

Omni 3200 SE – How to Use Loyalty Cards

Quick Reference Card
Help Desk: 1-800-859-5965

ADDING POINTS TO A CARD

Screen Prompt	Action
<i>From main screen</i>	1. Scroll↓ to Rewards Card <input type="button" value="F#"/>
Add Points Void Points Reward Balance	2. Select Add Points <input type="button" value="F#"/>
Add Points Swipe Card Acct:	3. Swipe card
Add Points Server ID: <If prompted>	4. Type Server ID and press <input type="button" value="ENTER"/>
Add Points Points:	5. Type points and press <input type="button" value="ENTER"/>
Add Points Approved	6. Terminal prints receipt with rewards balance and total points.
Add Points No Yes Prnt Cust Copy?	7. Print receipt: Yes <input type="button" value="YES"/> No <input type="button" value="NO"/>

BALANCE INQUIRY

Screen Prompt	Action
<i>From main screen</i>	1. Scroll↓ to Rewards Card <input type="button" value="F#"/>
Add Points Void Points Reward Balance	2. Select Rewards Balance <input type="button" value="F#"/>
Reward Balance Swipe Card Acct:	3. Swipe card
Reward Balance Server ID: <If prompted>	4. Type Server ID and press <input type="button" value="ENTER"/>
Reward Balance Balance Inquiry	5. Terminal prints receipt with rewards balance and total points.
Reward Balance No Yes Prnt Cust Copy?	6. Print receipt: Yes <input type="button" value="YES"/> No <input type="button" value="NO"/>

SPEND REWARD POINTS

Screen Prompt	Action
<i>From main screen</i>	1. Select Sale <input type="button" value="F#"/>
Sale Swipe Card Acct:	2. Swipe card
Rewards Redeem Server ID: <If prompted>	3. Type Server ID and press <input type="button" value="ENTER"/>
Rewards Redeem Amount: \$ 0.00	4. Type Sale Amt and press <input type="button" value="ENTER"/>
Redeem Approved	5. Terminal prints receipt with rewards balance and total points.
Reward Redeem No Yes Prnt Cust Copy?	6. Print receipt: Yes <input type="button" value="YES"/> No <input type="button" value="NO"/>

VOID POINTS FROM A CARD

Screen Prompt	Action
<i>From main screen</i>	1. Scroll↓ to Rewards Card <input type="button" value="F#"/>
Add Points Void Points Reward Balance	2. Select Void Points <input type="button" value="F#"/>
Void Points Swipe Card Acct:	3. Swipe card
Void Points Server ID: <If prompted>	4. Type Server ID and press <input type="button" value="ENTER"/>
Void Points Points:	5. Type points and press <input type="button" value="ENTER"/>
Void Points Approved	6. Terminal prints receipt with rewards balance and total points.
Void Points No Yes Prnt Cust Copy?	7. Print receipt: Yes <input type="button" value="YES"/> No <input type="button" value="NO"/>

DENY CODES

Deny Code	Means...
A Deny Code prints on the receipt if a transaction is denied.	
01, 02	Invalid card
03	Card not valid at this location
10	Invalid void amount
14, 15	Call Help Desk
16	No program in effect
17	Invalid void transaction
19	Amount greater than reward balance.
20, 32	Call Help Desk

END OF DAY SETTLEMENT

Screen Prompt	Action
Step 1. Print Total Report	
<i>From main screen</i>	1. Select Report <input type="button" value="REPORT"/>
Totals Report Detail Report Server Report Shift Report	2. Select Totals Report <input type="button" value="F#"/>
Totals Report Host <-->: Lynk Prev Next SLct Exit	3. Press SLct <input type="button" value="F#"/>
Totals Report Host <-->:Lynk Printing	4. Terminal prints the Totals Report including Loyalty Card totals for: <ul style="list-style-type: none"> • Accum Points • Accum Voids • Total Accum • Redeemed • Tax • Redeem Total

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END OF DAY SETTLEMENT

Step 2. Print Detail Report

<i>From main screen</i>	1. Select Report <input type="button" value="REPORT"/>
Totals Report Detail Report Server Report Shift Report	2. Select Detail Report <input type="button" value="F#"/>
Detail Report Printing	3. Terminal prints Detail Report including each transaction in batch and Loyalty Card totals for: <ul style="list-style-type: none"> • Accum Points • Accum Voids • Total Accum • Redeemed • Tax • Redeem Total

Step 3: Settle

<i>From main screen</i>	1. Select Settlement <input type="button" value="F#"/>
Settlement Password:	2. Type Supervisor password and press <input type="button" value="ENTER"/>
Settlement Sales: \$ XXXXX Refunds: \$ XXXXX Total: \$ XXXXX Enter to Confirm	3. To accept totals , press <input type="button" value="ENTER"/> To cancel , press <input type="button" value="CANCEL"/>
Settlement	4. Terminal prints Details Report .

ORDER MORE CARDS

Screen Prompt	Action
1. Log in to http://reporting.rbsworldpay.us .	
2. Select View Loyalty Card Data .	
3. Select Utilities .	
4. Select Order Cards .	
5. Make changes as needed and click Submit .	
Note: You can also call RBS WorldPay Customer Support at 1-800-859-5965 to order more cards.	