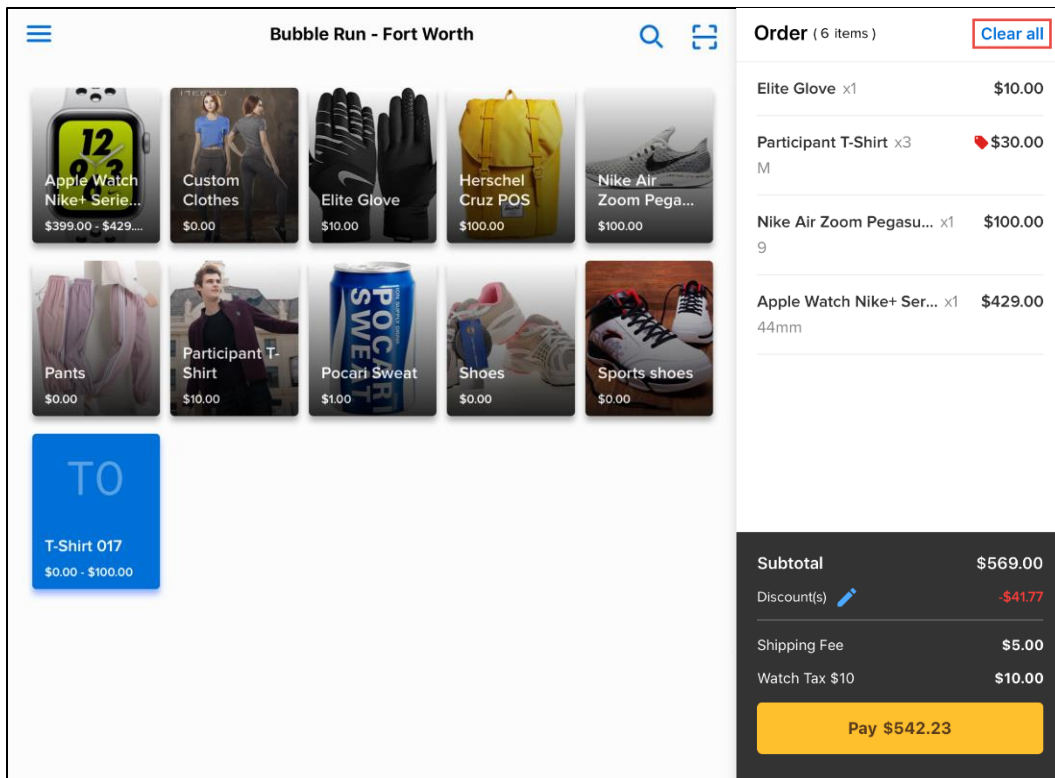




- Under **Order**, tap the required item to open the item detail screen and then tap **Remove**.










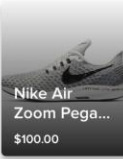
You can remove all items in the current order by tapping **Clear all** on the top-right.


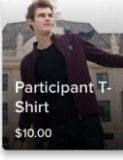





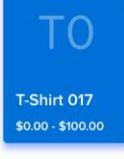
## Checking out

To check out, tap **Pay** to open the payment screen. ACTIVE POS supports both credit card and cash payments.


Bubble Run - Fort Worth













**Order ( 6 items )** [Clear all](#)

Elite Glove x1	\$10.00
Participant T-Shirt x3 M	\$30.00
Nike Air Zoom Pegasus 9 x1	\$100.00
Apple Watch Nike+ Series 3 44mm x1	\$429.00
<b>Subtotal</b>	<b>\$569.00</b>
Discount(s)	-\$41.77
Shipping Fee	\$5.00
Watch Tax \$10	\$10.00
<b>Pay \$542.23</b>	

×
Total 6 items
\$542.23
Continue




Credit card



Cash

Name on card \*




Card number \*




Expiration date \*

CVV/CVC \* ?

We accept the following card types:




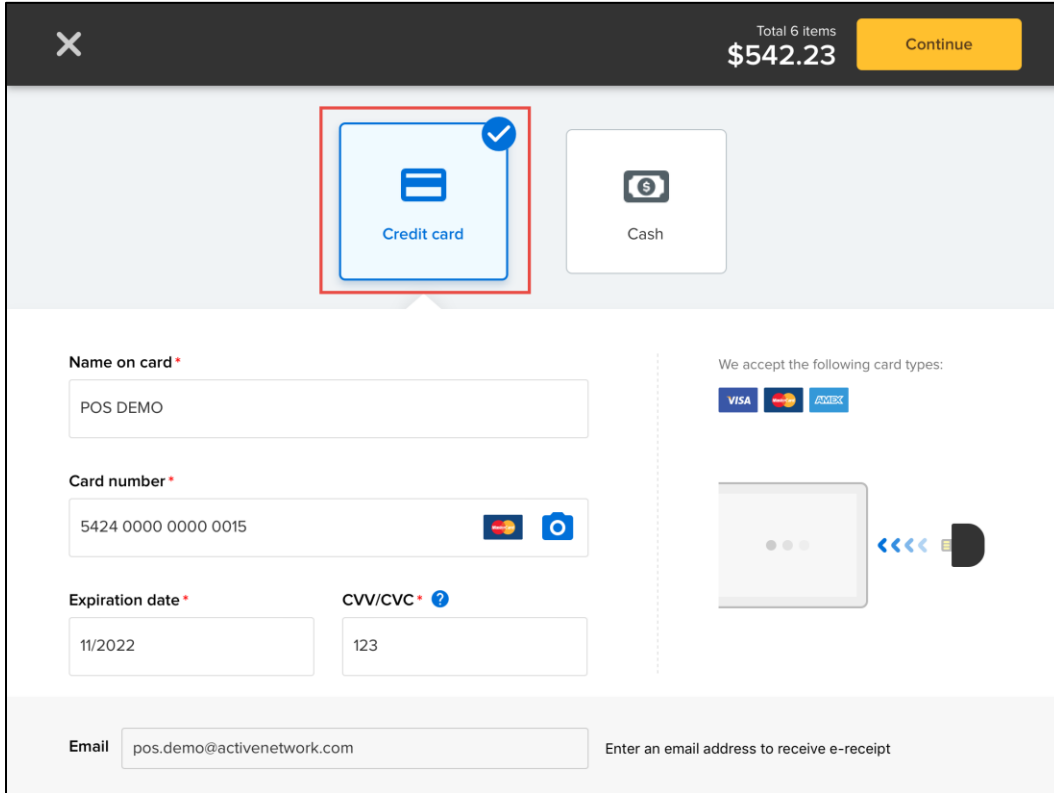
Email

Enter an email address to receive e-receipt

Paying with credit cards (online)

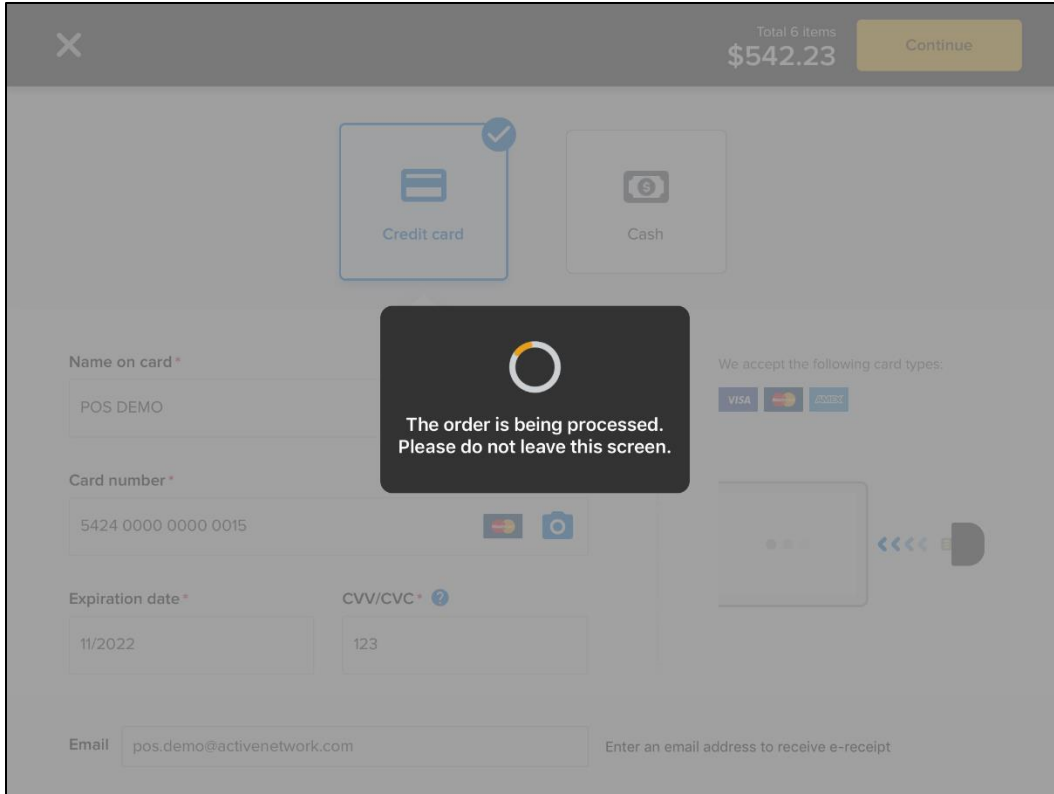
To process credit card payments when the network is connected:

1. Tap **Credit card** (selected by default) and provide the card information by one of the following:
  - Manually enter the card information.
  - Tap  to scan the card number and expiration date, and then enter the cardholder's name and CVV/CVC number.
  - Swipe the card (magnetic-stripe card only) through the connected MagTek card reader.



The screenshot shows the ACTIVE network payment interface. At the top, there's a dark header with a close button (X), the total amount (\$542.23), and a 'Continue' button. Below the header, there are two main options: 'Credit card' (highlighted with a red box and a blue checkmark) and 'Cash'. The 'Credit card' option is selected. Below this, there are input fields for 'Name on card' (POS DEMO), 'Card number' (5424 0000 0000 0015), 'Expiration date' (11/2022), and 'CVV/CVC' (123). To the right of these fields, there's a section titled 'We accept the following card types:' with logos for VISA, Mastercard, and AMEX. Below this, there's an illustration of a card reader with a card being swiped. At the bottom, there's an 'Email' field with the address 'pos.demo@activenetwork.com' and a prompt to 'Enter an email address to receive e-receipt'.

2. To email a copy of the receipt to the customer, enter their **Email** address.
3. Tap **Continue**.



Total 6 items  
 \$542.23  
 Continue

Credit card  
 Cash

Name on card \*  
 POS DEMO

Card number \*  
 5424 0000 0000 0015

Expiration date \*  
 11/2022

CVV/CVC \*  
 123

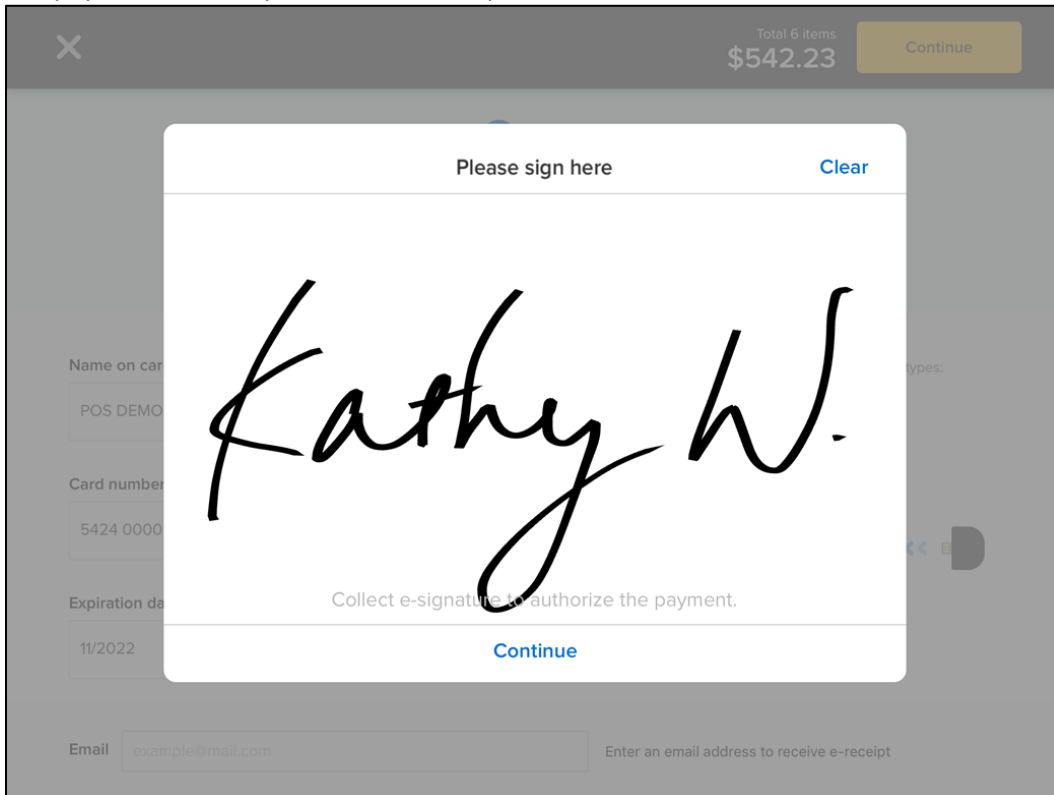
Email  
 pos.demo@activenetwork.com

Enter an email address to receive e-receipt

The order is being processed.  
 Please do not leave this screen.

We accept the following card types:  
 VISA, Mastercard, American Express

- On the **Please sign here** popup, request the customer to sign his or her signature to authorize the payment. Then tap **Continue** to complete the order.



Total 6 items  
 \$542.23  
 Continue

Name on card \*  
 POS DEMO

Card number \*  
 5424 0000

Expiration date \*  
 11/2022

Email  
 example@mail.com

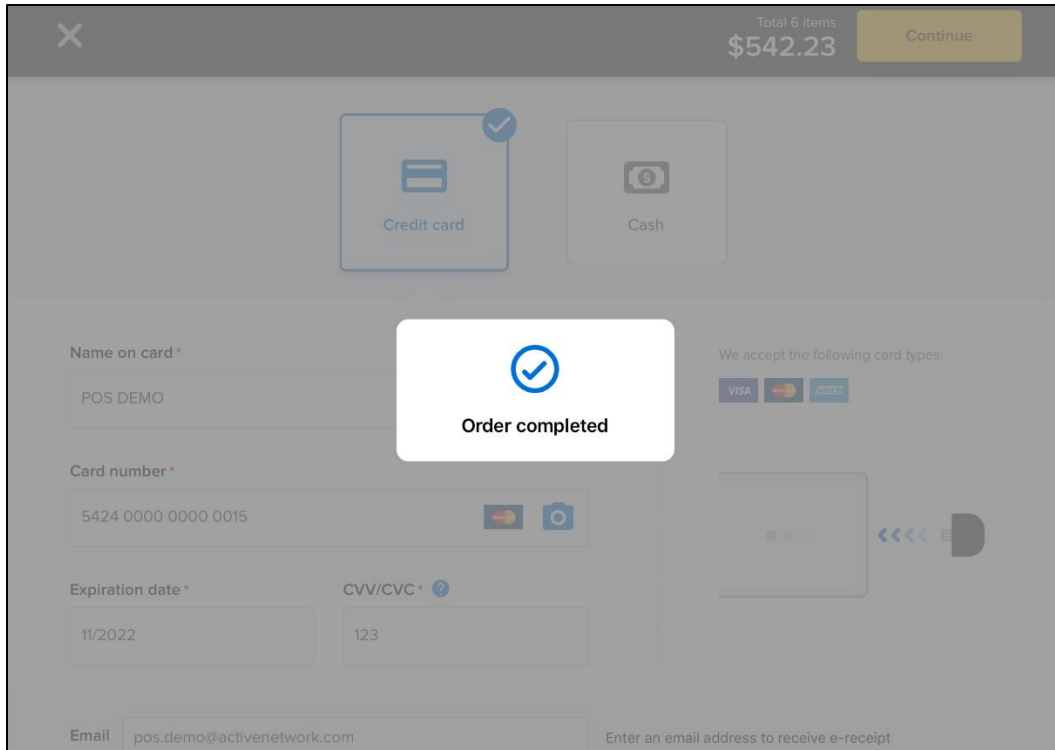
Enter an email address to receive e-receipt

Please sign here  
 Clear

Kathy W.

Collect e-signature to authorize the payment.

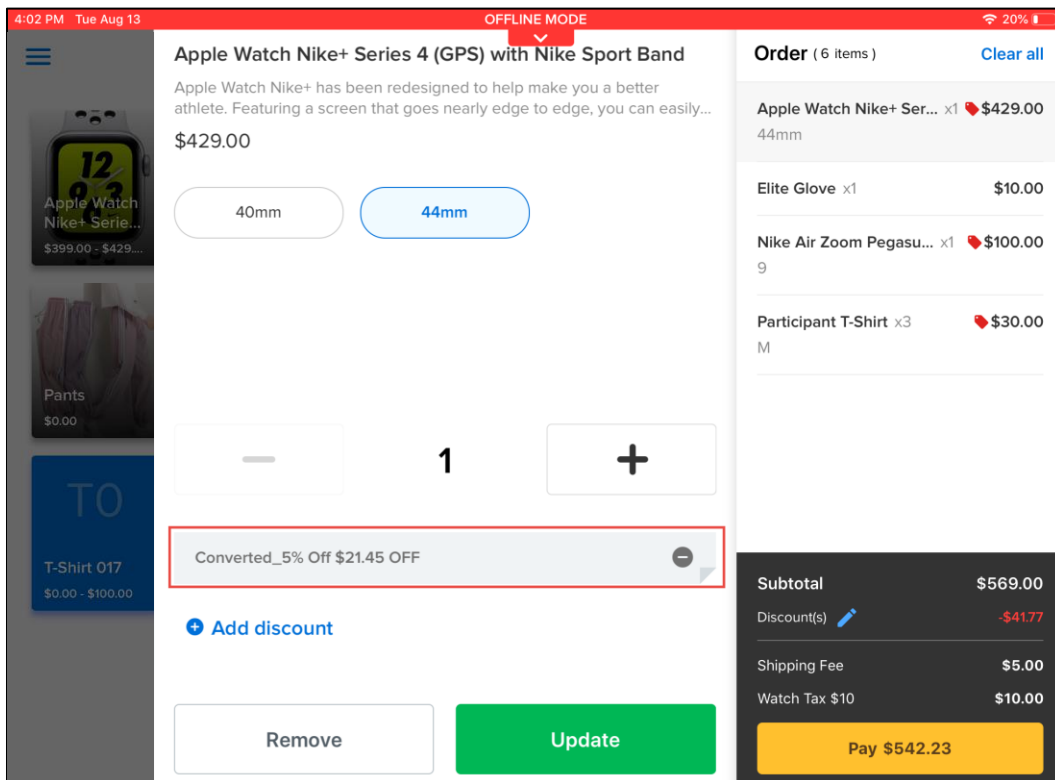
Continue



The screenshot shows a payment interface with a total of 6 items for \$542.23. A modal window in the center displays a checkmark and the text "Order completed". The background form includes fields for "Name on card" (POS DEMO), "Card number" (5424 0000 0000 0015), "Expiration date" (11/2022), and "CVV/CVC" (123). It also features a "Continue" button and a list of accepted card types (VISA, Mastercard, AMEX).

### Paying with credit cards (offline)

If the network is disconnected before checking out, then the discounts for any previously-applied coupons are converted to ad-hoc discounts and the coupons are removed. For example:

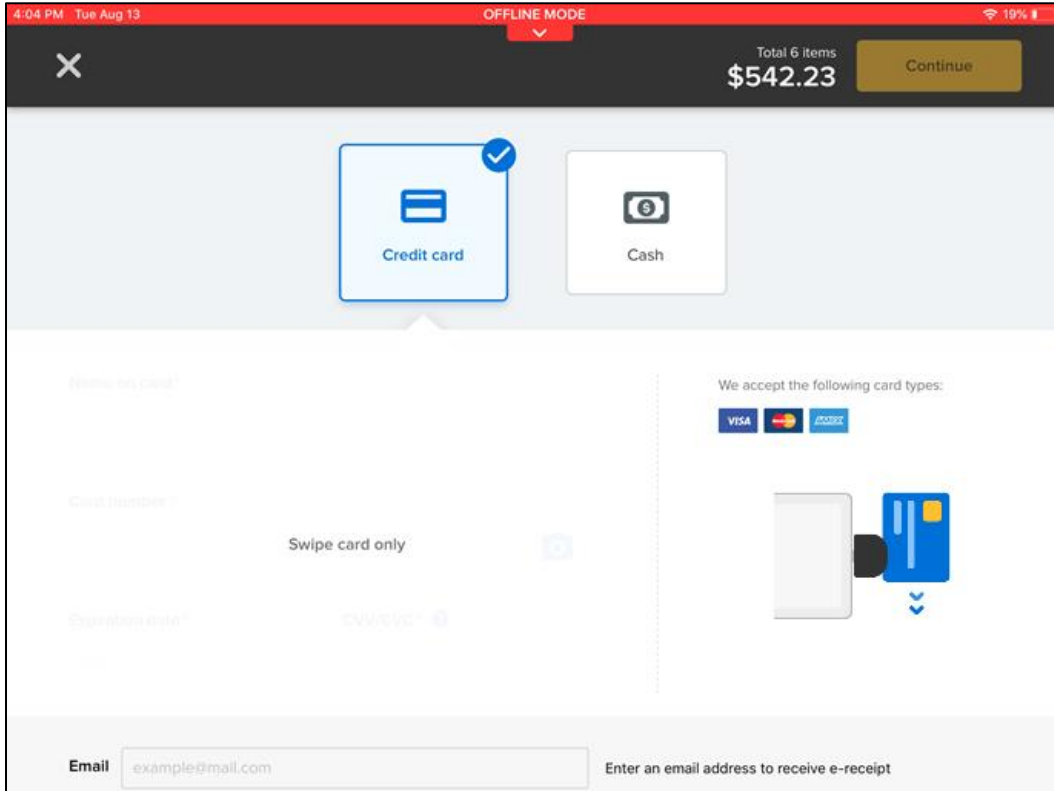


The screenshot shows the app interface in "OFFLINE MODE". The main product is "Apple Watch Nike+ Series 4 (GPS) with Nike Sport Band" priced at \$429.00. The quantity is set to 1. A red box highlights a "Converted\_5% Off \$21.45 OFF" discount. The bottom right shows the order summary with a subtotal of \$569.00, a discount of -\$41.77, and a final payment amount of \$542.23.

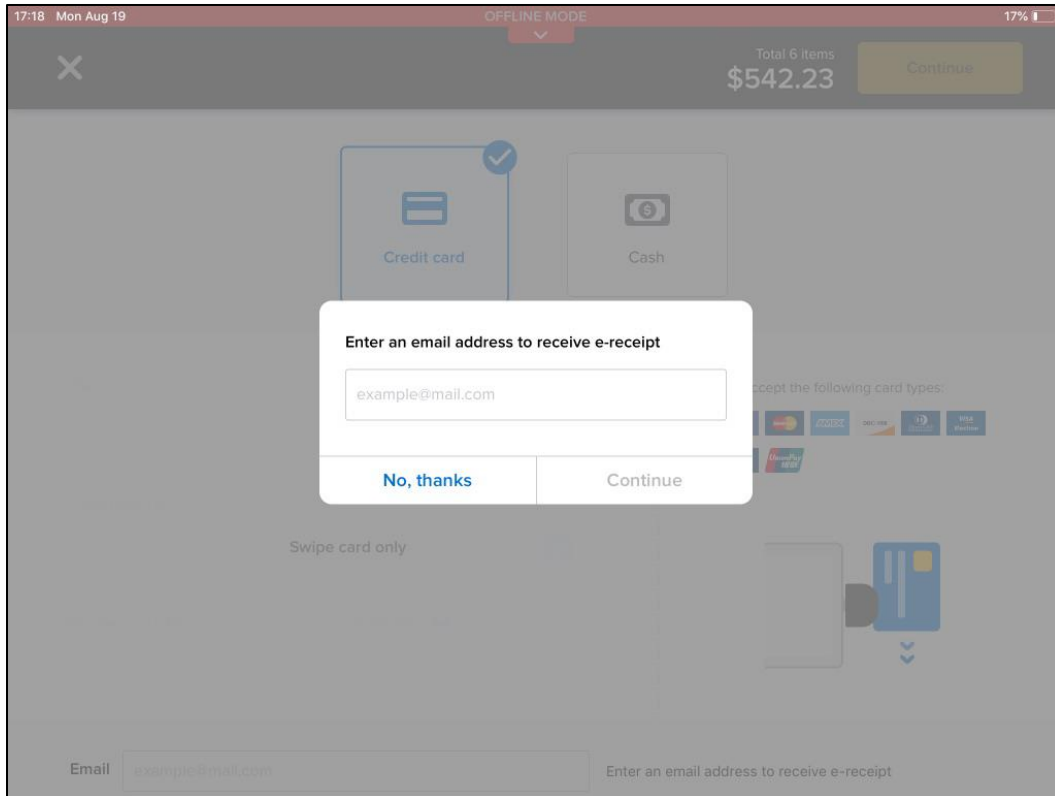
Item	Quantity	Price
Apple Watch Nike+ Series 4 (GPS) with Nike Sport Band	1	\$429.00
Elite Glove	1	\$10.00
Nike Air Zoom Pegasus	1	\$100.00
Participant T-Shirt	3	\$30.00
<b>Subtotal</b>		<b>\$569.00</b>
<b>Discount(s)</b>		<b>-\$41.77</b>
<b>Shipping Fee</b>		<b>\$5.00</b>
<b>Watch Tax \$10</b>		<b>\$10.00</b>
<b>Total</b>		<b>\$542.23</b>

To process credit card payments while offline (only swiped card payments are accepted, see [Offline mode](#) for more information):

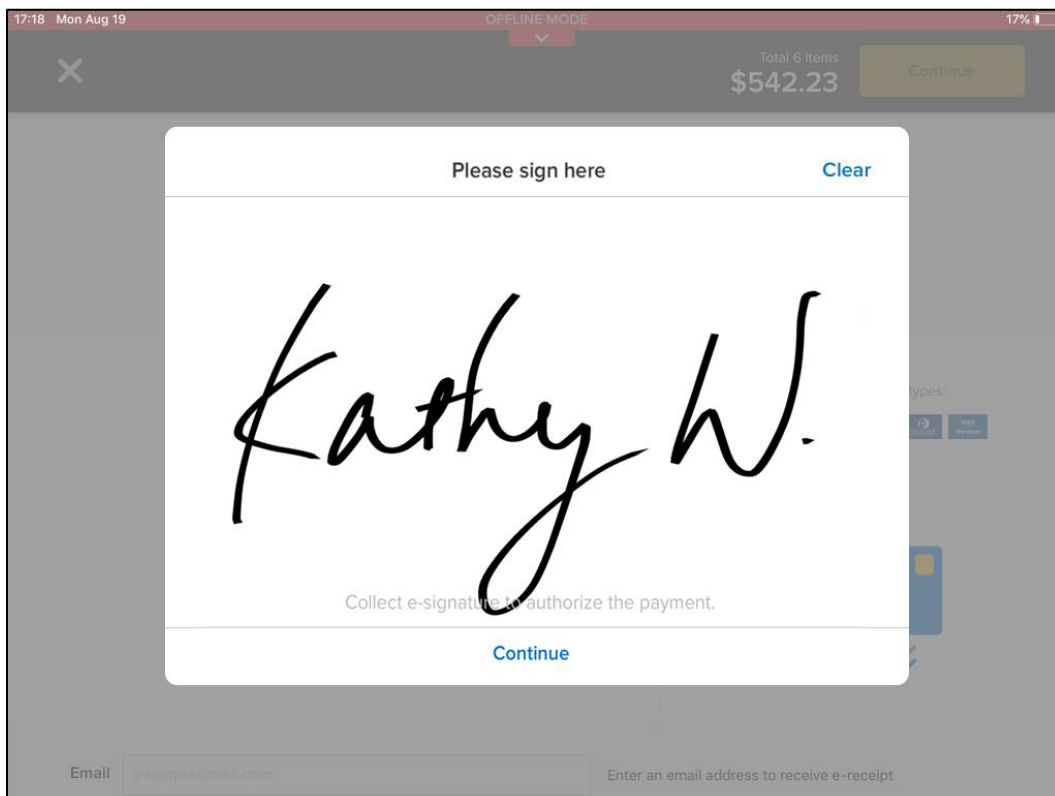
1. Tap **Credit card** (selected by default) and swipe the card through the connected MagTek card reader.
  - In offline mode, manual card information entry (including scanning by camera) is disabled.
  - Verify the cardholder's name and the card expiration date before swiping the card.



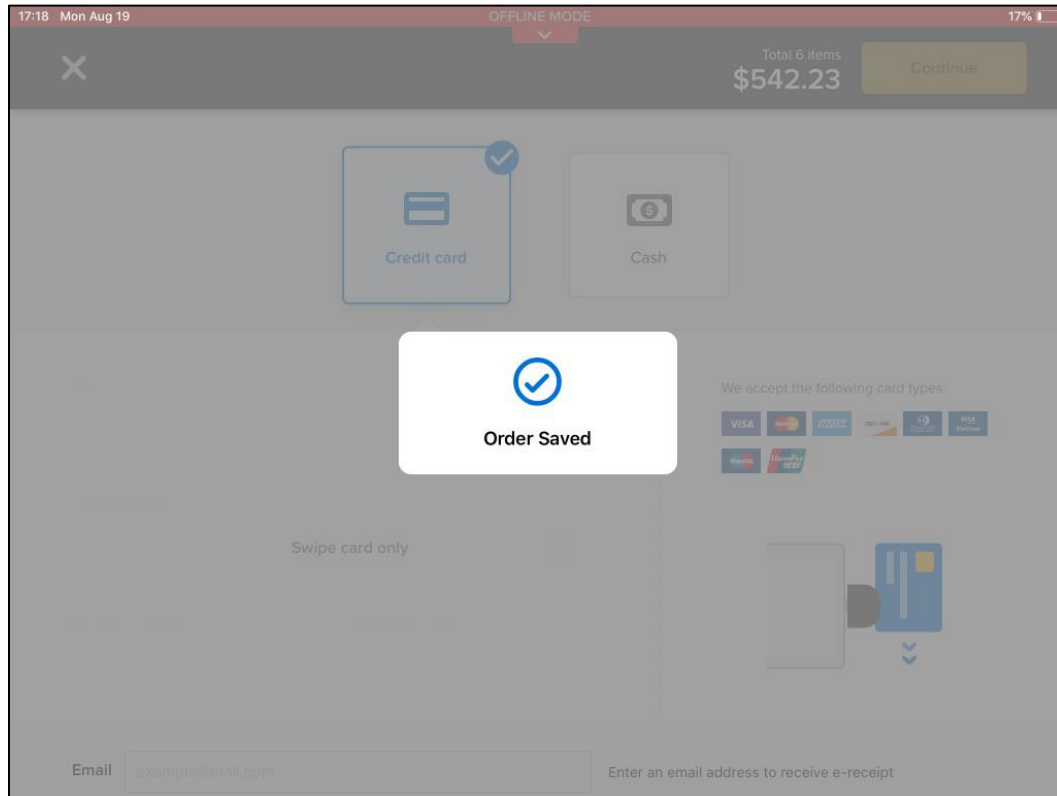
2. To email a copy of the receipt to the customer, enter their **Email** address in the popup and then tap **Continue**. Otherwise tap **No, thanks**.



3. On the **Please sign here** popup, request the customer to sign his or her signature to authorize the payment. Then tap **Continue** to save the order. When the mobile POS device reconnects to the network, the order will be submitted for processing.








### Paying with cash

To process cash payments, on the payment screen:


1. Tap **Cash** and enter the cash amount received from customer.




Total 6 items

\$542.23

Continue



Credit card



Cash

Cash received \*

\$ 600.00

Change due


\$57.77

Email

pos.demo@activenetwork.com

Enter an email address to receive e-receipt


2. To email a copy of the receipt to the customer, enter their **Email** address.
3. Tap **Continue**.
4. Provide the required change (if any) to the customer and then tap **OK**.




Total 6 items

\$542.23

Continue



Credit card



Cash

Cash received \*

\$ 600.00


Change due

\$57.77

Email

example@mail.com

Enter an email address to receive e-receipt



Change due \$57.77

OK

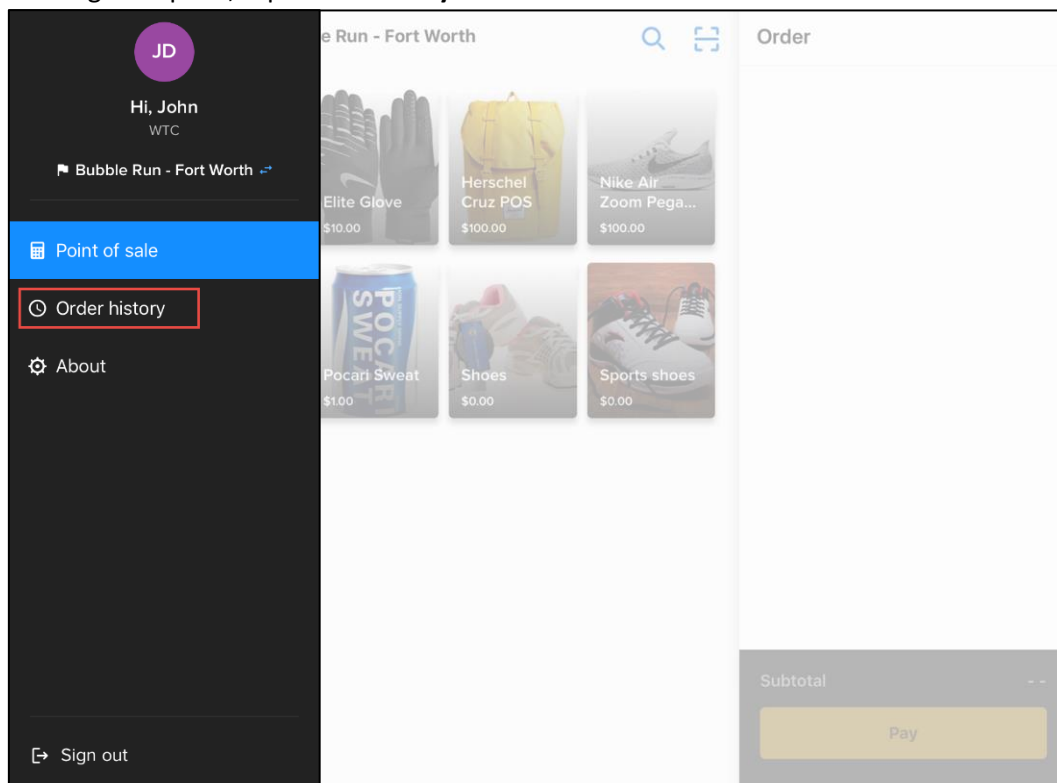
## Viewing order history


In ACTIVE POS, you can view orders belonging to one event placed by different users on the current device:

- Order history data for the current sign-in user is automatically synced when the device is connected to the internet.
- Successfully completed orders placed on this device are visible to all users in the same event only on this device.
- Offline mode orders placed on this device that were submitted when the device was connected to the internet and subsequently declined (for example, due to an expired card) are visible to all users in the same event only on this device.
- Expired offline mode orders placed on this device that failed to be submitted within the 72-hour window are visible to all users in the same event only on this device.


To view an event's order history and order details:



1. Tap the ≡ menu icon on the upper left.
2. In the navigation pane, tap **Order history**.










- If there are pending offline transactions being synced, then in the menu pane, a  icon appears next to **Order history**.

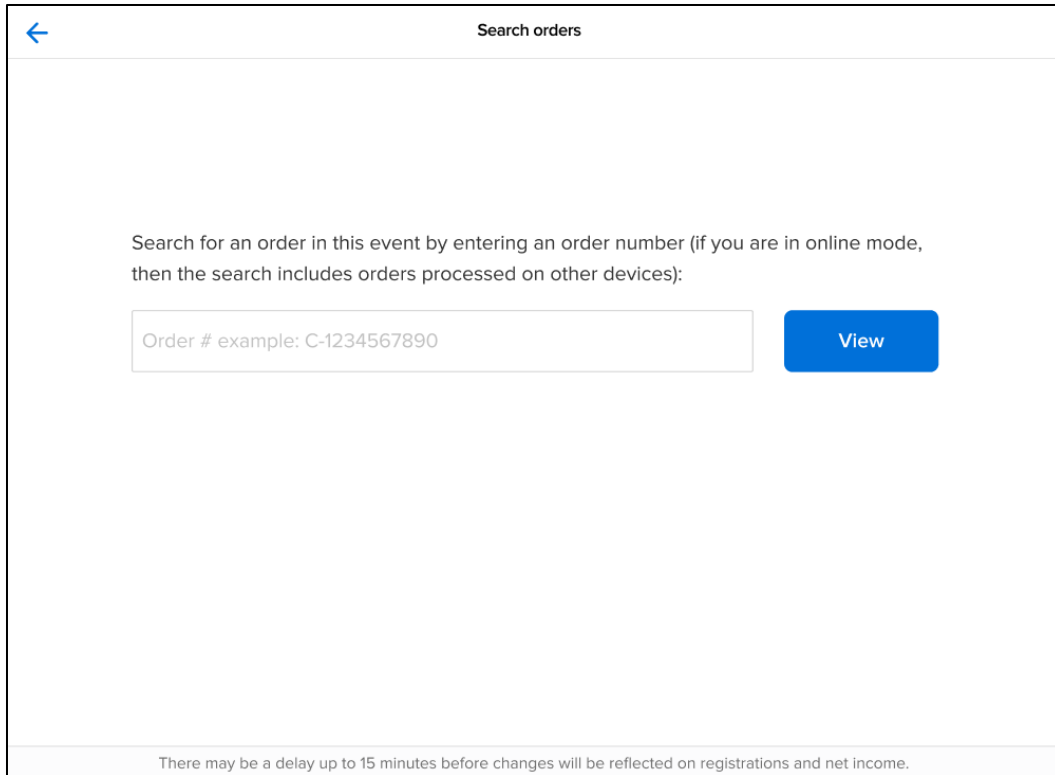


- In the **Order history**, synced, pending, expired offline mode or failed orders placed on this device in the same event are displayed. Order statuses are marked as follows:
  - : Successfully completed and synced orders

-  : Pending sync
-  : Failed to sync (including expired orders and failed orders)

Order history				
<div> <div>☰</div> <div>Syncing...</div> <div>🔍</div> </div>				
<div> <div>Only local orders processed on this device are displayed. Unsynced orders can only be synced when the cashier who processed the order is signed in.</div> </div>				
<div> <div>Date range</div> <div>Cashiers</div> <div>Payment methods</div> <div>Sync status</div> </div>				
<div> <div>09/28/2021 - 09/30/2021</div> <div>All</div> <div>All</div> <div>Completed, Pending</div> </div>				
<div> <div>Total amount</div> <div>Pending sync</div> <div>Failed to sync</div> </div>				
<div> <div>\$999,999,999,999.00</div> <div>\$1379.99</div> <div>\$336.39</div> </div>				
<div> <div>(999 orders)</div> <div>(2 orders)</div> <div>(2 orders)</div> </div>				
Time	Amount	Cashier	Payment method	Order number
 09/28/2021 11:15 AM	\$300.00	Alexander Hunter	Credit card	C-5B89556DL1TK
 09/28/2021 12:36 AM	\$150.00	Alexander Hunter	Cash	--
 09/28/2021 13:48 AM	\$929.99	Alexander Hunter	Credit card	C-d5d8451fd518d2TK
 09/28/2021 13:59 AM	\$236.50	Alexander Hunter	Cash	C-54sdf815dL1TK
 09/28/2021 14:12 AM	\$99.89	Alexander Hunter	Cash	C-2dsa321f1TK
 09/28/2021 15:49 AM	\$199.89	Alexander Hunter	Cash	--
There may be a delay up to 15 minutes before changes will be reflected on registrations and net income.				

- To filter the results, tap the **Date range**, **Cashier**, **Payment method** or **Status** (multi-select) dropdown menus.
- To search for a specific order by order number, tap the  icon and then enter the order number:



5. To view order details, tap the required order. Note that:
- When in offline mode, displayed order details may be out of date. To view the latest order details, reopen the order with the app in online mode.
  - After newly created orders are synched, there may be up to a 15-minute delay before the displayed order details are updated to the latest version.

- Completed order (cash payment):

Order # C-5B8T8XJTS2W				07/18/2019 3:05 PM
<b>\$542.23</b>				Cashier: John Doe
(Total 6 items )				Payment method: Cash
				E-receipt sent to: pos.demo@activenetwork.com
Item name	Price	Discount		Total
Elite Glove	\$10.00	2% OFF	-\$0.20	\$9.80
	x1			
Participant T-Shirt	\$10.00	Coupon for bubble ru...	-\$1.50	\$24.93
M	x3	2% OFF	-\$0.57	
		\$1.00 OFF	-\$3.00	
Nike Air Zoom Pegasus 35	\$100.00	Coupon for bubble ru...	-\$5.00	\$93.10
8	x1	2% OFF	-\$1.90	
Apple Watch Nike+ Series 4 (GPS) with	\$429.00	Coupon for bubble ru...	-\$21.45	\$399.40
Nike Sport Band	x1	2% OFF	-\$8.15	
44mm				
Subtotal				\$527.23

- Completed order (credit card payment with captured signature):

9:41 Wed Jun 8				100%
Order details on this page may be out of date.				
<ul style="list-style-type: none"> <li>To see the latest order details, reopen this order with the app in online mode.</li> <li>Newly created orders may require up to 15 mins after syncing to be updated.</li> </ul>				
Order # --				01/18/2021 11:15AM
<b>\$66.89</b>				Cashier: Gray, David
(Total 6 items)				Payment method: Credit card ****1234, Visa
				E-receipt sent to: abc.ford@googlemail.com
				<b>SIGNATURE CAPTURED</b>
Item name	Price	Discount		Total
Stoneware Coffee cup	\$6.99	Itemdiscount \$5OFF	-\$2.00	\$2.00
Red, M	x1	Coupon for new	-\$2.00	
		Itemdiscount \$5OFF	-\$1.00	
		Coupon for second	-\$2.00	
Seattle Seahawks	\$13.98	Itemdiscount \$5OFF	-\$2.00	\$23.96
Green, L	x2	Coupon for new	-\$2.00	
Cola	\$1.98			\$2.96
	x2			
Issue refund				
Refunds cannot be issued in offline mode, please try again after the internet is re-connected.				
Subtotal				\$28.92
Surcharge A				\$2.00
Surcharge B				\$2.00

- Failed order:
  - Offline mode orders submitted within 72 hours and subsequently declined (for example, due to an expired card) are flagged as “Transaction failed”.

<
**Failed**

Transaction failed.

**Order # C-5B8T8TVGX2W**  
**\$12.50**  
(Total 1 item )

07/01/2019 2:26 PM  
 Cashier: Eddie WavierEU1  
 Payment method: Credit/debit card  
 E-receipt sent to: --

Item name	Price	Discount	Total
T-Shirt 017  Small	<b>\$10.00</b>		<b>\$10.00</b>
	x1		
		Subtotal	<b>\$10.00</b>
		Grand total	<b>\$12.50</b>

- Offline mode orders failed to be submitted within 72 hours are flagged as “Transaction expired”.

←
Failed

Transaction expired. Offline transaction failed to be uploaded within 72 hours.

## \$56.00

(Total 11 items )

09/04/2019 4:50 PM

Cashier: Eddie WavieEU1

Payment method: Credit/debit card

E-receipt sent to: --

Item name	Price	Discount	Total
Elite Glove	\$10.00		\$50.00
	x5		
Pocari Sweat	\$1.00		\$6.00
	x6		
Subtotal			\$56.00
Grand total			\$56.00

- Pending sync order:

9:41 Wed Jun 8
OFFLINE MODE

←

Order # --

## \$66.89

(Total 6 items)

01/18/2021 11:15AM

Cashier: Gray, David

Payment method: Credit card \*\*\*\*1234, Visa

E-receipt sent to: abc.ford@googlemail.com

SIGNATURE CAPTURED

Item name	Price	Discount	Total
Stoneware Coffee cup	\$6.99	Itemdiscount \$5OFF	\$2.00
Red, M	x1	Coupon for new	-\$2.00
		Itemdiscount \$5OFF	-\$1.00
		Coupon for second	-\$2.00
Seattle Seahawks	\$13.98	Itemdiscount \$5OFF	\$23.96
Green, L	x2	Coupon for new	-\$2.00
Cola	\$1.98		\$2.96
	x2		
Subtotal			\$28.92
Surcharge A			\$2.00
Surcharge B			\$2.00
Processing fee			\$1.00
Grand total			\$33.92

Issue refund

Refunds cannot be issued in offline mode, please try again after the internet is re-connected.

- Payment processing order:



9:41 AM Tue Oct 30th
OFFLINE MODE
100%

←

Payment processing

\$66.89

(Total 6 items)

01/18/2021 11:15AM

Cashier: Gray, David

(Not yet verified) Payment method: Credit/debit card

E-receipt sent to: abc.ford@gmail.com

SIGNATURE CAPTURED

Item name	Price	Discount	Total
<b>Stoneware Coffee cup</b> Red, M	<b>\$6.99</b> x1	Itemdiscount \$5OFF <b>-\$2.00</b> Coupon for new <b>-\$2.00</b> Itemdiscount \$5OFF <b>-\$1.00</b> Coupon for second <b>-\$2.00</b>	<b>\$2.00</b>
<b>Seattle Seahawks</b> Green, L	<b>\$13.98</b> x2	Itemdiscount \$5OFF <b>-\$2.00</b> Coupon for new <b>-\$2.00</b>	<b>\$23.96</b>
<b>Cola</b> 	<b>\$1.98</b> x2		<b>\$2.96</b>
			Subtotal <b>\$28.92</b>
			Surcharge A <b>\$2.00</b>
			Surcharge B <b>\$2.00</b>
			Processing fee <b>\$1.00</b>
			Grand total <b>\$33.92</b>

## Appendix I: Reconfiguring iDynamo iOS card reader Key Set IDs

iDynamo iOS card reader transactions may fail to be processed because the Key Set ID (KSID) is either unconfigured or incorrectly configured.

To reconfigure the iDynamo iOS card reader KSID:

1. In the **App Store**, download the **MagTek Reader Configuration** app.
2. Open the **MagTek Reader Configuration** app and tap the **Use Public Account** button.
3. Plug in the iDynamo card reader.
4. Tap **Transactions**.
5. Tap **Change Keys**.
6. Tap the **Keys** button.
7. Find and tap **Magensa Key 9011880**.
8. The **Billing** warning appears, tap **Continue**.
9. The **Billing Info** popup appears, enter **ACTIVE** and tap **OK**.
10. The **Updating key** message appears followed by the **Success** message.
11. To ensure that the reader is functioning correctly, perform a test transaction in the ACTIVE POS.

Updates to this process may be found at:

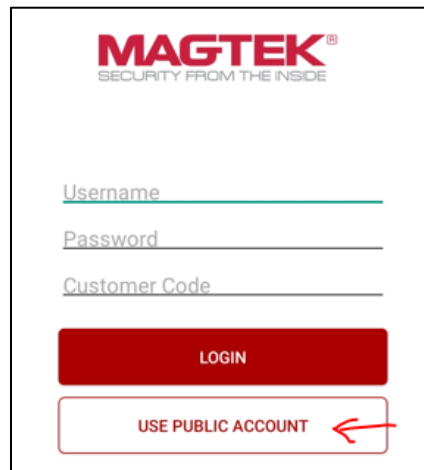
[https://support.activenetwork.com/camps/articles/en\\_US/Article/ACTIVE-POS-Reconfiguring-KSID-on-iDynamo?searchIn=allTypes](https://support.activenetwork.com/camps/articles/en_US/Article/ACTIVE-POS-Reconfiguring-KSID-on-iDynamo?searchIn=allTypes)

## Appendix II: Reconfiguring uDynamo Android card reader Key Set IDs

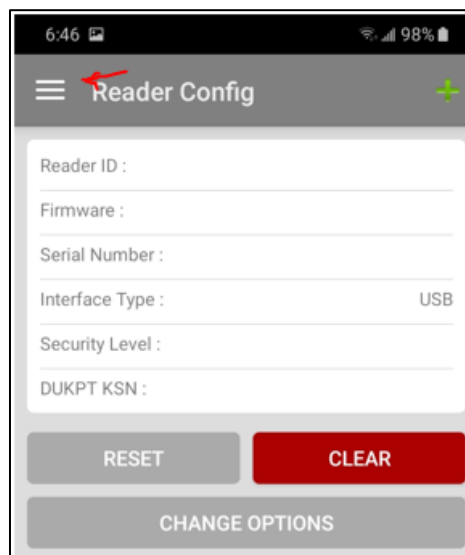
uDynamo Android card reader transactions may fail to be processed because the Key Set ID (KSID) is either unconfigured or incorrectly configured.

To reconfigure the uDynamo Android card reader KSID:

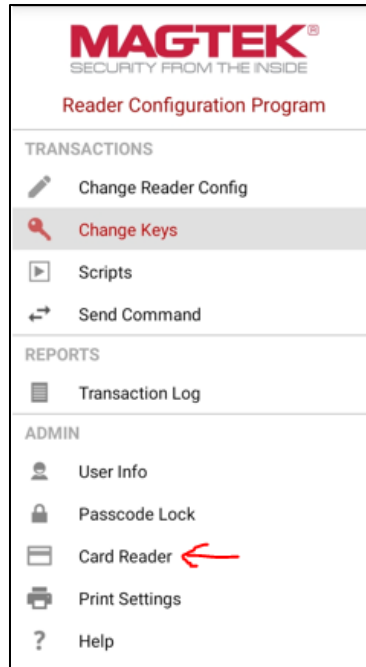
1. In **Google Play**, download the **MagTek Reader Configuration** app.
2. Connect the uDynamo Android card reader to the Android device via USB
3. Open the **MagTek Reader Configuration** app and tap the **USE PUBLIC ACCOUNT** button:



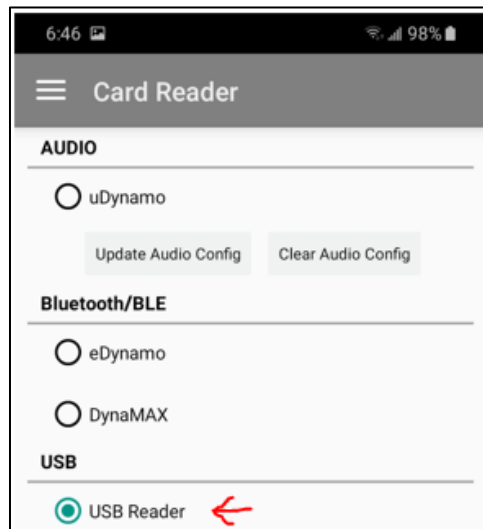
4. Tap the ≡ icon:



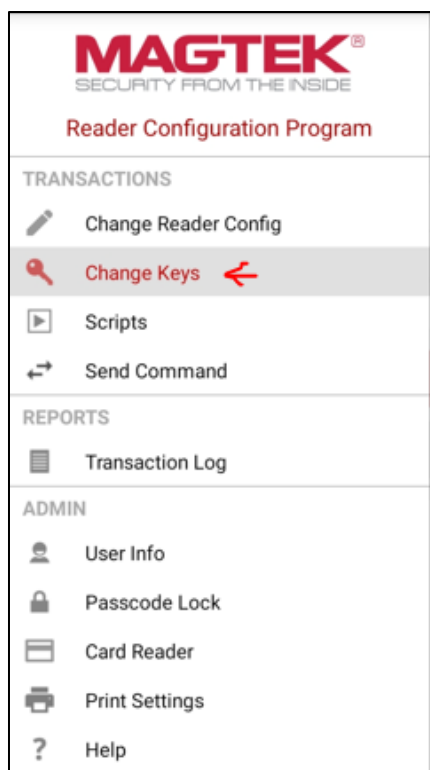
5. Tap **Card Reader**:



6. On the **Card Reader** page, select **USB Reader**:



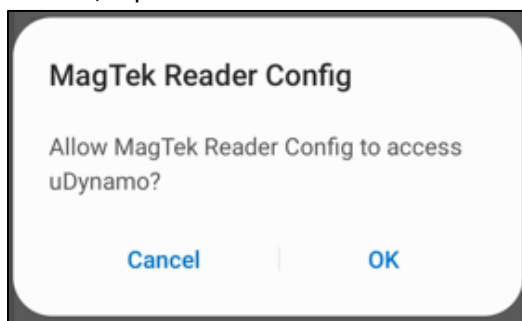
7. Tap the ≡ icon again and then tap **Change Keys**:



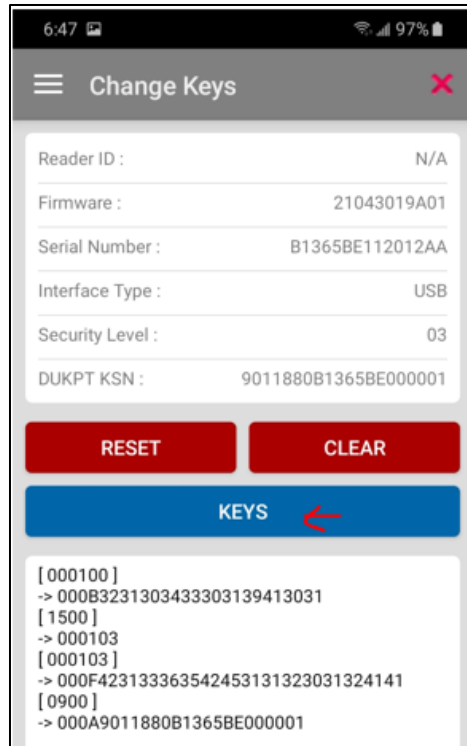
8. Tap the + icon:



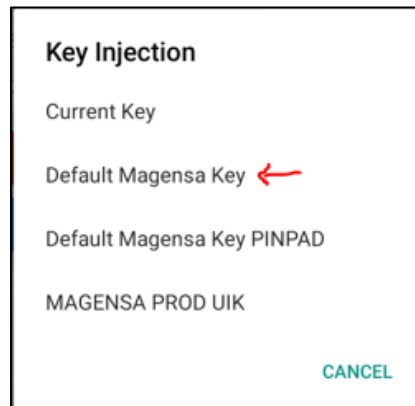
9. To connect to the card reader, tap **OK**:



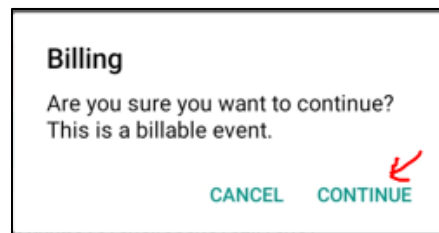
10. Tap the **KEYS** button:



11. Tap the key to be loaded (**Default Magensa Key**):



12. Tap **CONTINUE**:



13. On the **Billing Info** popup, enter **ACTIVE** and then tap **OK**:

### Billing Info

Please enter billing information:

CANCEL
OK

14. Wait for the key to update:

### Change Keys

Reader ID :	N/A
Firmware :	21043019A01
Serial Number :	B1365BE112012AA
Interface Type :	USB
Security Level :	03
DUKPT KSN :	9011880B1365BE000001

Updating key, please wait...

```

[ 000100 ]
-> 000B3231303433303139413031
[ 1500 ]
-> 000103
[ 000103 ]
-> 000F423133363542453131323031324141
[ 0900 ]
-> 000A9011880B1365BE000001
[ 1900 ]
->
0024423133363542453131323031324141004D5
3434B505244303031EB3B39EFCC80C896CFE4
[ 223142313336354245313132303132414100019
011880B1365BE000000F08A92F09BA37F27D196
92FE32570F5763E904AD37C1 ]

```

15. Once the key has been loaded, the **Success** message appears:

### Success

The key Default Magensa Key has been loaded successfully.

OK

16. To ensure that the reader is functioning correctly, perform a test transaction in the ACTIVE POS app.