User Guide Mobile Pay Online Invoicing

Simple online invoicing to get paid fast.



global payments Innovation that delivers.

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Mobile app

The Mobile Pay app is available on both Android[™] and iOS[®]. The interface will automatically adjust the scale depending on the device size – tablet or phone. You can find the Mobile Pay app in your device's app store by searching "Mobile Pay Global Payments CA".

NOTE: The app language will automatically be in English or French based on your device's language setting. To change the app language, first, change your device's language and relaunch the Mobile Pay app.

This app can be used for both card-present and card-not-present transaction processing. If you would like to find out more about card-present options, please contact your Global Payments account representative.

Invoice management

Creating an invoice in-app





- c. **Comments** is an optional field for you to add comments
- d. Terms and conditions are editable
- e. Pay now triggers screens to accept Partial card present payments presented on the invoice. And it will also send the invoice to the selected customer. Please see the <u>Partial card-present payments</u> <u>section</u> for detailed instructions.
- f. Send option sends the invoice to the customer. When the customer's email and SMS contacts are both on file, the default option is to send out the invoice by email.

Partial card-present payments on an invoice

Step 1: When the **Pay Now** option is selected on the invoice screen, confirm the amount the customer would like to pay and select **OK**.

By default, the screen presents the full invoice amount, but you can enter a lower amount if the customer would like to pay a portion of the invoice first.

	÷.	8:24 PM				
Kenter Back Create Invoice for \$105.50						
Custor	mer		Melissa			
Payme	ent Term	S	Due on receipt			
Com		Pay Amount				
	Enter the	e amount you wis	h to pay:			
	\$105.50		0			
Term	Can	cel	ок			
Thank you for your business. Please send payment by the invoice due date.						
	Pay Now	/	Send			
Ĺ	1	2 ^**	3 Def			
4	1	5	6 MNO			
7		8	9			
		0				
Back	s 🗢 Crea	8:25 PM Ite Invoice for \$1	05.50			
Custo	mer		Melissa Smith			
Paym	ent Term	S	Due on receipt			
Com	Enter th	Pay Amount e amount you wis	h to pay:			
	\$50.00		0			
Term Cancel OK						
Term	Can	cel	ОК			
Term Thank paym	Can you for y ent by the	cel rour business. Ple invoice due date	OK ase send			
Term Thank paym	Can c you for y ent by the Pay Nov	cel rour business. Ple invoice due date	OK ase send Send			
Term Thank payme	Can c you for y ent by the Pay Nov	cel rour business. Ple i invoice due date v v авс	OK ase send Send BEF			
Term Thank paym	Can x you for y ent by the Pay Nov 1 4	cel our business. Ple invoice due date v 2 ABC 5 JKL	OK ase send Send 3 DEF 6 MNO			
Term Thank paym	Can x you for y ent by the Pay Nov 1 4 HI 7 SRS	cel rour business. Ple invoice due date v 2 ABC 5 JKL 8 STUV	OK ase send Send 3 DEF 6 MNO 9 WXYZ			
Term Thank payme	Can x you for y ent by the Pay Nov 1 4 HI 7 SRs	cel rour business. Ple invoice due date v 2 ABC 5 JKL 8 TUV 0	OK ase send Send			

Step 2: The app will now prompt for the method of payment. The Payment options presented vary based on your Mobile Pay solution setup.

Card payments – This option will be available if you have chosen the Mobile Pay solution that comes with a card reader – Mobile Pay Plus or Mobile Pay Register Plus

Cash/Cheque – These options will only be available if cash or cheque have been enabled on your account.

Step 3: Once the sale is processed, a receipt screen will show up.

I TELUS 🧟 8:25 PM Payment Type \$50.00 • (\$) • anual Carr 8:26 PM Done **Global Canada Test Account** Global Canada Test Account Toronto, ON M2H 3S7 Transaction Info 2021-04-04, 8:25 PM Date Receipt Number 734861411 Invoice Number 788009 Purchased Items Invoice #1009 Payment (x1) \$50.00 Subtotal \$50.00 Total \$50.00 Cash Payment Amount Tendered \$50.00 \$0.00 Change

Step 4: You can send the receipt TELUS 🧟 8:26 PN to the customer by selecting the box with the arrow icon. **Global Canada Test Account** Global Canada Test Account Toronto, ON M2H 3S7 By default, the **Send Receipt** screen will automatically send the Date 2021-04-04, 8:25 PM receipt to the customer's email. Receipt Number 734861411 Invoice Number 788009 Invoice #1009 Payment (x1) \$50.00 Subtotal \$50.00 Total \$50.00 Send Receipt Cancel < Back Send Receipt Send \oplus m123smi12@gmail.com

View existing invoices

Step 1: Go to the menu screen and select Invoices.

🖬 I TELUS 🗢	8:27 PM	
nathan.chung@	globalpay.com	Sign Out
Sales H	listory	>
Ninvento	iry	>
Catego	ries	>
🔗 Tip Rep	port	>
s Invoice	S	>
Custon	ners	>
ญ Users		>
දිරි Setting	s	>
💡 Help		>
MOBILE PAY D	DASHBOARD	
000	\bigcirc	•••
search entry	Cart Cart	more

Step 2: Find the invoice you would like to complete. The filter option allows you to refine the list of invoices by payment status.

II TELUS 🗢	8:28 PM		IT TELUS			-
K Back		Filter	< Back	Invoices	Filt	er
Apr 4, 2021		Total \$105.50	Apr 4,	2021	Total \$215.4	8
#1009 Melis: 8:25 Pl	sa M	\$105.50 > Overdue	#1010	Nathan 8:45 PM	\$109.98 Partial	>
Mar 22, 2021	an Charles	Total \$11.50 \$11.50	#1009	Melissa 8:25 PM	\$105.50 Overdue	>
			Mar 22	, 2021	Total \$11.5	0
	All		#1008	Nathan 1:54 PM	\$11.50 Overdue	>
	Unpaid		Jan 21,	2021	Total \$5.5	0
	Overdue		#1007	Nathan 1:58 PM	\$5.50 Overdue	>
	Overdue		Oct 19,	, 2020	Total \$0.2	2
	Paid		#1006	Natha 3:05 PM	\$0.22 Overdue	>
	_		Oct 10,	, 2020	Total \$20.0	91
	Partial		#2	Next Door Steak House 11:41 PM	\$5.00 Overdue	>
	voided		#2	Clara 11:39 PM	\$5.00 Voided	>
0.201	Due Date	Folded	#1	Clara 11:38 PM	\$10.00 Overdue	>
ſ	Cancel		000	T T S		
QUICK ENTRY II	iventory Ca	L MOLE	Quick Entry	y Inventory	Cart More	

Step 3: Under Payment history, you can review any previous partial payments made against the invoice.

🖬 TELUS 🗢	8:28 PM	-	🖬 I TELUS 🗢	8:29 PM	
Invoices	Invoice #1009	\$	Invoices		\$
Invoice Info			Invoice Info		
Date	2021-0	4-04, 8:25 PM	Date	2021-04	4-04, 8:25 PM
Due D	ate	2021-04-04	Due Da	ite	2021-04-04
Status		Overdue	Status		Overdue
Custor	mer	Melissa	Custom	ier	Mellese Smith
Balan	ce Due	\$55.50	Balanc		\$55.50
Payment History	ý		Lo Paymer	oading transaction	
Cash		\$50.00 >	Cash		\$50.00
Purchased Item	S		Purchased Items		
Cookie	es (x1)	\$5.00	Cookie	s (x1)	\$5.00
Lavage	e et coupe (x1)	\$100.00	Lavage	et coupe (x1)	\$100.00
Totals			Totals		
000	· ·		000		A405 00
Quick Entry	Inventory Cart	More	Quick Entry	inventory Cart	More

•ITI TELUS *	중 8:29	РМ	
Invoice	#1009		Û
	alobal Ganada	Test Accou	nt –
	Global Canada	Test Account	
	Toronto, ON	M2H 3S7	
Transacti	on Info		
C	Date	2021-04-04,	8:25 PM
F	Receipt Number	73	4861411
Ir	nvoice Number		788009
Purchase	d Items		
Ir	nvoice #1009 Pa	yment (x1)	\$50.00
Totals			
S	Subtotal		\$50.00
Т	otal		\$50.00
Cash Pay	ment		
Д	mount Tendered	ł	\$50.00
C	Change		\$0.00
	\diamond		•••
Quick Entry	/ Inventory	Cart	More

Step 4: If you would like to initiate partial payments against the invoice, select the **Coin button** in the upper right corner. You can confirm or alter the amount of the partial payment and select **OK** to trigger a card-present transaction.

📲 I TELUS 🗢	8:29 PM	·	🖬 TELUS 🗢	8:30 PI	м 📼
Invoices		\$		<u>^</u>	Done
Invoice Info Date	2021-	04-04, 8:25 PM	G	Iobal Canada T Global Canada T Toronto, ON N	est Account est Account 12H 3S7
Enter t	Pay Amount he amount you wis)4-04 h to pay:	Transactio	n Info	
		ardue	Da	ate 2	2021-04-04, 8:30 PM
\$55.50	2	Smith	Re	eceipt Number	734861723
Ca	ncel	OK 55.50	In	voice Number	943763
Payment History			Purchased	Items	
Cash		\$50.00 >	In	voice #1009 Pay	ment (x1) \$25.00
1	2	2	Su	ibtotal	\$25.00
	ABC	DEF	To	tal	\$25.00
4 6H1	5 JKL	6 MNO	Cash Payr	nent	
7 PQRS	8 TUV	9 wxyz	Ar	nount Tendered	\$25.00
	0	$\langle X \rangle$	Cł	nange	\$0.00
and TELLIS 🗢	8:30 PM				

in recos v		JUPM		
Invoices	Invoid	ce #1009	(3
Invoice Info)			
Da	ate	2021-04-0)4, 8:25 I	PM
Du	ue Date		2021-04-	-04
St	atus		Overd	lue
Cu	ustomer	Me	elissa	
Ba	alance Due		\$30	.50
Payment H	listory			
Ca	ash		\$50.00	>
Ca	ash		\$25.00	>

Purchased I	tems		
Co	okies (x1)		\$5.00
Lav	age et coupe	(x1)	\$100.00
000	\bigcirc	7	•••
Quick Entry	Inventory	Cart	More

Customer database

The **customer database** provides easy access to all of your customers. You can access the customer database by selecting **Customers** in the main menu. You can also access the customer database when an invoice is triggered.



Adding customers

Customers can be added one by one through the app. If you wish to add a large batch of customers, please use the <u>add customers by</u> <u>bulk</u> function within the Mobile Pay back office.

Step 1: Navigate to the **Customers** screen from the main menu and tap the + button in the upper right corner.

Step 2: Enter the customer's information. An email address or mobile phone number is required. Once complete, tap **Done**.

Cancel	Create Customer	Done
Customer Ty	pe Indiv	idual Business
Customer Inf	o	
Test		
Customer		
tescust@teste	st19@gmail.com	
Mobile Phone	Home P	hone
Business Nam	e	
Job Title		
Address		
Street		
City		
Province	Postal C	ode
Comments		
Comments		

HII TELUS 🗢 9:55 AM

Step 3: Confirm you have consent from the customer to add the data. Once Verify is selected, the customer will be added to your customer database.



Edit / deleting customers

Step 1: Navigate to the **Customers** screen from the main menu and select the customer you would like to edit/delete.

Step 2: Select Edit (on the top right corner) or Delete (Trash icon) on the bottom of your screen.

HI TELUS 🗢 9:5	5 AM		🖬 TELUS 🗢	8:30 PM	
K Back Test Cu	istomer	Edit	Invoices	Invoice #1009	(\$
Customer Type	Individual	Business	Invoice Info		
Customer Info			Date	2021-04	I-04, 8:25 PM
Test			Due D	ate	2021-04-04
Customer			Status		Overdue
tescust@testest19@gn	nail.com		Custor	mer	Melissa
			Balan	ce Due	\$30.50
			Payment History	1	
			Cash		\$50.00 >
			Cash		\$25.00 >
			Purchased Item	S	
			Cookie	es (x1)	\$5.00
			Lavag	e et coupe (x1)	\$100.00
Í	້າໄ		0000	S	•••

Step 3: If Delete is selected, you will be asked to confirm.



Back Office

The Mobile Pay Back Office is a web portal that you can use to run your business. Access the Back Office through this link: https://mobilepay.globalmpos.ca/.

NOTE: The website displays in English or French based on your browser language settings. To change your desired language in the Back Office, first change your browser language and then refresh the Back Office URL.

Customer database

Access your customer database by selecting the **Customers** tab on the main page of the Back Office. Similar to the Mobile App, the Back Office allows you to add, edit and delete customer records. As an additional function that is unique to the Back Office, you may also create more than

one customer record at once. Please see the <u>add customers by bulk</u> <u>section</u> for detailed instructions.

TIPS: Use the search function to search through your entire customer database. You may also click each column to help you better filter and sort the customer data.

3) Glo	bal Ca	inada T	est Accour	nt					nathan.i	@globalpay.com *
Dashboard	Reports	Inventory	Web Terminal	Recurring	Invoices	Customers	Users	Support	rt	
Custome	ers				[Download Templa	ate	Import Cut	stomers	+ Add Customer
🗟 Export to F	DF 💩 Đ	port to XLSX	Export to CSV							
Enter text to s	sarch									
ustomer		ŤΤ	Туре		⊤ Ema			T P	hone	
ohn			Individual		tes	@testio3.com				
Melissa 👘			Individual		m1	23smi12@gmail.com	1		14165234866	
Nathan Charles			Individual		nat	han. @globalpa	ay.com		16474682834	
			Individual						16476387000	
Nc Test			in romanda del							
Nc Test			Business					j	ulie04290@te	ist312.com

Add customer (one by one)



Step 2: Fill in the customer details, and select Continue	Add Customer	Adons Cry Satar Physics County 2p) Posta Cole Commens Cammens Camme
Step 3: Verify that you have the customer's consent, and select Save	I have verified that the customer has permitted me Cancel	to collect their personal information.
Step 4: Customer is added.	The customer, Test User, was successfully saved.	ОК

Add customer by bulk

Step 1: On the customer database page, select Download Template to download the CSV template file.	Dov	vnload Te	mplate			
Step 2: Open the CSV template file and populate the fields. Note that an email address or mobile phone number is required for the invoice	A B Last Name First 1 Test User Test 1 User	C Business	D City	E Mobile N	F Email Test1Test tetes30@	t@gl1 0gl3i3

to be delivered to the customer.		
Step 3: Save the CSV template file, select Import Customers on the customer database page, and follow the prompt to upload the saved CSV template file.	Import Customers	×
Step 4: The platform will provide the status of the upload.	The Import was successful. New Customers Sared 2 Depletell Records Found 3 The Import was successful. New Customers Sared 2 Depletell Records Found 1 Depletell Records Found 1 2 Teal Lear Fort Name Parlieses New City, Model Notifier Exail SartTautifyingtion	×

Duplicate check during bulk upload

During bulk uploading of customer data, the Mobile Pay Back Office offers a simple duplicate check to help you spot and reject potential duplicated records.

The duplicate check will verify the data based on these five (5) fields: **First Name, Last Name, Business Name, Email**, and **Phone**

- If all 5 fields match, the system will not add the entry into the database.
- If all 5 fields do not match, the system will add the customer data as a new entry.

See examples below for how the duplicate check works:

Example 1

- Existing data in your database: John, Smith, john.smith@gmail.com
- New bulk upload contains: John, Smith, john.smith@gmail.com
- This entry will be flagged as a duplicate as only 3 fields exist and 3 fields match.

Example 2

- Existing data in your database: John, Smith, john.smith@gmail.com
- New bulk upload contains: John, Smith, john.smith@gmail.com, 123-123-1234 (mobile phone number)
- A new entry will be created in the database Although three(3) columns matched because the new bulk upload data contains an additional field (phone number), this customer will be added as a new record.

Edit/delete customers

Step 1: On the customer database page, select the customer by clicking their name in the left column.

Step 2: The **Customer Detail** page will now be displayed. Select the **Edit** button to make changes.

Customer Type	Address
Individual	N/A
First Name	City
User	N/A
Last Name	State / Province
Test	N/A
Business Name	Country
N/A	N/A
Job Title	Zip / Postal Code
N/A	N/A
Email	Comments
Test2Test@gitest.com	N/A
Mobile Number	
N/A	
Phone	
N/A	

Step 3: Once the edit is completed, select Save.

If you would like to delete this record, select **Delete** in the bottom left corner.

Individual	Address
User	City
Test	State / Province
Business Name	Country
Job Title	Zip / Postal Code
Test2Test@gltest.com	Comments
📞 Mobile Number	
C Phone	

Invoice management

Access your invoice management by selecting the **Invoices** tab on the main page of the Back Office. Similar to the Mobile App, the Back Office allows you to create, review, resend and delete customer invoices. As an additional function that is unique to the Back Office, you may also view and export reports for your transactions. Please see the <u>reports section</u> for details.

TIPS: Use the search function at the top to search through your invoices. You may also click each column to help you better filter and sort the invoice data.

S Glob	oal Ca	nada 1	est Accou	int							nathan.	@globalpay.com	m -
Dashboard	Reports	Inventory	Web Terminal	Recurring	In	voices	Custome	ers Use	rs	Support			
Invoices												+ Create Invoi	ce
Export to PD	F 🗟 Ex	port to XLSX	Export to CS	v									
Enter text to sea	rch												
woice Number	Amount	Τ	Status T	Created	т	Due	т	Customer	т	Email	т	Phone	Ŧ
#2		\$5.00	Voided	10-10-2020 8:39 PM		10-10-202	20	Clara 🐂		clara.)	@globalpay	14168589283	
¥2		\$5.00	Overdue	10-10-2020 8:41 PM		10-10-202	20	Next Door House	Steak	nextdo	or@steakhou	14168474200	
¥1012		\$6.38	Pending	04-05-2021 9:27 AM		05-05-202	21	Nc Test				16476387000	
¥1011		\$0.25	Partial	04-05-2021 8:18 AM		04-12-202	21	Nathan 🔘	ung.	nathan	@glob	16474682834	
¥1010		\$109.98	Partial	04-04-2021 5:45 PM		04-11-202	21	Nathan 🔘	lung	nathan	@glob	16474682834	
¥1009		\$105.50	Overdue	04-04-2021		04.04.20	14	Molicea 6		m122e	ni12@amail	14165224066	

Creating an invoice

NOTE: When creating an invoice, the Back Office version serves as a simple tool for you to quickly create an invoice by entering the sale amount. However, for example, it does not have the ability to add items from a catalogue. Please use the Mobile Pay App to enjoy the full experiences of Mobile Pay Online Invoicing.



Reviewing / resending / deleting an invoice

nvoice #10*

Step 1: Under the Invoices tab,
select the invoice by clicking
the invoice number in blue.

Invoice Number	Amount T	Status	Т	Created	Т
#2	\$5.00	Voided		10-10-2020 8:39 PM	
#2	\$5.00	Overdue		10-10-2020 8:41 PM	
#1013	\$20.00	Pending		04-05-2021 11:27 AM	
#1012	\$6.38	Pending		04-05-2021 9:27 AM	

Step 2: You can view invoice details, including the status of the payment, partial payment, and invoice purposes. Select **Back** to return to the invoice screen, or select **Resend** to resend the invoice to the customer.

If you wish to delete an invoice, select the Void option. Note that you can only delete an invoice if it has not been paid in part or in full.



Reports

- **Invoice ID** is a new identifier and is a common data point between the three (3) main reports.
- **Receipt numbers** are only common between the **Transaction** and **Inventory** reports.

Transaction report	Back	Offi	ce int	erface:	:		
	🔋 GI	obal Car	ada Test A	ccount		nathar	globalpay.com ¥
	Dashboard	Reports	Inventory Wel	Terminal Recurring	Invoices Customers L	Users Support	
	Sale Sta	itistics	Transactions	Sales Tax	Inventory Tips		
	Tip: All of	your transactions v	ia cash and card will b	e documented here. The ball	ance from your card payments will be set	tfied to your account daily.	×
	Total Sal Your total to month.	es ansaction amount	for this \$1	25.02	Next Batch Settleme Total sales that will be inclu- next batch settlement (inclu- tip)	uded in the \$0.0	0
	Q, Search	Туре			2021-04-01	2021-04-05	Go
	Amount	Type	Date	Receipt Number	User	Source	Description
	\$0.01	Cash	21-04-05	734031723	nathan.	Mobile	
	\$0.01	Cash	21-04-05	734929371	nathan energy	Mobile	
	\$50.00	Cash	21-04-04	734862809	nathan. Wung	Mobile	
	\$25.00	Cash	21-04-04	734861723	nathan. Gung	Mobile	
	\$50.00	Cash	21-04-04	734861411	nathan	Mobile	
	N/A* - Usern	ames are not appl	icable to terminal trans	actions			Export to Excel
	Ехро	orted	file:				
	A 8 Source User	C D Amount Tax	E F Tip Total Date	G H Transaction Type	I J K L Card Type Last Four Batch nun Receipt Nun	M N Invoice Number Batch opened (Ba	O P Q atch clos Description (opti Invoice Id
	Nobile nathan.ch Nobile nathan.ch Nobile nathan.ch Nobile nathan.ch Nobile nathan.ch	0.01 0 0.01 0 50 0 25 0 50 0	0 0.01 4 0 0.01 4 0 50 4/ 0 25 4/ 0 50 4/	5/2021 8:30 Vente au comptant 5/2021 8:19 Vente au comptant 6/2021 17:45 Vente au comptant 6/2021 17:30 Vente au comptant 6/2021 17:25 Vente au comptant	Cash 18 794931723 Cash 18 794929371 Cash 17 79465209 Cash 17 79465209 Cash 17 79465209 Cash 17 794651223 Cash 17 794651411	105632 4/5/20218:19 m 202767 4/5/20218:19 m 242824 4/4/202117:25 m 943763 4/4/202117:25 m 788009 4/4/202117:25 m	104633 104653 104417 104415 104415

	Dashboard	Reports Invento	ry Web Termin	al Recurring	Invoices Ci	stomers	Users	Support		
	Sale Statis	itics Transa	ctions S	ales Tax	Inventory	Tips				
	By Inventory	By Category			2021-04-0		2021-04	-05		Go
						Invento 1 x Cookie 1 x Lavag 1 x Lä mo 2 x Quick 1 x Test o Total: \$23	e et coupe - S derme pour ch Item - S5.77 Dookles - S20.0	100.00 iien - \$100.0	• •	
	* Terminal or Ve A Category Uncategorized Uncategorized Uncategorized Uncategorized Good grooming service	Item Descriptions Item Description Read	C D ption Amount Socies a \$20.00 \$5.55 \$0.22 en \$100.00 \$100.00	E Quantity Date 1 4/5/20 1 4/5/2 1 4/5/2 1 4/4/20 1 4/4/20	F G Receipt Nr 21 11:27 021 9:27 021 8:18 21 17:45 21 17:25	mber User	4 Transa	l ictionType	J Card Type	Export to Excel K L Invoice 104 Invoice 1
nvoice report	Cashbeard Invoices	Pal Canada Reports Inventor	Y Web Termina	unt Recurring	Invoices C	ustomers	Users	Support	nathan	@globalpsy.com 1 + Create Invoice
nvoice report	Contensed	Canada Reports Inventor	V Web Termin	unt « Recurring 257	Invoices C	ustomers	Users	Support	natran	@globalpay.com *
voice report	Contractor	Coal Canada Reports Inventor F Report to XLS rch	Test Acco y Web Termin K Export to (Status	Unt Recurring SV	Invoises C	vitomers T Custor	Users ner T	Support	nation .	@globalpsy.com 1 + Create Involve Phone T
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Customer-facing content

The following are the sample contents that your customer receives during the invoicing process.

Email invoice

This is a sample bilingual invoice that a customer would receive via email.

Email invoice that has been partially paid

This is a sample invoice detail screen that a customer sees when they click on the invoice link delivered to them via email or SMS.

Note that in this sample, the customer has partially paid and therefore the remaining balance is less than the partial payments.

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Sample bilingual receipt These are the sample receipts a customer will receive after the completion of payments.

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Sample SMS invoice (bilingual) Global Canada Test Account Invoice (Facture) https://mobilepay.globalmpos.ca /digitalinvoice?pwb4vnmr3dfl Sample SMS receipt (bilingual) Global Canada Test Account The website in the SMS receipt will Receipt (Reçu): https://mobilepay .globalmpos.ca/receipt?hash= gbhsoucpbl1d detect browser language and display it in either English or French.