

ADD POINTS TO A LOYALTY CARD

Screen Prompt	Action
From main menu	1. Scroll to and select Gift/Rewards. [F#]
Gift/Rewards Swipe or Enter Account #:	2. Swipe card or Type card no. + [↵]
REWARDS Add Points Void Points Type: Balance	3. Press Add Points [F#]
Add Points Server Id: <If prompted>	4. Server ID + [↵]
Add Points Points:	5. Points to add + [↵]
Add Points Approved	6. Terminal prints Merchant receipt with Rewards Balance \$xxx.xx Total Points xxxx
Add Points Yes No Prnt Cust Copy?	7. Press [YES] to print customer receipt. Press [NO] to skip.

BALANCE INQUIRY

Screen Prompt	Action
From main screen	1. Scroll to and select Gift/Rewards. [F#]
Gift/Rewards Swipe or Enter Account #:	2. Swipe card or Type card no. + [↵]
REWARDS Add Points Void Points Type: Balance	3. Press Balance [F#]
Balance Inquiry	4. Terminal prints Merchant receipt with Rewards Balance \$xxx.xx Total Points xxxx
Balance Inquiry Yes No Prnt Cust Copy?	5. Press [YES] to print customer receipt. Press [NO] to skip.

REDEEM REWARDS BALANCE ON A LOYALTY CARD

Screen Prompt	Action
From main menu	1. Swipe card.
Or Key Manually	
From main menu	2. Press Sale [F#]
Sale Swipe or Enter Account #:	3. Type card no. + [↵]
REWARDS Debit EBT	4. Select Rewards.
REWARDS Server Id: <If prompted>	5. Server ID + [↵]
REWARDS Amount: \$ 0.00	6. Amt. + [↵]
REWARDS Approved	7. Terminal prints Merchant receipt with Rewards Balance \$xxx.xx Total Points xxxx
REWARDS Yes No Prnt Cust Copy?	8. Press [YES] to print customer receipt. Press [NO] to skip.

WHAT THE DENY CODES MEAN

Code	Meaning	Action
01, 02	Invalid Card	
03	Card Not Valid Here	
14, 15	Call Help Desk	1-800-859-5965
16	No Program in Effect	Define or Update Program
17	Invalid Void Transaction	
19	Amt > Reward Balance	Enter lesser amount
20, 32	Call Help Desk	1-800-859-5965

VOID ACCUMULATE ON A LOYALTY CARD

Screen Prompt	Action
From main menu	1. Scroll to and select Gift/Rewards. [F#]
Gift/Rewards Swipe or Enter Account #:	2. Swipe card or Type card no. + [↵]
REWARDS Add Points Void Points Type: Balance	3. Press Void Points [F#]
Void Points Server Id: <If prompted>	4. Server ID + [↵]
Void Points Points:	5. Points to Void + [↵]
Void Points Approved	6. Terminal prints Merchant receipt with Rewards Balance \$xxx.xx Total Points xxxx
Void Points Yes No Prnt Cust Copy?	7. Press [YES] to print customer receipt. Press [NO] to skip.

END OF DAY SETTLEMENT

Screen Prompt	Action
Step 1: Print Report	
From main menu	1. Press Reports. [Reports]
REPORTS Totals Report Detail Report Host Totals Rpt	2. Select report type [F#]
Totals Report Printing	3. Terminal prints Totals Report including Loyalty Card totals for: • Acum Points • Acum Voids • Net Acum • Reward Redeem • Redeem Total
Step 2: Print Detail Report	
From main menu	4. Press Reports [Reports]
REPORTS Totals Report Detail Report Host Totals Rpt	5. Select report type [F#]
Detail Report Printing	6. Terminal prints Detail Report including Loyalty Card totals for: • Acum Points • Acum Voids • Net Acum • Reward Redeem • Redeem Total
Step 2: Settle	
From main menu	7. Press Settlement [F#]
Settlement Password:	8. Supervisor password + [↵]
Settlement Sales: \$ XXXX.XX Refunds: \$ XXXX.XX Total: \$ XXXX.XX Enter to Confirm	9. Accept totals, press [↵] Stop settlement, press [CANCEL]
Settlement Settle- RBS WorldPay	10. The terminal prints the following: • Settlement Report • Totals Report • Detail Report