RBS WorldPay™

How to Use Loyalty Card at the Point of Sale
Standalone POS

To order the *How to Use Loyalty Card* quick reference guide specific to your terminal, contact the Help Desk at 1-800-859-5965

ADD POINTS TO A LOYALTY CARD

For terminals with Swipe Redeem

1. From **Main menu** select **Rewards**.
2. Select **Add Points**.
3. Swipe/key card # that begins **6034 1195**. *On some terminals swipe/key, then select Add Points*.
4. Type points to be added.
5. Follow any additional prompts.
6. Receipt prints the **Point** and **Reward Balance**.

For terminals without Swipe Redeem

1. Select Auth Only.
2. Swipe card.
3. Select **Credit**.
4. Key the **number of points** to add to the card. *Points are entered in a dollar field; for example, 3 points = $0.03*.
5. Receipt prints the **Point** and **Reward Balance**.

VOID POINTS ON A LOYALTY CARD

For terminals with Swipe Redeem

1. From Main menu select **Rewards**.
2. Select **Void Points**.
3. Swipe/key card # that begins **6034 1195**. *On some terminals swipe/key, then select Void Points*.
4. Type points to be voided.
5. Follow any additional prompts.
6. Receipt prints the **Point** and **Reward Balance**.

For terminals without Swipe Redeem

1. Select Auth Only.
2. Key the **Void Accum #** that begins 6034 1187.
3. Select **Credit**.
4. Follow prompts including keying the number of points to void.

5. Receipt prints the new **Point** and **Reward Balance**.

REDEEM REWARDS BALANCE ON A LOYALTY CARD

For terminals with Swipe Redeem

1. Swipe/key card # that begins **6034 1195**.
2. Follow prompts, including keying the **sale amount**.
3. Receipt prints the **Point** and **Reward Balance**.

For terminals without Swipe Redeem

1. Press **F2** (Sale).
2. Key the **Redeem #** that begins 6034 1175.
3. Select **Credit**.
4. Follow prompts including keying the **sale amount**.
5. Receipt prints the **Point** and **Reward Balance**.

BALANCE INQUIRY

For terminals with Swipe Redeem

1. From Main menu select **Rewards**.
2. Select the **Balance** option.
3. Swipe/key card # that begins **6034 1195**. *On some terminals swipe/key, then select Balance*.
4. Follow any additional prompts.
5. Receipt prints the **Point** and **Loyalty Card Balance**.

For terminals without Swipe Redeem

1. Press **F2** (Sale).
2. Key the **Redeem #** that begins 6034 1175.
3. Select **Credit**.
4. Follow prompts and key an amount greater than the expected balance.
5. Receipt prints a *Deny Code 19* and the **Loyalty Balance**. *Or go to rewardslynk.com and enter the card number*.

Note:

- Card # begins **6034 1195**
- Void Accum # begins **6034 1187**
- Redeem # begins **6034 1175**

WHAT THE DENY CODES MEAN	
01, 02	Invalid card number
03	Card not valid here
10	Invalid void amount
14, 15	Call Help Desk (1-800-859-5965)
16	No program in effect
17	Invalid void amount
19	Amount > Reward Balance
20, 32	Call Help Desk (1-800-859-5965)
46	Used Auth Only for Redeem, or used Sale for Accumulate, or used Sale for Void Accumulate