

If one of the following error messages appears, follow the suggested resolutions.

### Card Problem Please Retry

- The magnetic stripe on the card may be damaged. Swipe the card again. If the message reappears, key in the card number then select the language of the cardholder receipt.

### Invalid Card No. Please Re-try

- The Air Miles card has expired OR, if the card number was keyed in, the number is not an Air Miles number. Check the number and re-enter it.

### Invalid Card Type

- Ensure the card is an Air Miles card and swipe the card again.

### Transaction Not Found

- There are no transactions in the Rewards Log that match the criteria you selected. Check the criteria and try again.

### Maximum Bonus Exceeded

- The number of rewards calculated for the Bonus Offers selected is greater than the maximum rewards limit.

### Option Not Available

- Press **OK**, check the Admin code, press **Admin** and re-try.

### Reward Exceeds Limit

- The rewards for this purchase are greater than the Maximum Reward Limit. The transaction is cancelled and the terminal returns to the Idle prompt.

### appears on terminal display

- The AIR MILES SAF Log is at 90% of its capacity. Wait for the terminal to automatically clear the AIR MILES SAF Log OR Perform a SAF UPLOAD transaction.

### appears on terminal display

- The AIR MILES SAF Log is full and Rewards Purchases and Refunds cannot be performed. Wait for the terminal to automatically clear the AIR MILES SAF Log OR Perform a SAF UPLOAD transaction.

### SAF Upload Failed

- Communication with Moneris may be down. Wait then try the SAF Upload manually. If this appears again, contact the Moneris Merchant Service Centre.

### SAF Upload Required

- Training Mode cannot be entered until the AIR MILES SAF Log is cleared. Perform a SAF UPLOAD transaction.

### Zero Points Awarded

- The Reward Purchase did not qualify for any reward points. No receipt is printed and the terminal returns to the READY screen automatically.

Reward transactions are saved on the terminal then forwarded to the Moneris Host in small groups. You do not need to process an admin transaction in order to close Air Miles transactions. It is recommended, however, that you check at the end of the day to ensure all Air Miles Rewards transactions have been forwarded to the Moneris Host.

- Check the REWARDS MENU to see if the SAF INQUIRY transaction appears.
  - If it does not, all transactions have been forwarded.
  - If it does, perform an UPLOAD SAF transaction.
- Print a Reward Daily Totals report for your records.

### Upload SAF Transactions [206]

*Uploads the transactions in the Reward SAF Log to the Moneris Host and moves them from the SAF Log to the Rewards Transaction Log.*

- Press the **Admin** key, select **REWARDS** then scroll up (it's faster) and select **UPLOAD SAF**.
- If the SWIPE ADMIN CARD prompt appears, swipe the POS Admin card.
- The terminal displays UPLOAD SAF and communicates with the Moneris Host then returns to the READY prompt.

### Reward Daily Totals Report [205]

*Prints a list of the total number, total dollar value and total points value of Rewards transactions performed.*

- Press the **Admin** key, select **REWARDS** then select **REWARD TOTALS**.
- If the SWIPE ADMIN CARD prompt appears, swipe the POS Admin card.
- The terminal displays PRINTING while the report prints then returns to the READY screen

For Assistance call the  
**Moneris Merchant Service Centre**  
Toll-free **1-866-319-7450**

### For More Information

- For detailed configuration instructions and information on the Air Miles Rewards program, visit the Moneris product webhelp. Go to <http://www.moneris.com/index.php?context=/onlineservice/downloads/manuals> and select
  - HiSpeed 6200 Web Help
  - or
  - Mobile 8200 Web Help
- To download additional copies of this Quick Reference Guide go to [www.moneris.com/merchant/qrguides/](http://www.moneris.com/merchant/qrguides/) and select **Rewards (HiSpeed 6200/Mobile 8200)**

## QUICK REFERENCE GUIDE

For the  
**AIR MILES**  
**REWARDS PROGRAM**  
On the  
**HISPEED 6200**  
AND  
**MOBILE 8200**

AIR MILES is a card-based loyalty program that provides reward points to AIR MILES cardholders based on their purchases. There are three ways of earning rewards:

- based on the amount of the cardholder's purchases
- based on Incentive programs which are calculated automatically
- based on whether the purchases qualify for Bonus Offers

Before processing Air Miles Rewards transactions:

- You must be registered with the Loyalty Management Group (LMG)
- The Air Miles Rewards program must be enabled, configured and initialized on your terminal.
- The terminal must be logged on.

# PERFORMING AIR MILES TRANSACTIONS

All instructions in this Guide begin at the REWARD MENU. To access the REWARD MENU from the READY screen, press the **Admin** key, then scroll down and select REWARDS.

It is the merchant's responsibility to ensure that proper card processing procedures are followed at all times. Please refer to your Merchant manuals and the Terms & Conditions of your Merchant Agreement for details. MasterCard and VISA Merchant Manuals are available for free download at [www.moneris.com/merchant/manuals/index.html](http://www.moneris.com/merchant/manuals/index.html)

## Reward Purchase [201]

Assignment of points to a cardholder's account based on the purchase of goods and/or services.

NOTE: Italicized prompts are optional and appear only if that function was enabled in the Air Miles program.

From the REWARD MENU:

1. Press **OK** to select **PURCHASE**.
2. *If prompted, key in your Clerk ID and press **OK**.*
3. *If both program types are enabled, the REWARD PURCHASE menu appears.*  
*Select the program (Retail or Wholesale) to be used for awarding points and press **OK**.*
4. *If prompted, key in the Reference Number and press **OK**.*
5. Key in the dollar amount of the purchase and press **OK**.
6. Press **F1** to apply the Incentive to the points calculation.
7. *If the purchases qualify for one or more Bonus Offers:*
  - a. Press **F1** to add Bonus Offers.
  - b. Select a Bonus Offer from the menu.
  - c. Key in the number of items that qualify and press **OK**.
  - d. To apply the multiplier, press **F1**  
OR  
press **F3** to select NO.
  - e. *When the ADD BONUS OFFERS prompt re-appears:*
    - to select another Bonus Offer, repeat steps a. through d.
    - When all Bonus Offers have been selected, press **F3**.
8. Swipe the Air Miles card on the terminal.  
OR  
Key in the card number, press **OK** and select the receipt language.  
The Cardholder copy of the receipt is printed.
9. Press **OK** to print the Merchant copy of the receipt.
10. Press **OK** to return to the READY screen.

## Rewards Refund [202]

Removing points awarded incorrectly or in error from a cardholder's account.

NOTE: Italicized prompts are optional and appear only if that function was enabled in the Air Miles program.

From the REWARD MENU:

1. Scroll down to **REFUND** and press **OK**.
2. Swipe your Moneris POS Administrative card.
3. *If prompted, key in your Clerk ID and press **OK**.*
4. *If both program types are enabled, the REWARD PURCHASE menu appears.*  
*Select the program (Retail or Wholesale) used to award the points and press **OK**.*
5. *If prompted, key in the Reference Number that appears on the Reward Purchase receipt and press **OK**.*
6. Key in the Reward Purchase Amount that appears on the Reward Purchase receipt and press **OK**.
7. *If the ENTER STANDARD POINTS REFUNDED prompt appears, key in the number of Standard Points that appear on the Reward Purchase receipt and press **OK**.*
8. *If the ENTER INCENTIVE POINTS REFUNDED prompt appears, key in the number of incentive points that appear on the Reward Purchase receipt and press **OK**.*
9. *If the ADD BONUS OFFERS prompt appears:*
  - *If no bonus offers are listed on the Air Miles Purchase receipt, press **F3** to select NO.*
  - *If bonus offers are listed on the receipt:*
    - a. press **F1** to select YES
    - b. enter the bonus offer identifier and press **OK**.
    - c. enter the number of bonus offer points and press **OK**.  
*Repeat a. through c. for each bonus offer on the receipt.*
    - d. Press **F3** to select NO when all bonus offers have been entered.
10. When the ENTER COLLECTOR CARD prompt appears, swipe the Air Miles card on the terminal.  
OR  
Key in the card number, press **OK** and select the receipt language.  
The Cardholder copy of the receipt is printed.
11. Press **OK** to print the Merchant copy of the receipt.
12. Press **OK** to return to the READY screen.

## Helpful Hints

- To select an item, scroll through the list until the item is highlighted (e.g. **LOGON** vs. **LOGON**) then press **OK**.
- To scroll through the lists, use **F1** to move down, **F3** to move up.
- If prompted to enter a Reference Number:
  - key in the value and press **OK** or
  - simply press **OK** to leave this field blank.
- If the backlight goes off (i.e. the display and buttons lose their green glow), press any key. **NOTE: The keys continue to function even when the backlight is off.**

## Using Admin Codes

To begin Air Miles Rewards transactions and reports using the Admin Codes (found in this Guide in square brackets beside the transaction name, e.g. *Reward Purchase [201]*),

From the READY screen:

1. Press **Admin** twice.  
The ENTER ADMIN CODE prompt appears.
2. Key in **200** and press **OK**.  
The REWARD MENU appears.

From the REWARD MENU:

1. Press **Admin**.  
The ENTER ADMIN CODE prompt appears.
2. Key in the 3-digit Admin Code and press **OK**.
3. Follow the prompts on the terminal.

For example, to start a Rewards Purchase: press **Admin** twice, key in **200** and press **OK**, press **Admin** again, key in **201** and press **OK**.

## Card Information Masking

- To reduce unauthorized card use, the cardholder's Air Miles card number is masked (i.e. the card number is printed as \*\*\*\*\*1234) on the Cardholder Copy of the receipt.
- If card numbers appear in a report, they are masked on the report unless the SWIPE ADMIN CARD prompt appears. If that prompt appears, the POS Admin card must be swiped and card numbers are not masked on the report.

# REPORTING TRANSACTIONS

## Rewards Transaction List [203]

Prints a list of all Rewards transactions performed or a list restricted by date, card number and/or number of points.

1. Press the **Admin** key, select **REWARDS** then scroll down and select **REWARD LIST**.
2. If the SWIPE ADMIN CARD prompt appears, swipe the POS Admin card.
3. To select specific transactions, key in the requested value and press **OK**  
OR  
To select all transactions, simply press **OK**:
  - a. DATE (YY)MMDD
  - b. CARD NUMBER (Note: You can not swipe the card here).
  - c. REWARD POINTS
4. The REWARD TRANSACTIONS report is printed and the READY screen reappears.

## SAF Transaction Inquiry [204]

Prints a list of transactions in the SAF log that have not yet been forwarded to the Moneris Host.

Note: This function appears on the menu only if there are transactions in the SAF log.

1. Press the **Admin** key, select **REWARDS** then scroll down and select **SAF INQUIRY**.
2. If the SWIPE ADMIN CARD prompt appears, swipe the POS Admin card.
3. To print the list of transactions in the SAF Log, press **F1** (PRINT).
4. The SAF REWARD TRANSACTIONS report is printed and the READY screen reappears.

## Print Help List of Admin Codes [210]

Prints a list of the Rewards functions and their 3-digit admin codes.

1. Press the **Admin** key, select **REWARDS** then scroll up and select **HELP LIST**.
2. The LIST OF FUNCTIONS report is printed and the READY screen reappears.