










# Point-of-Sale

## Retail User Guide

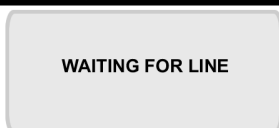
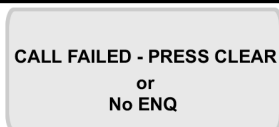
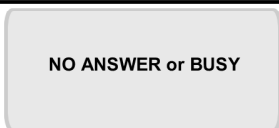
# Retailer Quick Guide

## Prepaid Transaction

### Prepaid Phone Card Sale

Step	Screen Prompt	Action	Key
1	EZRewards Key in your CASHIER ID and press ENTER ----	At the default screen, Key in your <b>CASHIER ID</b> and press <b>ENTER</b> .	CASHIER ID + 
2	Loyalty Functions > Gift Cards > Prepaid Products > Admin >	Select the 'Prepaid Products' Option on terminal. (F1, F2 or F3 depending on terminal setup.)	
3	Wireless > Phone Cards > Master Card > Ring Tones >	Select the desired Product Type. (F1, F2, F3, or F4 depending on setup.)	
4	ALLTEL > Cingular > T-Mobile > Verizon >	Select the desired Product. (F1, F2, F3, or F4 depending on setup.)	
5	\$10 ALLTEL > \$25 ALLTEL > \$50 ALLTEL > \$100 ALLTEL >	Select the desired Denomination. (F1, F2, F3, or F4 depending on setup.)	
6	YES > NO >  Collect Payment?	Confirm that the funds have been taken from the customer. (F1 = YES F2 = NO)  <b><u>IF NO IS SELECTED, THE TRANSACTION WILL NOT PROCESS.</u></b>	 OR 
7	Printing...	The terminal will dial into the server. The transaction will print.	GIVE CUSTOMER RECEIPT












### Troubleshooting Guide

When you see this...	We recommend trying this!
	<ol style="list-style-type: none"> <li>1. Make sure that there is a phone line in terminal.</li> <li>2. Check to see if another device is using phone line.</li> <li>3. Wait 20 Seconds to see if the terminal connects.</li> <li>4. Call Customer Service.</li> </ol>
	<p>This message means that the transaction was interrupted, due to a communication error - <u>Try the following:</u></p> <ol style="list-style-type: none"> <li>1. Attempt the transaction again.</li> <li>2. Call customer service - to help troubleshoot your phone line.</li> </ol>
	Please call Customer Service for assistance with this error.

# Retailer Quick Guide

## Admin Functions







### Add "New" Cashiers

Step	Screen Prompt	Action	Key
1	EZRewards Key in your CASHIER ID and press ENTER ----	At the default screen, Key in your <b>CASHIER ID</b> and press <b>ENTER</b> .	CASHIER ID + 
2	Loyalty Functions > Gift Cards > Prepaid Products > Admin >	Select the ' <b>Admin</b> ' Option on the terminal display by pressing the ' <b>F4</b> ' key.	
3	Setup > Report > Loy Reprint > Cashiers >	Select the ' <b>Cashiers</b> ' Option on the terminal display by pressing the corresponding menu key. Note: You may see different menu options due to terminal configuration settings.	
4	Add > Delete >	Select the ' <b>Add</b> ' Option on the terminal display by pressing the ' <b>F1</b> ' key.	
5	Enter new passcode	Key in new <b>Cashier ID</b> , Then press ' <b>ENTER</b> '. Note: IDs can be between 1-4 digits long.	 + 
6	Enter new Cashier Name	To create letters, press the number key and then press the ' <b>ALPHA</b> ' key.	 + 
7	Enter Cashier initials	To create letters, press the number key and then press the ' <b>ALPHA</b> ' key.	 + 
8	Clerk > Manager > Admin >	Select the appropriate access level for the new Cashier using the menu keys.	
9	Clerk Added Successfully	The terminal will dial into the server and register the new cashier	







# Retailer Quick Guide

## Admin Functions

### Shift Close Report

Step	Screen Prompt	Action	Key
1	EZRewards Key in your CASHIER ID and press ENTER ----	At the default screen, Key in your <b>CASHIER ID</b> and press <b>ENTER</b> .	CASHIER ID + 
2	Loyalty Functions > Gift Cards > Prepaid Products > Admin >	Select the ' <b>Admin</b> ' Option on the terminal display by pressing the ' <b>F4</b> ' key.	
3	Setup > Report > Loy Reprint > Cashiers >	Select the ' <b>Report</b> ' Option on the terminal display by pressing the corresponding menu key.  Note: You may see different menu options due to terminal configuration settings.	
4	Close Shift > Close Batch > Batch Audit > Date Audit >	Select the ' <b>Close Shift</b> ' Option on the terminal display by pressing the ' <b>F1</b> ' key.	
5	Summary > Detail >	Select the desired report type on the terminal by pressing the desired menu key.  Summary: A breakdown of total transactions Detail: A list of all transactions	 OR 







### Batch Close Report

Step	Screen Prompt	Action	Key
1	CTW Prepaid Key in your CASHIER ID and press ENTER ----	At the default screen, Key in your <b>CASHIER ID</b> and press <b>ENTER</b> .	CASHIER ID + 
2	Loyalty Functions > Gift Cards > Prepaid Products > Admin >	Select the ' <b>Admin</b> ' Option on the terminal display by pressing the ' <b>F4</b> ' key.	
3	Setup > Report > Loy Reprint > Cashiers >	Select the ' <b>Report</b> ' Option on the terminal display by pressing the corresponding menu key.  Note: You may see different menu options due to terminal configuration settings.	
4	Close Shift > Close Batch > Batch Audit > Date Audit >	Select the ' <b>Close Batch</b> ' Option on the terminal display by pressing the ' <b>F2</b> ' key.	
5	Summary > Detail >	Select the desired report type on the terminal by pressing the desired menu key.  Summary: A breakdown of total transactions Detail: A list of all transactions	 OR 

# Retailer Quick Guide

## Admin Functions

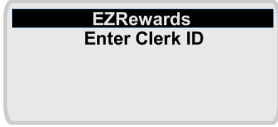





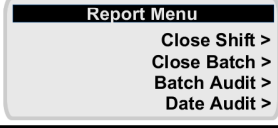

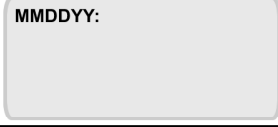
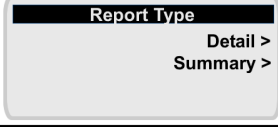

### Batch Audit Report

Step	Screen Prompt	Action	Key
1	EZRewards Key in your CASHIER ID and press ENTER ----	At the default screen, Key in your <b>CASHIER ID</b> and press <b>ENTER</b> .	CASHIER ID + 
2	Loyalty Functions > Gift Cards > Prepaid Products > Admin >	Select the ' <b>Admin</b> ' Option on the terminal display by pressing the ' <b>F4</b> ' key.	
3	Setup > Report > Loy Reprint > Cashiers >	Select the ' <b>Report</b> ' Option on the terminal display by pressing the corresponding menu key.  <i>Note: You may see different menu options due to terminal configuration settings.</i>	
4	Close Shift > Close Batch > Batch Audit > Date Audit >	Select the ' <b>Batch Audit</b> ' Option on the terminal display by pressing the ' <b>F3</b> ' key.	
5	Enter Batch # ( 0 = Current )	Key in the desired batch report number that you wish to audit.  <i>Note: This report will allow you to review the contents of a batch, it will not close the batch.</i>	ENTER BATCH #
6	Summary > Detail >	Select the desired report type on the terminal by pressing the desired menu key.  <i>Summary: A breakdown of total transactions</i> <i>Detail: A list of all transactions</i>	 OR 

# Retailer Quick Guide

## Admin Functions

### Date Audit Report

Step	Screen Prompt	Action	Key
1		At the default screen, Key in your <b>CASHIER ID</b> and press <b>ENTER</b> .	CASHIER ID + 
2		Select the ' <b>Admin</b> ' Option on the terminal display by pressing the ' <b>F4</b> ' key.	
3		Select the ' <b>Report</b> ' Option on the terminal display by pressing the corresponding menu key. <i>Note: You may see different menu options due to terminal configuration settings.</i>	
4		Select the ' <b>Date Audit</b> ' Option on the terminal display by pressing the ' <b>F4</b> ' key.	
5		Key in the desired date that you wish to audit. Date Format: mmddyy (020902 = Feb. 9th 2002) <i>Note: This report will allow you to review the transactions on a specific date.</i>	ENTER DATE (mmddyy)
6		Select the desired report type on the terminal by pressing the desired menu key. <i>Summary: A breakdown of total transactions</i> <i>Detail: A list of all transactions</i>	 OR 