

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

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

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

END OF DAY SETTLEMENT	
Screen Prompt	Action
<b>Step 1: Print Report</b>	
From main menu	1. Press <b>Reports.</b> [Reports]
REPORTS Totals Report Detail Report Host Totals Rpt	2. <b>Select report type</b> [F#]
Totals Report Printing	3. Terminal prints <b>Totals Report</b> including Loyalty Card totals for: <ul style="list-style-type: none"><li>• Acum Points</li><li>• Acum Voids</li><li>• Net Acum</li><li>• Reward Redeem</li><li>• Redeem Total</li></ul>
<b>Step 2: Print Detail Report</b>	
From main menu	4. Press <b>Reports</b> [Reports]
REPORTS Totals Report Detail Report Host Totals Rpt	5. <b>Select report type</b> [F#]
Detail Report Printing	6. Terminal prints <b>Detail Report</b> including Loyalty Card totals for: <ul style="list-style-type: none"><li>• Acum Points</li><li>• Acum Voids</li><li>• Net Acum</li><li>• Reward Redeem</li><li>• Redeem Total</li></ul>
<b>Step 2: Settle</b>	
From main menu	7. Press <b>Settlement</b> [F#]
Settlement Password:	8. <b>Supervisor password</b> + [↵]
Settlement Sales: \$ XXXX.XX Refunds: \$ XXXX.XX Total: \$ XXXX.XX Enter to Confirm	9. <b>Accept totals,</b> press [↵]  <b>Stop settlement,</b> press [CANCEL]
Settlement Settle- RBS WorldPay	10. The terminal prints the following: <ul style="list-style-type: none"><li>• Settlement Report</li><li>• Totals Report</li><li>• Detail Report</li></ul>