Moneris® iWL220
Loyalty Programs Reference Guide

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Contents

Overview

In this section, we provide an overview of the Moneris Loyalty Program.

Loyalty programs

There are four types of loyalty programs: **Basic Loyalty**, **Enhanced Loyalty**, **Pro Loyalty**, and **Tracking.** Program functions and user instructions will vary depending on the loyalty program to which you are subscribed.

In this guide, instructions that are specific to a package will be outlined with the appropriate headings (e.g. Basic Loyalty transactions). All other instructions will be common across all loyalty program types.

In general, this is how your **loyalty program** works:

- Every time a cardholder makes a purchase, you swipe the cardholder's loyalty card so he or she can earn points towards rewards.

- When a cardholder reaches a specified number of points, cardholders can redeem for a reward.

- To learn how to enrol cardholders, replace lost or damaged cards, promote your loyalty program, and more, please refer to the Loyalty program Operating Manual.

In general, this is how the **Tracking program** works:

- Every time a cardholder makes a purchase, you swipe the Tracking loyalty card so the cardholder can earn points towards rewards.

- The transaction data is passed to the Loyalty Program Provider, which then awards points to the customer's account.

To navigate through the menus:

- Press ▬ to scroll down and highlight menu items.
- Press ▬ to scroll up and highlight menu items.
- Press the ⬭ key to select the highlighted menu items.

Loyalty card entry options

There are two ways to perform transactions with a loyalty card using the terminal:

Swipe

1. Wait for the "SWIPE OR ENTER CARD" prompt to appear on the terminal display.

2. **Swipe the card** on the terminal's magnetic stripe reader.

Manual entry

You may manually enter the card number.

1. Wait for the "SWIPE OR ENTER CARD" prompt to appear on the terminal display.

2. **Key in the card number** and press the key.

Loyalty transactions

In this section, we go over everything you need to know regarding Loyalty transaction processing on the iWL220 terminal.

Basic Loyalty transactions

Awarding points for a cash Purchase

Follow the steps below to award points to a loyalty card when the cardholder makes a cash Purchase.

1. At the READY screen, press the ⬛ key.

2. On the MAIN MENU, select **ERNEX** and press the 🟢 key.

3. On the ERNEX menu, press the 🟢 key to select **PURCHASE**.

    The "SWIPE OR ENTER CARD" prompt appears.

4. Swipe the loyalty card or key in the card number and press the 🟢 key.

    If "ENTER CLERK ID" appears, key in the Clerk ID and press the 🟢 key.

    The "ENTER TOTAL AMOUNT" prompt appears.

5. Key in the **total transaction dollar amount** (including tax and gratuity), and press the 🟢 key.

6. Press the 🟢 key to print the Cardholder copy of the receipt.

7. Press the 🟢 key to return to the ERNEX menu.

8. Press the 🔴 key to return to the READY screen.

Awarding points for a credit or debit card Purchase

Follow the steps below to award points to a loyalty card when the cardholder makes a credit or debit card Purchase.

1. Process the credit or debit Purchase transaction on your terminal.

    The "UPDATE POINTS TO ANOTHER CARD?" prompt appears.

2. Select **YES**.

    The "SWIPE OR ENTER CARD" prompt appears.

3. Swipe the loyalty card or key in the card number and press the 🟢 key.

    If "ENTER CLERK ID" appears, key in the Clerk ID and press the 🟢 key.

    The "Approved" message appears, and the Merchant Copy of the receipt prints.

4. Press the 🟢 key to print the Cardholder copy of the receipt.

5. Press the 🟢 key to return to the READY screen.

Allocating points for a Pre-Authorization

Follow the steps below to allocate points to a loyalty card when a credit card Pre-Authorization is performed for the cardholder.

Important: Points are not awarded to the card until the Pre-Authorization Completion is processed (see page 8).

1. Process the Pre-Authorization transaction on your terminal.

   The "UPDATE POINTS TO ANOTHER CARD?" prompt appears.

2. Select **YES**.

   The "SWIPE OR ENTER CARD" prompt appears.

3. Swipe the loyalty card or key in the card number and press the key.

   The "Approved" message appears, and the Merchant copy of the receipt prints.

4. Press the key to print the Cardholder copy of the receipt.

5. Press the key to return to the READY screen.

Awarding points during a Pre-Authorization Completion (Advice)

Follow the steps below during a Pre-Authorization Completion to award points that were allocated to a loyalty card during the Pre-Authorization.

Important: You must process a Pre-Authorization Completion in order to award the points allocated during the Pre-Authorization.

1. Process the Pre-Authorization Completion (Advice) on your terminal.

   The "USE LOYALTY INFO FROM PRE-AUTH?" prompt appears.

2. Select **YES**.

   Note: *If the credit Pre-Auth was cancelled (i.e., the Advice was processed for a zero dollar amount), the points allocation will be voided.*

3. When the "APPLY TO ##### PRESS OK" prompt appears, confirm the loyalty card number and press the key.

   The "Approved" message appears, and the Merchant copy of the receipt prints.

4. Press the key to print the Cardholder copy of the receipt.

5. Press the key to return to the READY screen.

Redeeming points automatically

If your loyalty program has been set up for Automatic Redemption, points are automatically redeemed when a cardholder reaches the configured Reward Threshold Level, and a Reward Coupon prints from the terminal.

Note: *If a cardholder's points balance surpasses the Reward Threshold Level multiple times in one transaction (e.g. the Reward Threshold Level is 200 and the cardholder makes a $600 purchase with a Points Earning Rate of $1 = 1 point, meaning they have earned 600 points), the terminal will redeem points for only one Reward and print only one Reward Coupon. In the above example, the remaining coupons will be generated in increments of the Reward Threshold Level during subsequent transactions with the same card.*

Processing a cash Refund

Follow the steps below to remove points from a loyalty card when the cardholder receives a cash Refund on a Purchase transaction that awarded points.

Note: *A loyalty Purchase reference number can only be used once for a loyalty Refund regardless of whether the Refund is for the full or partial amount of the Purchase.*

1. At the READY screen, press the [.#] key.

2. On the MAIN MENU, select **ERNEX** and press the [O] key.

3. On the ERNEX menu, select **REFUND** and press the [O] key.

    The "SWIPE OR ENTER CARD" prompt appears.

4. Swipe the loyalty card or key in the card number and press the [O] key.

    If "ENTER CLERK ID" appears, key in the Clerk ID and press the [O] key.

    The "ENTER TOTAL AMOUNT" prompt appears.

5. Key in the total dollar amount to be refunded and press the [O] key.

    Note: The amount can be a partial amount of the original Purchase.

    The "ERNEX REFERENCE NUMBER" prompt appears.

6. Key in the **loyalty reference number** printed on the loyalty card Purchase receipt and press the [O] key.

    The "Approved" message appears, and the Merchant copy of the receipt prints.

7. Press the [O] key to print the Cardholder copy of the receipt.

8. Press the [O] key to return to the ERNEX menu.

9. Press the [X] key to return to the READY screen.

Processing a credit or debit card Refund

Follow the steps below to remove points from a loyalty card when the cardholder receives a credit or debit card Refund on a Purchase transaction that awarded points.

Note: A loyalty Purchase reference number can only be used once for a loyalty Refund regardless of whether the Refund is for the full or partial amount of the Purchase.

1. Process the credit or debit card Refund transaction on your terminal.

   The "UPDATE POINTS TO ANOTHER CARD?" prompt appears.

2. Select **YES**.

   The "SWIPE OR ENTER CARD" prompt appears.

3. Swipe the loyalty card or key in the card number and press the key.

   The "ERNEX REFERENCE NUMBER" prompt appears.

4. Key in the loyalty reference number printed on the loyalty card Purchase receipt and press the key.

   The "Approved" message appears, and the Merchant copy of the receipt prints.

5. Press the key to print the Cardholder copy of the receipt.

6. Press the key to return to the READY screen.

Voiding a loyalty transaction

Follow the steps below to void a loyalty card transaction in the open batch.

Important: A void must be performed in the same batch and for the same amount as the original transaction. To reverse a loyalty card Purchase transaction in a closed batch or for a partial amount, you must process a Refund.

1. At the READY screen, press the key.

2. On the MAIN MENU, select **ERNEX** and press the key.

3. On the ERNEX menu, select **VOID** and press the key.

   The "SWIPE ADMIN CARD" prompt appears.

4. Swipe your **POS Admin card**.

   The "SWIPE OR ENTER CARD" prompt appears.

5. Swipe the loyalty card or key in the card number and press the key.

   If the "SWIPE ADMIN CARD" prompt re-appears, swipe your **POS Admin card**.

   If "ENTER CLERK ID" appears, key in the Clerk ID and press the key.

   The "ERNEX REFERENCE NUMBER" prompt appears.

6. Key in the loyalty reference number printed on the loyalty card Purchase receipt and press the key.

   The "Approved" message appears, and the Merchant copy of the receipt prints.

   *Note: If "TRANSACTION NOT FOUND" appears, the loyalty card transaction you are trying to void is **not** in the open batch. Cancel the void, and perform a Refund instead.*

7. Press the ⬚ key to print the Cardholder copy of the receipt.

8. Press the ⬚ key to return to the ERNEX menu

9. Press the ⬚ key to return to the READY screen.

Basic Loyalty receipt

```
        MERCHANT NAME
       MERCHANT ADDRESS
      MERCHANT CITY & PROV

   CARD DESCRIPTION
                   Rewards ●──── Ⓐ
   CARD        ************1234
   DATE          YYYY/MM/DD
   TIME        1234 HH:MM:SS
   CLERK ID             01
   RECEIPT #
                 S12345-67890
Ⓒ──   [ORIG REF #     12345678] ●── Ⓑ
      PURCHASE
      AMOUNT        $9999.99 ●── Ⓓ
      Points
               EARNED  10000 ●── Ⓔ
Ⓕ──   NEW TOTAL       10000
      Lifetime Points   10000 ●── Ⓖ
      ----------------------

       000 APPROVED
Ⓗ──   REF # 12345678

        MERCHANT COPY
```

Item	Description
Ⓐ	Program name.
Ⓑ	Original loyalty transaction reference # (prints only on Refund, Voids and Pre-Auth Completion receipts).
Ⓒ	Transaction type.
Ⓓ	Transaction total $ amount including tax/tip. (Points are awarded based on this amount, also known as the "Benefit" amount.)
Ⓔ	Points awarded or removed for this transaction.
Ⓕ	Current points balance on card (including points awarded or removed for this transaction).
Ⓖ	Total points earned on card since activation of the card.
Ⓗ	Loyalty transaction reference # for current transaction (prints on all transaction receipts).

Loyalty reference number

A loyalty card transaction's reference number is printed at the bottom of each receipt (Ref #). You may be prompted to key in this number when transacting loyalty card Refunds, Voids and Pre-Authorization Completions.

Reprinting a receipt

This function reprints a Merchant copy or a Cardholder copy of the last loyalty card transaction.

1. At the READY screen, press the ![#] key.

2. On the MAIN MENU, select **ERNEX** and press the ![O] key.

3. On the ERNEX menu, select **REPRINT** and press the ![O] key.

4. At the "REPRINT COPY" prompt:

   ▪ Select MRCHANT to print a Merchant copy.

      OR

   ▪ Select CUSTOMER to print a Cardholder copy.

5. Press the ![X] key to return to the READY screen

Enhanced Loyalty transactions

Awarding points for a cash Purchase

Follow the steps below to award points to a loyalty card when the cardholder makes a cash Purchase.

1. At the READY screen, press the ▣ key.

2. On the MAIN MENU, select **ERNEX** and press the ▣ key.

3. On the ERNEX menu, press the ▣ key to select **PURCHASE**.

   The "SWIPE OR ENTER CARD" prompt appears.

4. Swipe the loyalty card or key in the card number and press the ▣ key.

   If "ENTER CLERK ID" appears, key in the Clerk ID and press the ▣ key.

   The "ENTER TOTAL AMOUNT" prompt appears.

5. Key in the total transaction dollar amount (including tax and gratuity), and press the ▣ key.

   If "Bonus Code PRESS OK" appears, press the ▣ key. At the "ENTER DATA" prompt:

   - Key in the appropriate **bonus code** and press the ▣ key.

     OR

   - To bypass awarding bonus points, just press the ▣ key.

   If "Pre-Tax Amount PRESS OK" appears, press the ▣ key. At the "ENTER BENEFIT AMOUNT" prompt:

   - Key in the dollar amount for which points are to be awarded (excluding tax and gratuity), and press the ▣ key.

     OR

   - If the amount is the **same** as the amount entered at step 5, just press the ▣ key.

   The "Approved" message appears, and the Merchant copy of the receipt prints.

6. Press the ▣ key to print the Cardholder copy of the receipt.

7. Press the ▣ key to return to the ERNEX menu.

8. Press the ▣ key to return to the READY screen.

Awarding points for a credit or debit card Purchase

Follow the steps below to award points to a loyalty card when the cardholder makes a credit or debit card Purchase.

1. Process the credit or debit Purchase transaction on your terminal.

    The "UPDATE POINTS TO ANOTHER CARD?" prompt appears.

2. Select **YES**.

    The "SWIPE OR ENTER CARD" prompt appears.

3. Swipe the loyalty card or key in the card number and press the key.

    If "ENTER CLERK ID" appears, key in the Clerk ID and press the key.

    If "Bonus Code PRESS OK" appears, press the key. At the "ENTER DATA" prompt:

    ▪   Key in the appropriate **bonus code** and press the key.

        OR

    ▪   To bypass awarding bonus points, just press the key.

    If "Pre-Tax Amount PRESS OK" appears, press the key. At the "ENTER BENEFIT AMOUNT" prompt:

    ▪   Key in the dollar amount for which points are to be awarded (excluding tax and gratuity), and press the key.

        OR

    ▪   If the amount is the **same** as the total Purchase amount, just press the key.

    The "Approved" message appears, and the Merchant Copy of the receipt prints.

4. Press the key to print the Cardholder copy of the receipt.

5. Press the key to return to the READY screen.

Allocating points for a Pre-Authorization

Follow the steps below to allocate points to a loyalty card when a credit card Pre-Authorization is performed for the cardholder.

Important: Points are not awarded to the card until the Pre-Authorization Completion is processed (see page 15).

1. Process the Pre-Authorization transaction on your terminal.

    The "UPDATE POINTS TO ANOTHER CARD?" prompt appears.

2. Select **YES**.

    The "SWIPE OR ENTER CARD" prompt appears.

3. Swipe the loyalty card, or key in the card number and press the key.

    If "Bonus Code PRESS OK" appears, press the key. At the "ENTER DATA" prompt, follow the instructions below:

    ▪   Key in the appropriate **bonus code** and press the key.

OR

- To bypass bonus points, just press the key.

If "Pre-Tax Amount PRESS OK" appears, press the key. At the "ENTER BENEFIT AMOUNT" prompt:

- Key in the dollar amount for which points are to be awarded (excluding tax and gratuity), and press the key.

    OR

- If the amount is the **same** as the total dollar amount of the transaction, just press the key.

The "Approved" message appears, and the Merchant copy of the receipt prints.

4. Press the key to print the Cardholder copy of the receipt.

5. Press the key to return to the READY screen.

Awarding points during a Pre-Authorization Completion (Advice)

Follow the steps below during a Pre-Authorization Completion to award points that were allocated to a loyalty card during the Pre-Authorization.

Important: You must process a Pre-Authorization Completion in order to award the points allocated during the Pre-Authorization.

1. Process the Pre-Authorization Completion (Advice) on your terminal.

    The "USE LOYALTY INFO FROM PRE-AUTH?" prompt appears.

2. Select **YES**.

    Note: *If the credit Pre-Auth was cancelled (i.e., the Advice was processed for a zero dollar amount), the points allocation will be voided.*

3. When the "APPLY TO ##### PRESS OK" prompt appears, confirm the loyalty card number and press the key.

    If "Bonus Code PRESS OK" appears, press the key. At the "ENTER DATA" prompt, follow the instructions below:

- To award any bonus points allocated for the Pre-Authorization, just press the key.

    OR

- To adjust how bonus points were allocated for the Pre-Authorization, if any, key in the **new bonus code** and press the key.

    OR

- To award **no** bonus points, key in **0** and press the key.

    If "Pre-Tax Amount PRESS OK" appears, press the key. At the "ENTER BENEFIT AMOUNT" prompt:

    If the transaction total dollar amount was **adjusted** during the Pre-Authorization Completion, key in the **new dollar amount for which points are to be awarded** (excluding tax and gratuity), and press the key.

    OR

    If the transaction dollar amount has **not changed**, just press the key.

The "Approved" message appears, and the Merchant copy of the receipt prints.

4. Press the ⬜ key to print the Cardholder copy of the receipt.

5. Press the ⬜ key to return to the READY screen.

Awarding bonus points

You can award bonus points during a transaction by entering a bonus code when prompted by your terminal. You can choose to enable or disable this option. If you choose to enable bonus points, this functionality will be available for use and the following bonus codes will be active during the lifetime of the program.

Note: *The Bonus codes below are only used for the Enhanced Loyalty program. Merchants in the Pro Loyalty program have the option to customize their Bonus codes.*

Bonus code	Bonus points	Standard bonus receipt message
2	Double Points	You have earned DOUBLE BONUS POINTS!
3	Triple Points	You have earned TRIPLE BONUS POINTS!
10	10	You have earned 10 BONUS POINTS!
50	50	You have earned 50 BONUS POINTS!
100	100	You have earned 100 BONUS POINTS!
500	500	You have earned 500 BONUS POINTS!

Note to Managers

Ensure that these bonus codes and values are protected and released to your employees only when you are running a Loyalty promotion.

Check your reports on the Merchant Web Portal on a regular basis to ensure that these codes are not misused.

Redeeming points automatically

If your loyalty program has been set up for Automatic Redemption, points are automatically redeemed when a cardholder reaches the configured Reward Threshold Level, and a Reward Coupon prints from the terminal.

Note: *If a cardholder's points balance surpasses the Reward Threshold Level multiple times in one transaction (e.g. the Reward Threshold Level is 200 and the cardholder makes a $600 purchase with a Points Earning Rate of $1 = 1 point, meaning they have earned 600 points), the terminal will redeem points for only one Reward and print only one Reward Coupon. In the above example, the remaining coupons will be generated in increments of the Reward Threshold Level during subsequent transactions with the same card.*

Redeeming points manually

If your loyalty program has been set up for Manual Redemption, follow the steps below to manually initiate Redemption at the cardholder's request.

1. At the READY screen, press the ![key] key.

2. On the MAIN MENU, select **ERNEX** and press the ![key] key.

3. On the ERNEX menu, select **REDEMPTION** and press the ![key] key.

   The "SWIPE OR ENTER CARD" prompt appears.

4. Swipe the loyalty card or key in the **card number** and press the ![key] key.

   If "ENTER CLERK ID" appears, key in the Clerk ID and press the ![key] key.

   If "Bonus Code PRESS OK" appears, press the ![key] key. At the "ENTER DATA" prompt, press the ![key] key to bypass bonus points.

   The "ENTER NUMBER OF POINTS" prompt appears.

5. Key in the number of points to be redeemed and press the ![key] key.

   The "Approved" message appears, and the Merchant copy of the receipt prints.

6. Press the ![key] key to print the Cardholder copy of the receipt.

7. Press the ![key] key to return to the ERNEX menu

8. Press the ![key] key to return to the READY screen.

Processing a cash Refund

Follow the steps below to remove points from a loyalty card when the cardholder receives a cash Refund on a Purchase transaction that awarded points.

Note: *A loyalty Purchase reference number can only be used once for a loyalty Refund regardless of whether the Refund is for the full or partial amount of the Purchase.*

1. At the READY screen, press the ⬛ key.

2. On the MAIN MENU, select **ERNEX** and press the ⬛ key.

3. On the ERNEX menu, select **REFUND** and press the ⬛ key.

    The "SWIPE OR ENTER CARD" prompt appears.

4. Swipe the loyalty card or key in the card number and press the ⬛ key.

    If "ENTER CLERK ID" appears, key in the Clerk ID and press the ⬛ key.

    The "ENTER TOTAL AMOUNT" prompt appears.

5. Key in the total dollar amount to be refunded and press the ⬛ key.

    Note: The amount can be a partial amount of the original Purchase.

    If "Bonus Code" appears, press the ⬛ key. At the "ENTER DATA" prompt, follow the instructions below:

    - To leave the bonus points on the card, just press the ⬛ key.

        OR

    - To remove any bonus points awarded on the Purchase, key in the appropriate bonus code and press the ⬛ key (see the loyalty card Purchase receipt).

    If "Pre-Tax Amount PRESS OK" appears, press the ⬛ key. At the "ENTER BENEFIT AMOUNT" prompt, follow the instructions below:

    - Key in the **dollar amount of the refund for which points are to be deducted** (excluding tax and gratuity), and press the ⬛ key (see the loyalty card Purchase receipt).
        OR

    - If the amount is the same as the amount entered in step 5, just press the ⬛ key.

    The "ERNEX REFERENCE NUMBER" prompt appears.

6. Key in the **loyalty reference number** printed on the loyalty card Purchase receipt and press the ⬛ key.

    The "Approved" message appears, and the Merchant copy of the receipt prints.

7. Press the ⬛ key to print the Cardholder copy of the receipt.

8. Press the ⬛ key to return to the ERNEX menu.

9. Press the ⬛ key to return to the READY screen.

Processing a credit or debit card Refund

Follow the steps below to remove points from a loyalty card when the cardholder receives a credit or debit card Refund on a Purchase transaction that awarded points.

Note: A loyalty Purchase reference number can only be used once for a loyalty Refund regardless of whether the Refund is for the full or partial amount of the Purchase.

1. Process the credit or debit card Refund transaction on your terminal.

   The "UPDATE POINTS TO ANOTHER CARD?" prompt appears.

2. Select **YES**.

   The "SWIPE OR ENTER CARD" prompt appears.

3. Swipe the loyalty card or key in the card number and press the ⬜ key.

   If "Bonus Code PRESS OK" appears, press the ⬜ key. At the "ENTER DATA" prompt, follow the instructions below:

   ▪ To leave the bonus points on the card, just press the ⬜ key.

      OR

   ▪ To remove any bonus points awarded on the Purchase, key in the appropriate bonus code and press the ⬜ key (see the loyalty card Purchase receipt).

   If "Pre-Tax Amount PRESS OK" appears, press the ⬜ key. At the "ENTER BENEFIT AMOUNT" prompt, follow the instructions below:

   ▪ Key in the **dollar amount of the refund for which points are to be deducted** (excluding tax and gratuity) and press the ⬜ key (see the loyalty card Purchase receipt).

      OR

   ▪ If the amount is the **same** as the total amount of the Refund, just press the ⬜ key.

   The "ERNEX REFERENCE NUMBER" prompt appears.

4. Key in the **loyalty reference number** printed on the loyalty card Purchase receipt and press the ⬜ key.

   The "Approved" message appears, and the Merchant copy of the receipt prints.

5. Press the ⬜ key to print the Cardholder copy of the receipt.

6. Press the ⬜ key to return to the READY screen.

Voiding a loyalty transaction

Follow the steps below to void a loyalty card transaction in the open batch.

Important: A void must be performed in the same batch and for the same amount as the original transaction. To reverse a loyalty card Purchase transaction in a closed batch or for a partial amount, you must process a Refund.

1. At the READY screen, press the key.

2. On the MAIN MENU, select **ERNEX** and press the key.

3. On the ERNEX menu, select **VOID** and press the key.

   The "SWIPE ADMIN CARD" prompt appears.

4. Swipe your **POS Admin card**

   The "SWIPE OR ENTER CARD" prompt appears.

5. Swipe the loyalty card or key in the card number and press the key.

   If the "SWIPE ADMIN CARD" prompt re-appears, swipe your **POS Admin card**.

   If "ENTER CLERK ID" appears, key in the Clerk ID and press the key.

   The "ERNEX REFERENCE NUMBER" prompt appears.

6. Key in the loyalty reference number printed on the loyalty card Purchase receipt and press the key.

   The "Approved" message appears, and the Merchant copy of the receipt prints.

   *Note: If "TRANSACTION NOT FOUND" appears, the loyalty card transaction you are trying to void is **not** in the open batch. Cancel the void, and perform a Refund instead.*

7. Press the key to print the Cardholder copy of the receipt.

8. Press the key to return to the ERNEX menu

9. Press the key to return to the READY screen.

Enhanced Loyalty receipt

```
        MERCHANT NAME
       MERCHANT ADDRESS
     MERCHANT CITY & PROV

   CARD DESCRIPTION
                My Rewards          ● A
   CARD       ************1234
   DATE          YYYY/MM/DD
   TIME      1234 HH:MM:SS
   CLERK ID            01
   RECEIPT #
              S12345-67890
C ●[ORIG REF #      12345678]    ● B
   PURCHASE
   AMOUNT         $9999.99       ● D
E ●Pre-Tax Amount  $9999.99
   Points
            EARNED  10000        ● F
G ●NEW TOTAL        10000
   Lifetime Points  10000        ● H
I ●Bonus Code         999
          ----------------------

   000 APPROVED
J ●REF # 12345678

       MERCHANT COPY
```

Item	Description
A	Program name (can be customized).
B	Original loyalty transaction reference # (prints only on Refund, Voids and Pre-Auth Completion receipts).
C	Transaction type.
D	Transaction total $ amount including tax/tip.
E	Transaction amount excluding tax/tip. (Points are awarded based on this amount, also known as the "Benefit" amount.)
F	Points awarded or removed for this transaction.
G	Current points balance on card (including points awarded or removed for this transaction).
H	Total points earned on card since activation of the card.
I	Code for Bonus points awarded this transaction.

The "Bonus Code" receipt text/ terminal prompt may or may not appear depending on program setup. If Bonus code prompting is enabled, the "Bonus Code" receipt text/terminal prompt may be different if you have customized it (e.g., could appear as "Reference Code"). |
| J | Loyalty transaction reference # for current transaction (prints on all transaction receipts). |

Loyalty reference number

A loyalty card transaction's reference number is printed at the bottom of each receipt (Ref #). You may be prompted to key in this number when transacting loyalty card Refunds, Voids and Pre-Authorization Completions.

Reprinting a receipt

This function reprints a Merchant copy or a Cardholder copy of the last loyalty card transaction.

1. At the READY screen, press the key.

2. On the MAIN MENU, select **ERNEX** and press the key.

3. On the ERNEX menu, select **REPRINT** and press the key.

4. At the "REPRINT COPY" prompt:

   ▪ Select MRCHANT to print a Merchant copy.

      OR

   ▪ Select CUSTOMER to print a Cardholder copy.

5. Press the key to return to the READY screen

Pro Loyalty transactions

Awarding points for a cash Purchase

Follow the steps below to award points to a loyalty card when the cardholder makes a cash Purchase.

1. At the READY screen, press the ⬛ key.

2. On the MAIN MENU, select **ERNEX** and press the 🟢 key.

3. On the ERNEX menu, press the 🟢 key to select **PURCHASE**.

   The "SWIPE OR ENTER CARD" prompt appears.

4. Swipe the loyalty card or key in the card number and press the 🟢 key.

   If "ENTER CLERK ID" appears, key in the Clerk ID and press the 🟢 key.

   The "ENTER TOTAL AMOUNT" prompt appears.

5. Key in the total transaction dollar amount (including tax and gratuity), and press the 🟢 key.

   If a prompt appears for additional data (e.g. "Bonus Code PRESS OK" or "Reference Code PRESS OK"), press the 🟢 key. At the "ENTER DATA" prompt:

   - Key in the **appropriate** information and press the 🟢 key. Consult your manager if you are unsure of what to enter.

     OR

   - To bypass this prompt, just press the 🟢 key.

   If a prompt appears for the benefit amount (e.g. "Pre-Tax Amount PRESS OK" or "Food Amount PRESS OK"), press the 🟢 key. At the "ENTER BENEFIT AMOUNT" prompt:

   - Key in the dollar amount for which points are to be awarded and press the 🟢 key. Consult your manager if you are unsure of what to enter.

     OR

   - If the amount is the same as the amount entered at step 5, just press the 🟢 key.

   The "Approved" message appears, and the Merchant copy of the receipt prints.

6. Press the 🟢 key to print the Cardholder copy of the receipt.

7. Press the 🟢 key to return to the ERNEX menu.

8. Press the 🔴 key to return to the READY screen.

Awarding points for a credit or debit card Purchase

Follow the steps below to award points to a loyalty card when the cardholder makes a credit or debit card Purchase.

1. Process the credit or debit Purchase transaction on your terminal.

   The "UPDATE POINTS TO ANOTHER CARD?" prompt appears.

2. Select **YES**.

   The "SWIPE OR ENTER CARD" prompt appears.

3. Swipe the loyalty card or key in the card number and press the ⬤ key.

   If "ENTER CLERK ID" appears, key in the Clerk ID and press the ⬤ key.

   If a prompt appears for additional data (e.g. "Bonus Code PRESS OK" or "Reference Code PRESS OK"), press the ⬤ key. At the "ENTER DATA" prompt:

   - Key in the **appropriate** information and press the ⬤ key. Consult your manager if you are unsure of what to enter.

     OR

   - To bypass the prompt, just press the ⬤ key.

   If a prompt appears for the benefit amount (e.g. "Pre-Tax Amount PRESS OK" or "Food Amount PRESS OK"), press the ⬤ key. At the "ENTER BENEFIT AMOUNT" prompt:

   - Key in the dollar amount for which points are to be awarded and press the ⬤ key. Consult your manager if you are unsure of what to enter.

     OR

   - If the amount is the **same** as shown on the terminal, just press the ⬤ key.

   The "Approved" message appears, and the Merchant copy of the receipt prints.

4. Press the ⬤ key to print the Cardholder copy of the receipt.

5. Press the ⬤ key to return to the READY screen.

Allocating points for a Pre-Authorization

Follow the steps below to allocate points to a loyalty card when a credit card Pre-Authorization is performed for the cardholder.

Important: Points are not awarded to the card until the Pre-Authorization Completion is processed (see page 25).

1. Process the Pre-Authorization transaction on your terminal.

   The "UPDATE POINTS TO ANOTHER CARD?" prompt appears.

2. Select **YES**.

   The "SWIPE OR ENTER CARD" prompt appears.

3. Swipe the loyalty card or key in the card number and press the key.

   If a prompt appears for additional data (e.g. "Bonus Code PRESS OK" or "Reference Code PRESS OK"), press the key. At the "ENTER DATA" prompt:

   - Key in the **appropriate** information and press the key. Consult your manager if you are unsure of what to enter.

     OR

   - To bypass the prompt, just press the key.

   If a prompt appears for the benefit amount (e.g. "Pre-Tax Amount PRESS OK" or "Food Amount PRESS OK"), press the key. At the "ENTER BENEFIT AMOUNT" prompt:

   - Key in the dollar amount for which points are to be awarded, and press the key. Consult your manager if you are unsure of what to enter.

     OR

   - If the amount is the **same** as the amount entered before, just press the key.

   The "Approved" message appears, and the Merchant copy of the receipt prints.

4. Press the key to print the Cardholder copy of the receipt.

5. Press the key to return to the READY screen.

Awarding points during a Pre-Authorization Completion (Advice)

Follow the steps below during a Pre-Authorization Completion to award points that were allocated to a loyalty card during the Pre-Authorization.

Important: You must process a Pre-Authorization Completion in order to award the points allocated during the Pre-Authorization.

1. Process the Pre-Authorization Completion (Advice) on your terminal.

   The "USE LOYALTY INFO FROM PRE-AUTH?" prompt appears.

2. Select **YES**.

   Note: *If the credit Pre-Auth was cancelled (i.e. the Advice was processed for a zero dollar amount), the points allocation will be voided.*

3. When the "APPLY TO ##### PRESS OK" prompt appears, confirm the loyalty card number and press the ⬛ key.

    If a prompt appears for additional data (e.g. "Bonus Code PRESS OK" or "Reference Code PRESS OK"), press the ⬛ key. At the "ENTER DATA" prompt, follow the instructions below:

    If you are using the prompt for the Bonus Code:

    ▪ To award any bonus points allocated in the Pre-Authorization, just press the ⬛ key.

       OR

    ▪ To adjust how bonus points were allocated in the Pre-Authorization, if any, key in the **new bonus code** and press the ⬛ key.

       OR

    ▪ To award **no** bonus points, key in **0** and press the ⬛ key.

    If you are using the prompt for other data:

    ▪ Key in the **appropriate** information and press the ⬛ key. Consult your manager if you are unsure of what to enter.

       OR

    ▪ To bypass the prompt, just press the ⬛ key.

    If a prompt appears for the benefit amount (e.g. "Pre-Tax Amount PRESS OK" or "Food Amount PRESS OK"), press the ⬛ key. At the "ENTER BENEFIT AMOUNT" prompt:

    ▪ Key in the dollar amount for which points are to be awarded, and press the ⬛ key.

       OR

    ▪ If the amount is the **same** as the amount entered during the Pre-Authorization, just press the ⬛ key.

    The "ERNEX REFERENCE NUMBER" prompt appears.

4. Enter the **loyalty reference number** printed on the loyalty card Purchase receipt and press the ⬛ key.

    The "Approved" message appears, and the Merchant copy of the receipt prints.

5. Press the ⬛ key to print the Cardholder copy of the receipt.

6. Press the ⬛ key to return to the READY screen.

Redeeming points automatically

If your loyalty program has been set up for Automatic Redemption a Reward Coupon is printed from the terminal and points are automatically redeemed when a cardholder reaches the configured Reward Threshold Level.

Note: If a cardholder's points balance surpasses the Reward Threshold Level multiple times in one transaction (e.g. the Reward Threshold Level is 200 and the cardholder makes a $600 purchase with a Points Earning Rate of $1 = 1 point, meaning they have earned 600 points), the terminal will redeem points for only one Reward and print only one Reward Coupon. In the above example, the remaining coupons will be generated in increments of the Reward Threshold Level during subsequent transactions with the same card.

If you have set up multiple Reward Threshold Levels, the maximum threshold will be used for the first coupon and for the remaining coupons as long as the points are available. Once the points balance falls below the maximum threshold, the next threshold level will be used.

Redeeming points manually

If your loyalty program has been set up for Manual Redemption follow the steps below to manually initiate Redemption at the cardholder's request.

1. At the READY screen, press the ⬛ key.

2. On the MAIN MENU, select **ERNEX** and press the ⬛ key.

3. On the ERNEX menu, select **REDEMPTION** and press the ⬛ key.

    The "SWIPE OR ENTER CARD" prompt appears.

4. Swipe the loyalty card or key in the **card number** and press the ⬛ key.

    If "ENTER CLERK ID" appears, key in the Clerk ID and press the ⬛ key.

    If a prompt appears for additional data (e.g. "Bonus Code PRESS OK" or "Reference Code PRESS OK"), press the ⬛ key. At the "ENTER DATA" prompt:

    ▪ Key in the **appropriate** information and press the ⬛ key. Consult your manager if you are unsure of what to enter.

       OR

    ▪ To bypass this prompt, just press the ⬛ key.

    The "ENTER NUMBER OF POINTS" prompt appears.

5. Key in the number of points to be redeemed and press the ⬛ key.

    The "Approved" message appears, and the Merchant copy of the receipt prints.

6. Press the ⬛ key to print the Cardholder copy of the receipt.

7. Press the ⬛ key to return to the ERNEX menu

8. Press the ⬛ key to return to the READY screen.

Redeeming dollars manually

If your loyalty program has been set up for Manual Redemption of dollars follow the steps below to manually initiate Redemption at the cardholder's request.

1. At the READY screen, press the ▣ key.

2. On the MAIN MENU, select **ERNEX** and press the ▣ key.

3. On the ERNEX menu, select **REDEMPTION** and press the ▣ key.

   The "SWIPE OR ENTER CARD" prompt appears.

4. Swipe the loyalty card or key in the **card number** and press the ▣ key.

   If "ENTER CLERK ID" appears, key in the Clerk ID and press the ▣ key.

   If a prompt appears for additional data (e.g. "Bonus Code PRESS OK" or "Reference Code PRESS OK"), press the ▣ key. At the "ENTER DATA" prompt:

   ▪ Key in the **appropriate** information and press the ▣ key. Consult your manager if you are unsure of what to enter.

      OR

   ▪ To bypass this prompt, press the ▣ key.

   The "ENTER AMOUNT" prompt appears.

5. Key in the dollar amount to be redeemed and press the ▣ key.

   If the "BALANCE DUE" prompt appears (there are insufficient points on the card), press the ▣ key. When the "PAY WITH" prompt appears, select the method that the customer wishes to use to pay:

   ▪ To use a **debit card** or **credit card**, press ▬ (CR/DB).
   ▪ To use a **Gift card**, press ◀ (GIFT).
   ▪ To pay with **cash**, press ▬ (CASH).

   The "Approved" message appears, and the Merchant copy of the receipt prints.

6. Press the ▣ key to print the Cardholder copy of the receipt.

   ▪ If **CR/DB** was selected, the terminal automatically begins a debit or credit Purchase transaction at the "SWIPE/INSERT/TAP CARD" prompt.
   ▪ If **GIFT** was selected, the terminal automatically begins a Gift Purchase transaction at the "SWIPE OR ENTER CARD" prompt.
   ▪ If **CASH** was selected, go to step 7.

7. Press the ▣ key to return to the ERNEX menu.

8. Press the ▣ key to return to the READY screen.

Refunding a cash Purchase

Follow the steps below to remove points from a loyalty card when the cardholder receives a cash Refund on a Purchase transaction that awarded points.

Note: A loyalty Purchase reference number can only be used once for a loyalty Refund regardless of whether the Refund is for the full or partial amount of the Purchase.

1. At the READY screen, press the ▯▯ key.

2. On the MAIN MENU, select **ERNEX** and press the ▯▯ key.

3. On the ERNEX menu, select **REFUND** and press the ▯▯ key. The "SWIPE OR ENTER CARD" prompt appears.

4. Swipe the loyalty card or key in the card number and press the ▯▯ key.

   If "ENTER CLERK ID" appears, key in the Clerk ID and press the ▯▯ key.

   The "ENTER TOTAL AMOUNT" prompt appears.

5. **Key in the total dollar amount to be refunded and press the ▯▯ key.**

   Note: The amount can be a partial amount of the original Purchase, if your program allows Partial Refunds.

   If a prompt appears for additional data (e.g. "Bonus Code PRESS OK" or "Reference Code PRESS OK"), press the ▯▯ key. At the "ENTER DATA" prompt, follow the instructions below:

   If you are using the prompt for the Bonus Code:

   - To leave the bonus points on the card, just press the ▯▯ key.

     OR

   - To remove any bonus points awarded on the Purchase, key in the **appropriate** bonus code and press the ▯▯ key (see the loyalty card Purchase receipt).

   If you are using the prompt for other data:

   - Key in the **appropriate** information and press the ▯▯ key. Consult your manager if you are unsure of what to enter.

     OR

   - To bypass the prompt, just press the ▯▯ key.

   If a prompt appears for the benefit amount (e.g. "Pre-Tax Amount PRESS OK" or "Food Amount PRESS OK"), press the ▯▯ key. At the "ENTER BENEFIT AMOUNT" prompt:

   - Key in the total dollar amount of the refund for which points are to be deducted and press the ▯▯ key.

     OR

   - If the amount is the **same** as the total amount entered at step 5, press the ▯▯ key.

   If the "ERNEX REFERENCE NUMBER" prompt appears, key in the loyalty reference number printed on the loyalty card Purchase receipt and press the ▯▯ key.

   The "Approved" message appears, and the Merchant copy of the receipt prints.

6. Press the ▯▯ key to print the Cardholder copy of the receipt.

7. Press the ▯▯ key to return to the ERNEX menu

8. Press the key to return to the READY screen.

Processing a credit or debit card Refund

Follow the steps below to remove points from a loyalty card when the cardholder receives a credit or debit card Refund on a Purchase transaction that awarded points.

Note: *A loyalty Purchase reference number can only be used once for a loyalty Refund regardless of whether the Refund is for the full or partial amount of the Purchase.*

1. Process the credit or debit card Refund transaction on your terminal.

    The "UPDATE POINTS TO ANOTHER CARD?" prompt appears.

2. Select **YES**.

    The "SWIPE OR ENTER CARD" prompt appears.

3. Swipe the loyalty card or key in the card number and press the key.

    If a prompt appears for additional data (e.g. "Bonus Code PRESS OK" or "Reference Code PRESS OK"), press the key. At the "ENTER DATA" prompt, follow the instructions below:

    If you are using the prompt for the Bonus Code:

    ▪ To leave the bonus points on the card, just press the key.

       OR

    ▪ To remove any bonus points awarded on the Purchase, key in the appropriate bonus code and press the key (see the loyalty card Purchase receipt).

    If you are using the prompt for other data:

    ▪ Key in the **appropriate** information and press the key. Consult your manager if you are unsure of what to enter.

       OR

    ▪ To bypass the prompt, just press the key.

    If a prompt appears for the benefit amount (e.g. "Pre-Tax Amount PRESS OK" or "Food Amount PRESS OK"), press the key. At the "ENTER BENEFIT AMOUNT" prompt:

    ▪ Key in the total dollar amount of the refund for which points are to be deducted, and press the key.

       OR

    ▪ If the amount is the **same** as shown on the terminal, just press the key.

    If the "ERNEX REFERENCE NUMBER" prompt appears, key in the loyalty reference number printed on the loyalty card Purchase receipt and press the key.

    The "Approved" message appears, and the Merchant copy of the receipt prints.

4. Press the key to print the Cardholder copy of the receipt.

5. Press the key to return to the READY screen.

Voiding a loyalty transaction

Follow the steps below to void a loyalty card transaction in the open batch.

Important: A void must be performed in the same batch and for the same amount as the original transaction. To reverse a loyalty card Purchase transaction in a closed batch or for a partial amount, you must process a Refund.

1. At the READY screen, press the ⬛ key.

2. On the MAIN MENU, select **ERNEX** and press the ⬛ key.

3. On the ERNEX menu, select **VOID** and press the ⬛ key.

   The "SWIPE ADMIN CARD" prompt appears.

4. Swipe your **POS Admin card**.

   The "SWIPE OR ENTER CARD" prompt appears.

5. Swipe the loyalty card, or key in the card number and press the ⬛ key.

   If the "SWIPE ADMIN CARD" prompt re-appears, swipe your **POS Admin card**.

   If "ENTER CLERK ID" appears, key in the Clerk ID and press the ⬛ key.

   If the "ERNEX REFERENCE NUMBER" prompt appears, key in the loyalty reference number printed on the loyalty card Purchase receipt and press the ⬛ key.

   The "Approved" message appears, and the Merchant copy of the receipt prints.

   *Note: If "TRANSACTION NOT FOUND" appears, the loyalty card transaction you are trying to void is **not** in the open batch. Cancel the void and perform a Refund instead.*

6. Press the ⬛ key to print the Cardholder copy of the receipt.

7. Press the ⬛ key to return to the ERNEX menu

8. Press the ⬛ key to return to the READY screen.

Note: A void automatically reverses any bonus points awarded or removed in the original transaction.

Pro Loyalty receipt

```
        MERCHANT NAME
      MERCHANT ADDRESS
    MERCHANT CITY & PROV

CARD DESCRIPTION
            My Rewards           •—(A)
CARD        ************1234
DATE        YYYY/MM/DD
TIME        1234 HH:MM:SS
CLERK ID               01
RECEIPT #
            S12345-67890
(C)—•[ORIG REF #    12345678]    •—(B)
    PURCHASE
    AMOUNT        $9999.99        •—(D)
(E)—•Pre-Tax Amount  $9999.99
    Points
            EARNED  10000         •—(F)
(G)—•NEW TOTAL        10000
    Lifetime Points   10000       •—(H)
(I)—•Bonus Code         999
    ----------------------

  000 APPROVED
(J)—•REF # 12345678

    MERCHANT COPY
```

Item	Description
A	Program name (can be customized).
B	Original loyalty transaction reference # (prints only on Refund, Voids and Pre-Auth Completion receipts).
C	Transaction type.
D	Transaction total $ amount including tax/tip.
E	Transaction amount excluding tax/tip. (Points are awarded based on this amount, also known as the "Benefit" amount.) *The "Pre-Tax Amount" receipt text/terminal prompt may or may not appear depending on program setup. If Pre-Tax Amount prompting is enabled, the "Pre-Tax Amount" text/ terminal prompt may be different if you have customized it (e.g., could appear as "Food Amount").*
F	Points awarded or removed for this transaction.
G	Current points balance on card (including points awarded or removed for this transaction).
H	Total points earned on card since activation of the card.
I	Code for Bonus points awarded this transaction. *The "Bonus Code" receipt text/ terminal prompt may or may not appear depending on program setup. If Bonus code prompting is enabled, the "Bonus Code" receipt text/terminal prompt may be different if you have customized it (e.g., could appear as "Reference Code").*
J	Loyalty transaction reference # for current transaction (prints on all transaction receipts).

Loyalty reference number

A loyalty card transaction's reference number is printed at the bottom of each receipt (Ref #). You may be prompted to key in this number when transacting loyalty card Refunds, Voids and Pre-Authorization Completions.

Reprinting a receipt

This function reprints a Merchant copy or a Cardholder copy of the last loyalty card transaction.

1. At the READY screen, press the [.#] key.

2. On the MAIN MENU, select **ERNEX** and press the [O] key.

3. On the ERNEX menu, select **REPRINT** and press the [O] key.

4. At the "REPRINT COPY" prompt:

    ▪ Select MRCHANT to print a Merchant copy.

        OR

    ▪ Select CUSTOMER to print a Cardholder copy.

5. Press the [X] key to return to the READY screen

Tracking transactions

Awarding points for a cash Purchase

Follow the steps below to award points to a Tracking loyalty card when the cardholder makes a cash Purchase.

1. At the READY screen, press the ![key] key.

2. On the MAIN MENU, select **ERNEX** and press the ![key] key.

3. On the ERNEX menu, press the ![key] key to select **PURCHASE**.

   The "SWIPE OR ENTER CARD" prompt appears.

4. Swipe the Tracking loyalty card, or key in the card number and press the ![key] key.

   If "ENTER CLERK ID" appears, key in the Clerk ID and press the ![key] key.

   The "ENTER TOTAL AMOUNT" prompt appears.

5. Key in the total transaction dollar amount (including tax and gratuity), and press the ![key] key.

   If a prompt appears for additional data (e.g. "Bonus Code PRESS OK" or "Reference Code PRESS OK"), press the ![key] key. At the "ENTER DATA" prompt:

   ▪ Key in the **appropriate** information and press the ![key] key. Consult your manager if you are unsure of what to enter.

      OR

   ▪ To bypass this prompt, just press the ![key] key.

   If a prompt appears for the benefit amount (e.g. "Pre-Tax Amount PRESS OK" or "Food Amount PRESS OK"), press the ![key] key. At the "ENTER BENEFIT AMOUNT" prompt:

   ▪ Key in the dollar amount for which points are to be awarded and press the ![key] key. Consult your manager if you are unsure of what to enter.

      OR

   ▪ If the amount is the **same** as the amount entered at step 5, just press the ![key] key.

   The "Approved" message appears, and the Merchant copy of the receipt prints.

6. Press the ![key] key to print the Cardholder copy of the receipt.

7. Press the ![key] key to return to the ERNEX menu.

8. Press the ![key] key to return to the READY screen.

Awarding points for a credit or debit card Purchase

Follow the steps below to award points to a Tracking loyalty card when the cardholder makes a credit or debit card Purchase.

1. Process the credit or debit Purchase transaction on your terminal.

   The "UPDATE POINTS TO ANOTHER CARD?" prompt appears.

2. Select **YES**.

   The "SWIPE OR ENTER CARD" prompt appears.

3. Swipe the Tracking loyalty card, or key in the card number and press the key.

   If "ENTER CLERK ID" appears, key in the Clerk ID and press the key.

   If a prompt appears for additional data (e.g. "Bonus Code PRESS OK" or "Reference Code PRESS OK"), press the key. At the "ENTER DATA" prompt:

   - Key in the **appropriate** information and press the key. Consult your manager if you are unsure of what to enter.

     OR

   - To bypass the prompt, just press the key.

   If a prompt appears for the benefit amount (e.g. "Pre-Tax Amount PRESS OK" or "Food Amount PRESS OK"), press the key. At the "ENTER BENEFIT AMOUNT" prompt:

   - Key in the dollar amount for which points are to be awarded and press the key. Consult your manager if you are unsure of what to enter.

     OR

   - If the amount is the **same** as shown on the terminal, just press the key.

   The "Approved" message appears, and the Merchant copy of the receipt prints.

4. Press the key to print the Cardholder copy of the receipt.

5. Press the key to return to the READY screen.

Allocating points for a Pre-Authorization

Follow the steps below to allocate points to a Tracking loyalty card when a credit card Pre-Authorization is performed for the cardholder.

Important: Points are not awarded to the card until the Pre-Authorization Completion is processed (see page 37).

1. Process the Pre-Authorization transaction on your terminal.

   The "UPDATE POINTS TO ANOTHER CARD?" prompt appears.

2. Select **YES**.

   The "SWIPE OR ENTER CARD" prompt appears.

3. Swipe the Tracking loyalty card, or key in the card number and press the ▣ key.

   If a prompt appears for additional data (e.g. "Bonus Code PRESS OK" or "Reference Code PRESS OK"), press the ▣ key. At the "ENTER DATA" prompt:

   - Key in the **appropriate** information and press the ▣ key. Consult your manager if you are unsure of what to enter.

     OR

   - To bypass the prompt, just press the ▣ key.

   If a prompt appears for the benefit amount (e.g. "Pre-Tax Amount PRESS OK" or "Food Amount PRESS OK"), press the ▣ key. At the "ENTER BENEFIT AMOUNT" prompt:

   - Key in the dollar amount for which points are to be awarded, and press the ▣ key. Consult your manager if you are unsure of what to enter.

     OR

   - If the amount is the **same** as the amount entered before, just press the ▣ key.

   The "Approved" message appears, and the Merchant copy of the receipt prints.

4. Press the ▣ key to print the Cardholder copy of the receipt.

5. Press the ▣ key to return to the READY screen.

Awarding points during a Pre-Authorization Completion (Advice)

Follow the steps below during a Pre-Authorization Completion to award points that were allocated to a Tracking loyalty card during the Pre-Authorization.

Important: You must process a Pre-Authorization Completion in order to award the points allocated during the Pre-Authorization.

1. Process the Pre-Authorization Completion (Advice) on your terminal.

   The "USE LOYALTY INFO FROM PRE-AUTH?" prompt appears.

2. Select **YES**.

   Note: *If the credit Pre-Auth was cancelled (i.e. the Advice was processed for a zero dollar amount), the points allocation will be voided.*

   When the "APPLY TO ##### PRESS OK" prompt appears, confirm the Tracking loyalty card number and press the ⊙ key.

   If a prompt appears for additional data (e.g. "Bonus Code PRESS OK" or "Reference Code PRESS OK"), press the ⊙ key. At the "ENTER DATA" prompt, follow the instructions below:

   If you are using the prompt for the Bonus Code**:**

   - To award any bonus points allocated in the Pre-Authorization, just press the ⊙ key.

     OR

   - To adjust how bonus points were allocated in the Pre-Authorization, if any, key in the **new bonus code** and press the ⊙ key.

     OR

   - To award **no** bonus points, key in **0** and press the ⊙ key.

   If you are using the prompt for other data:

   - Key in the **appropriate** information and press the ⊙ key. Consult your manager if you are unsure of what to enter.

     OR

   - To bypass the prompt, just press the ⊙ key.

   If a prompt appears for the benefit amount (e.g. "Pre-Tax Amount PRESS OK" or "Food Amount PRESS OK"), press the ⊙ key. At the "ENTER BENEFIT AMOUNT" prompt:

   - Key in the dollar amount for which points are to be awarded, and press the ⊙ key.

     OR

   - If the amount is the **same** as the amount entered during the Pre-Authorization, just press the ⊙ key.

   The "ERNEX REFERENCE NUMBER" prompt appears.

3. Enter the **loyalty reference number** printed on the Pre-authorization receipt and press the ⊙ key.

   The "Approved" message appears, and the Merchant copy of the receipt prints.

4. Press the ⊙ key to print the Cardholder copy of the receipt.

5. Press the ⊙ key to return to the READY screen.

Refunding a cash Purchase

Follow the steps below to remove points from a Tracking loyalty card when the cardholder receives a cash Refund on a Purchase transaction that awarded points.

Note: A tracking loyalty Purchase reference number can only be used once for a loyalty Refund, regardless of whether the Refund is for the full or partial amount of the Purchase.

1. At the READY screen, press the ⬛ key.

2. On the MAIN MENU, select **ERNEX** and press the ⬛ key.

3. On the ERNEX menu, select **REFUND** and press the ⬛ key. The "SWIPE OR ENTER CARD" prompt appears.

4. Swipe the Tracking loyalty card, or key in the card number and press the ⬛ key.

    If "ENTER CLERK ID" appears, key in the Clerk ID and press the ⬛ key.

    The "ENTER TOTAL AMOUNT" prompt appears.

5. Key in the total dollar amount to be refunded and press the ⬛ key.

    Note: The amount can be a partial amount of the original Purchase, if your program allows Partial Refunds.

    If a prompt appears for additional data (e.g. "Bonus Code PRESS OK" or "Reference Code PRESS OK"), press the ⬛ key. At the "ENTER DATA" prompt, follow the instructions below:

    If you are using the prompt for the Bonus Code:

    ▪ To leave the bonus points on the card, just press the ⬛ key.

      OR

    ▪ To remove any bonus points awarded on the Purchase, key in the **appropriate** bonus code and press the ⬛ key (see the loyalty card Purchase receipt).

6. If you are using the prompt for other data:

    ▪ Key in the **appropriate** information and press the ⬛ key. Consult your manager if you are unsure of what to enter.
      OR

    ▪ To bypass the prompt, just press the ⬛ key.

7. If a prompt appears for the benefit amount (e.g. "Pre-Tax Amount PRESS OK" or "Food Amount PRESS OK"), press the ⬛ key. At the "ENTER BENEFIT AMOUNT" prompt:

    Key in the total dollar amount of the refund for which points are to be deducted and press the ⬛ key.

      OR

    If the amount is the **same** as the total amount entered at step 5, press the ⬛ key.

    If the "ERNEX REFERENCE NUMBER" prompt appears, key in the loyalty reference number printed on the Purchase receipt and press the ⬛ key.

    The "Approved" message appears, and the Merchant copy of the receipt prints.

8. Press the ⬛ key to print the Cardholder copy of the receipt.

9. Press the ⬛ key to return to the ERNEX menu

10. Press the ⬛ key to return to the READY screen.

Processing a credit or debit card Refund

Follow the steps below to remove points from a loyalty card when the cardholder receives a credit or debit card Refund on a Purchase transaction that awarded points.

Note: *A tracking loyalty Purchase reference number can only be used once for a loyalty Refund regardless of whether the Refund is for the full or partial amount of the Purchase.*

1. Process the credit or debit card Refund transaction on your terminal.

   The "UPDATE POINTS TO ANOTHER CARD?" prompt appears.

2. Select **YES**.

   The "SWIPE OR ENTER CARD" prompt appears.

3. Swipe the loyalty card, or key in the card number and press the ⬤ key.

   If a prompt appears for additional data (e.g. "Bonus Code PRESS OK" or "Reference Code PRESS OK"), press the ⬤ key. At the "ENTER DATA" prompt, follow the instructions below:

   If you are using the prompt for the Bonus Code:

   - To leave the bonus points on the card, just press the ⬤ key.
     OR

   - To remove any bonus points awarded on the Purchase, key in the appropriate bonus code and press the ⬤ key (see the loyalty card Purchase receipt).

   If you are using the prompt for other data:

   - Key in the **appropriate** information and press the ⬤ key. Consult your manager if you are unsure of what to enter.
     OR

   - To bypass the prompt, just press the ⬤ key.

   If a prompt appears for the benefit amount (e.g. "Pre-Tax Amount PRESS OK" or "Food Amount PRESS OK"), press the ⬤ key. At the "ENTER BENEFIT AMOUNT" prompt:

   - Key in the total dollar amount of the refund for which points are to be deducted, and press the ⬤ key.
     OR

   - If the amount is the **same** as shown on the terminal, just press the ⬤ key.

   If the "ERNEX REFERENCE NUMBER" prompt appears, key in the loyalty reference number printed on the Purchase receipt and press the ⬤ key.

   The "Approved" message appears, and the Merchant copy of the receipt prints.

4. Press the ⬤ key to print the Cardholder copy of the receipt.

5. Press the ⬤ key to return to the READY screen.

Voiding a loyalty transaction

Follow the steps below to void a Tracking loyalty card in the open batch.

Important: A void must be performed in the same batch and for the same amount as the original transaction. To reverse a Purchase transaction in a closed batch or for a partial amount, you must process a Refund.

1. At the READY screen, press the [⚫.#] key.

2. On the MAIN MENU, select **ERNEX** and press the [⚫] key.

3. On the ERNEX menu, select **VOID** and press the [⚫] key.

   The "SWIPE ADMIN CARD" prompt appears.

4. Swipe your **POS Admin card**.

   The "SWIPE OR ENTER CARD" prompt appears.

5. Swipe the loyalty card, or key in the card number and press the [⚫] key.

   If the "SWIPE ADMIN CARD" prompt re-appears, swipe your **POS Admin card**.

   If "ENTER CLERK ID" appears, key in the Clerk ID and press the [⚫] key.

   If the "ERNEX REFERENCE NUMBER" prompt appears, key in the reference number printed on the receipt of the transaction you want to void and press the [⚫] key.

   The "Approved" message appears, and the Merchant copy of the receipt prints.

   *Note: If "TRANSACTION NOT FOUND" appears, the transaction you are trying to void is **not** in the open batch. Cancel the void and perform a Refund instead.*

6. Press the [⚫] key to print the Cardholder copy of the receipt.

7. Press the [⚫] key to return to the ERNEX menu

8. Press the [✗] key to return to the READY screen.

Note: A void automatically reverses any bonus points awarded or removed in the original transaction

Tracking receipt

```
         MERCHANT NAME
        MERCHANT ADDRESS
       MERCHANT CITY & PROV

    CARD DESCRIPTION
                     Rewards         ● A
    CARD        ************1234
    DATE           YYYY/MM/DD
    TIME        1234 HH:MM:SS
    CLERK ID               01
    RECEIPT #
                   S12345-67890
 C  [ORIG REF #      12345678]       ● B
 C  PURCHASE
 E  AMOUNT           $9999.99        ● D
    Pre-Tax Amount   $9999.99
    Points
                  EARNED  10000      ● F
 G  NEW TOTAL              0
    Bonus Code            999        ● H
          ----------------------

    000 APPROVED
 I  REF # 12345678

        MERCHANT COPY
```

Item	Description
A	Program name (can be customized).
B	Original loyalty transaction reference # (prints only on Refund, Voids and Pre-Auth Completion receipts).
C	Transaction type.
D	Transaction total $ amount including tax/tip.
E	Transaction amount excluding tax/tip. (Points are awarded based on this amount, also known as the "Benefit" amount.) *Note: The "Pre-Tax Amount" receipt text/terminal prompt may or may not appear depending on program setup. If Pre-Tax Amount prompting is enabled, the "Pre-Tax Amount" text/ terminal prompt may be different if you have customized it (e.g., could appear as "Food Amount").*
F	Points awarded or removed for this transaction. *Note: Depending on your program setup, this value may always print as "0" regardless of the actual number of points awarded this transaction.*
G	Current points balance on card (including points awarded or removed for this transaction). *Note: Depending on your program setup, this value may always print as "0" regardless of the actual balance on the card.*
H	Code for Bonus points awarded this transaction. *Note: The "Bonus Code" receipt text/terminal prompt may or may not appear depending on program setup. If Bonus code prompting is enabled, the "Bonus Code" receipt text/ terminal prompt may be different if you have customized it (e.g., could appear as "Reference Code").*
I	Loyalty transaction reference # for current transaction (prints on all transaction receipts).

Loyalty reference number

A loyalty card transaction's reference number is printed at the bottom of each receipt (Ref #). You may be prompted to key in this number when transacting loyalty card Refunds, Voids and Pre-Authorization Completions.

Reprinting a receipt

This function reprints a Merchant copy or a Cardholder copy of the last loyalty card transaction.

1. At the READY screen, press the ![key] key.

2. On the MAIN MENU, select **ERNEX** and press the ![key] key.

3. On the ERNEX menu, select **REPRINT** and press the ![key] key.

4. At the "REPRINT COPY" prompt:

   - Select MRCHANT to print a Merchant copy.

     OR

   - Select CUSTOMER to print a Cardholder copy.

5. Press the ![key] key to return to the READY screen

Administration

This section covers administrative transactions, reporting tools, end of day processes, and troubleshooting procedures.

Administrative transactions

Initializing the terminal

You must initialize your terminal when you first configure it for the loyalty program and when prompted by the terminal after a program change request has been processed (e.g. Activation or deactivation of Bonus Code functionality if applicable to your program).

1. At the READY screen, press the ⬛ key.

2. On the MAIN MENU, select **ERNEX** and press the 🟢 key.

3. On the ERNEX menu, select **SETUP** and press the 🟢 key.

4. On the SETUP menu, press the 🟢 key to select **INITIALIZATION**.

    The "ENTER ERNEX TERMINAL ID" prompt appears.

5. Press the 🟢 key to accept the displayed Terminal ID.

    OR

    Key in the Ernex Terminal ID and press the 🟢 key.

6. The terminal communicates with the Moneris host, and then the "CLEAR TERMINAL STORAGE?" prompt appears.

7. Select **NO** to keep records in memory. (This is recommended.)

    OR

    Select **YES** to clear all loyalty card records (and gift card records) from the terminal memory.

    The terminal returns to the ERNEX menu.

8. Press the 🔴 key to return to the READY screen.

Activating a card

Basic Loyalty/Enhanced Loyalty:

Loyalty cards are activated before they are shipped to you, so no activation is required.

Tracking Loyalty:

Tracking loyalty cards are activated by the Loyalty Program Provider under which the cards are enrolled, so no activation process is required on your part.

Pro Loyalty:

Depending on how your program is set up, loyalty cards may require activation on your terminal, or loyalty cards may be activated before they are shipped to you.

Note: *We recommend that you store any **pre-activated** loyalty cards in a secure location and that you provide a card to a customer only after he or she has provided basic contact information and written consent to participate in the program.*

Following a card activation, points may be deducted periodically from the card due to user inactivity (your program must be configured to allow for this). To determine your program configuration, ask your manager, visit the Merchant Web Portal if available to you, or call Moneris Customer Care.

If your cards are not pre-activated, follow the steps below to activate them.

1. At the READY screen, press the ▨ key.

2. On the MAIN MENU, select **ERNEX** and press the ▨ key.

3. On the ERNEX menu, select **ACTIVATE/LOAD** and press the ▨ key.

   The "SWIPE OR ENTER CARD" prompt appears.

4. Swipe the loyalty card, or key in the card number and press the ▨ key.

   If "ENTER CLERK ID" appears, key in the Clerk ID and press the ▨ key.

   If a prompt appears for additional data (e.g. "Bonus Code PRESS OK" or "Reference Code PRESS OK"):

   ▪ To enter data (consult your manager if you are unsure of what to enter):

   a. Press the ▨ key.

   b. When the "ENTER DATA" prompt appears, key in the **appropriate information** and press the ▨ key.

   ▪ To bypass the prompt, press the ▨ key.

   c. When the "ENTER DATA" prompt appears, press the ▨ key.

   The "PROCESSING" message appears, and then the "APPROVED ACTIVATE NEXT?" prompt appears.

5. Do one of the following:

   ▪ To immediately activate another card:

   a. Select **YES**. When the "Approved" message appears and the Cardholder copy of the receipt prints, press the ▨ key.

   b. The "SWIPE OR ENTER CARD" prompt appears. Go back to step 4.

   ▪ To continue **without** activating another card **(after one card has been activated):**

   a. Select **NO**.

   b. Do one of the following:

      ▪ If the "BALANCE DUE $#.## PRESS OK" prompt appears (you have opted to charge for activation), press the ▨ key. Go to step 6.
      ▪ If the "Approved" message appears and the terminal prints the Merchant copy, press the ▨ key to print the Cardholder copy. Go to step 9.

   ▪ To continue **without** activating another card **(after multiple cards have been activated)**:

   a. Select **NO**.

   b. When the "Approved" message appears and the Cardholder copy of the receipt prints, press the ▨ key.

   c. Do one of the following:

      ▪ If the "BALANCE DUE $#.## PRESS OK" prompt appears (you have opted to charge for activation), press the ▨ key. Go to step 6.

- If the "Approved" message appears and the terminal prints the Activation Summary Report (which you retain), go to step 9.

6. When the "PAY WITH" prompt appears, select the method that the customer wishes to use to pay:

   - To use a **debit card** or **credit card**, press ▬ (CR/DB).
   - To use a **Gift card**, press ◀ (GIFT).
   - To pay with **cash**, press ▬ (CASH).

7. The terminal will do one of the following:

   - If you activated more than one card, the terminal prints an Activation Summary Report. Retain this report.
   - If you activated only one card, the Cardholder copy prints.

8. Note the following:

   If you selected DB/CR, the terminal automatically begins a debit or credit Purchase transaction at the "SWIPE/INSERT/TAP CARD" prompt.

   If you selected GIFT, the terminal automatically begins a Gift card Purchase transaction at the "SWIPE OR ENTER CARD" prompt.

   If you selected CASH, the Activation transaction is completed.

9. Press the ✖ key to return to the READY screen.

Looking up a card balance (Card Inquiry)

Follow the steps below to display and print the points balance on a loyalty card.

Note: *Balances for Tracking loyalty cards cannot be obtained on the terminal. To obtain the card balance of a Tracking loyalty card, the cardholder must contact the Loyalty Program Provider under which the card is enrolled.*

1. At the READY screen, press the ⊡ key.

2. On the MAIN MENU, select **ERNEX** and press the ⊙ key.

3. On the ERNEX menu, select **CARD INQUIRY** and press the ⊙ key.

   The "SWIPE OR ENTER CARD" prompt appears.

4. Swipe the loyalty card or key in the card number and press the ⊙ key.

   If "ENTER CLERK ID" appears, key in the Clerk ID and press the ⊙ key.

5. At the "Inquiry Complete" message, press the ⊙ key.

   The card's points balance and card status is displayed.

6. Press the ⊙ key. The "PRINT RECEIPT?" prompt appears.

7. Select **YES** to print a receipt with the points balance and card status. OR

   Select **NO** to return to the ERNEX menu.

8. Press the ✖ key to return to the READY screen.

Note: *If the card is deactivated, the points balance is zero. On the printed receipt, the status is "D" to indicate Deactivated.*

Deactivating a card

Follow the steps below to deactivate a loyalty card. When a card is deactivated, any remaining points are removed.

Note: *Tracking loyalty cards cannot be deactivated on the terminal. To deactivate a Tracking loyalty card, the cardholder must contact the Loyalty Program Provider under which the card is enrolled.*

Important: Once a loyalty card has been deactivated, it can never be used again.

1. At the READY screen, press the ⬛ key.

2. On the MAIN MENU, select **ERNEX** and press the 🟢 key.

3. On the ERNEX menu, select **DEACTIVATION** and press the 🟢 key.

   The "SWIPE OR ENTER CARD" prompt appears.

4. Swipe the loyalty card or key in the **card number** and press the 🟢 key.

   If "ENTER CLERK ID" appears, key in the **Clerk ID** and press the 🟢 key.

   The "Approved" message appears, and the Merchant copy of the receipt prints.

5. Press the 🟢 key to print the Cardholder copy of the receipt.

6. Press the 🟢 key to return to the ERNEX menu.

7. Press the 🔴 key to return to the READY screen.

Reporting

Stored loyalty transactions

This report lists approved loyalty transactions by date or batch. You can choose to print batch totals only or batch totals and transaction details.

1. At the READY screen, press the ▦ key.

2. On the MAIN MENU, select **ERNEX** and press the 🔘 key.

3. On the ERNEX menu, select **REPORT FUNCS** and press the 🔘 key.

4. On the REPORT FUNCS menu, select **TRANS LIST** and press the 🔘 key.

   If "SWIPE ADMIN CARD" appears, swipe the **Admin card**, or simply press the 🔘 key to continue.

   If "ENTER CLERK ID" appears, key in the **Clerk ID** and press the 🔘 key.

   The "PRINT DATE OR BATCH?" prompt appears.

5. Select the transactions you want to print:

   - By **date**:
   a. Select **DATE**.
   b. At the "(YY)MMDD" prompt, key in the desired **date**, and press the 🔘 key.

   - By **batch**:
   a. Select **BATCH**.
   b. At the "BATCH NUMBER" prompt, key in the desired **batch number** or press the 🔘 key for the current batch.

6. At the "PRINT TOTALS ONLY?" prompt:

   - Select **YES** to print batch totals only.

     OR

   - Select **NO** to print batch totals and transaction details.

   The report prints and the terminal returns to the ERNEX menu.

7. Press the ✖ key to return to the READY screen.

Transaction Inquiry

This report lists loyalty transactions by card type, card number, transaction amount, and/or transaction date. You can choose to display or print results.

1. At the READY screen, press the ⬛#⬛ key.

2. On the MAIN MENU, select **ERNEX** and press the 🟢 key.

3. On the ERNEX menu, select **REPORT FUNCS** and press the 🟢 key.

4. On the REPORT FUNCS menu, select **TRANS INQUIRY** and press the 🟢 key.

   If "SWIPE ADMIN CARD" appears, swipe the **Admin card**, or simply press the 🟢 key to continue.

   If "ENTER CLERK ID" appears, key in the Clerk ID and press the 🟢 key.

5. On the CARD TO SEARCH menu, scroll down until the desired card type is selected, then press the 🟢 key. To include **all card types**, select **ALL CARDS**.

6. At the "CARD NUMBER" prompt:

   - Key in the desired **card number** and press the 🟢 key.
     OR

   - Press the 🟢 key to include **all card numbers**.

7. At the "ENTER AMOUNT" prompt:

   - Key in the desired **transaction amount** and press the 🟢 key.
     OR

   - Press the 🟢 key to include **all amounts**.

8. At the "DATE (YY)MMDD" prompt:

   - Key in the desired **date** and press the 🟢 key.
     OR

   - Press the 🟢 key to include **all dates**.

   The "PRINT OR DISPLAY?" prompt appears.

9. Select how you want to view results:

   - Print:
   a. Select **PRINT** to print the transaction list and return to the ERNEX menu.

   - Display:
   a. Select **DISPLAY**.
   b. Scroll up and down through results, and select individual transactions.
   c. Press the 🟢 key to display details of the selected transaction.
   d. When a transaction is displayed, select **NEXT** to return to the transaction list and select the next transaction.
      OR

Select **REPRINT** to print a duplicate Merchant copy of the transaction's receipt and return to the transaction list.

e.   Press the ▇ key to return to the "PRINT OR DISPLAY?" prompt.

f.   Press the ▇ key again to return to the REPORT FUNCS menu.

g.   Press the ▇ key again to return to the ERNEX menu.

10. Press the ▇ key to return to the READY screen.

End-of-day process

Printing a Batch Totals Report

This report prints totals of loyalty card transactions stored in terminal memory for the current batch, without closing the current batch.

1. At the READY screen, press the ⬛ key.

2. On the MAIN MENU, select **ERNEX** and press the ⬛ key.

3. On the ERNEX menu, select **REPORT FUNCS** and press the ⬛ key.

4. On the REPORT FUNCS menu, select **OPEN BATCH TOT** and press the ⬛ key.

   If "ENTER CLERK ID" appears, key in the Clerk ID and press the ⬛ key.

   The terminal prints the report and returns to the ERNEX menu.

5. Press the ⬛ key to return to the READY screen.

Closing a batch

This transaction closes the current batch of loyalty card transactions and settles with the Moneris host.

Important: A Batch Close must be completed daily.

*Note: We recommend printing a Current Batch Totals Report **before** performing a Batch Close to ensure batch totals are balanced. If totals are not balanced, please contact Moneris Customer Care.*

1. At the READY screen, press the ⬛ key.

2. On the MAIN MENU, select **ERNEX** and press the ⬛ key.

3. On the ERNEX menu, select **REPORT FUNCS** and press the ⬛ key.

4. On the REPORT FUNCS menu, select **CLOSE BATCH**.

   If "ENTER CLERK ID" appears, key in the **Clerk ID** and press the ⬛ key.

   The terminal communicates with the Moneris host, closes the batch, prints a loyalty Batch Close Totals Report and returns to the ERNEX menu.

5. Press the ⬛ key to return to the READY screen.

Important: If "Balanced – NO" is printed at the bottom of the report, contact the Moneris Merchant Service Centre the next day for reconciliation assistance.

Troubleshooting

If an error message appears, first press the key or the key to clear the message then retry the transaction. If the error message reappears and is listed in the table below, follow the instructions in the table's Solution column. If the problem is still not resolved, call the Moneris Merchant Service Centre toll-free at 1-866-319-7450.

Error message	Solution
Card Disabled	The loyalty card you swiped has been deactivated and cannot be used. Request another card.
Cardholder info missing	Cardholder profile information (e.g. first name, email) is required to continue using the loyalty card. Capture the cardholder's profile information using the process outlined by your organization.
Card Number Not On File	You tried to use a Tracking loyalty card to do a Card Balance Inquiry on the terminal. Balance Inquiry transactions are not supported for Tracking loyalty cards. To obtain the balance of a Tracking loyalty, the customer must contact the Loyalty Program Provider under which their card is enrolled.
Card Not Active	The loyalty card you entered has not been activated. Activate the card, or ask the customer for another loyalty card.
CARD NOT SUPPORTED	The card type you swiped cannot be used for loyalty transactions. Try again with a different card or cancel the transaction.
CARD PROBLEM PLEASE RETRY	There is a problem with the magnetic stripe on the loyalty card that was swiped. Try swiping the card again. You can also key in the **card number**.
ERNEX INITIALIZATION FAILED	There has been a terminal, host or communication problem during initialization to the Moneris host. Press the key to return to the ERNEX menu. Try to initialize again (see page 44). If this does not work, contact the Merchant Service Centre.
ERNEX INITIALIZATION REQUIRED	Your terminal requires re-initialization to the Moneris host. Re-initialize your terminal to the Moneris host (see page 44)
INITIALIZE ERNEX	The Moneris host is requesting a re-initialization of the terminal. Re-initialize your terminal to the Moneris host (see page 44).
Insufficient Points For Redemption	There are not enough points on the card to redeem the number of points requested. Perform a Card Inquiry (see page 46) to obtain the balance on the card then retry the Redemption with a valid number of points.

Error message	Solution
INVALID ENTRY	The information you have entered on the terminal is not valid. Check the information and retry. *Note: This message will also appear (for Enhanced Loyalty program, Pro Loyalty program, or Tracking program) if you entered a benefit amount (e.g. called "pre-tax" or something different if your setup is customized) that is greater than the total transaction amount.*
Invalid Redemption Points/Amount	You have entered a redemption value that is outside the minimum or maximum value allowable for your loyalty program. Re-enter a valid number of points or $ amount.
No Totals Available	A Batch Close has been sent to the Moneris host but there are no transaction totals at the host.
Refund Amount Greater Than Original	The dollar amount you have entered for a Refund is greater than the amount in the original Purchase transaction. Press the ⬜ key, and retry the Refund with the correct amount.
System Error Please Try Later	There is a problem at the Moneris host. Retry the transaction. If the issue is not resolved, contact Moneris Customer Care.
SYSTEM PROBLEM PLEASE RETRY	See the solution for the *System Error Please Try Later* error immediately above.
Transaction amount over maximum	You have entered a Purchase amount that is greater than the maximum allowable for your loyalty program. Enter a **valid amount**.
TRANSACTION NOT FOUND	No loyalty transaction matching the reference number you entered could be found in terminal memory. Check the number and try again.

Other problems

Problem	Solution
The "EARNED" and "NEW TOTAL" values print as "0" on Tracking loyalty card receipts.	You have used a Tracking loyalty card for the transaction. The "EARNED" and "NEW TOTAL" values print as "0" on Tracking transaction receipts because your program is not set up for this. **Note:** *The "Lifetime Points" information will never be printed because the card and points data are stored by the points issuance company under which the Tracking loyalty card is enrolled. The Bonus code/points information may or may not be printed depending on your program setup.* To obtain a Tracking loyalty card's points balance summary, the cardholder must contact the points issuance company under which the Tracking loyalty card is enrolled.
Some or all of the following information is not printed on Tracking loyalty card receipts: • "Lifetime Points" • "Bonus Code" • "BONUS POINTS"	See above.
Only one Reward coupon prints although the loyalty card has reached the Reward Threshold Level multiple times.	For Automatic Redemption, a cardholder may redeem only one Reward Coupon per transaction (a Reward is equal to the Reward Threshold Level). Inform the cardholder that he/she can receive the remaining Reward Coupons during subsequent transactions with the same card.
Points balance is negative	A negative points balance is possible if you have chosen this option during program setup.
Terminal does not respond when a dollar amount is entered and the ⬛ key is pressed.	You have attempted to enter $0.00 as the loyalty card total transaction or benefit amount. Re-enter the **correct amount**.
Tracking program and/or Tracking card problems or questions.	Contact the Loyalty Program Provider under which your card is enrolled.
"NEW TOTAL", "Tracking Points Earned", "Lifetime Balance", "Current Balance" and/or "Bonus Points" are not printed on transaction receipts nor displayed during Card Inquiry.	A Tracking loyalty card was swiped. The Loyalty Program Provider under which the card is enrolled stores card and points information. To obtain the card balance of a Tracking loyalty card, the cardholder must contact the Loyalty Program Provider under which the card is enrolled.

Merchant Support

At Moneris, help is always here for you 24/7.

If you need assistance with your payment processing solution, we're here to help, 24/7.

We're only one click away.

- Visit **moneris.com/support** to:
  - download additional copies of this guide and other resources
  - consult the ***Moneris iWL220 WebHelp*** for detailed information on all of the options available on your terminal and how to enable them
- Visit **shop.moneris.com** to purchase point-of-sale supplies and receipt paper
- Visit **moneris.com/insights** for business and payment news, trends, customer success stories, and quarterly reports & insights

Need us on-site? We'll be there.

One call and a knowledgeable technician can be on the way. Count on minimal disruptions to your business as our Field Services provide assistance with your payment terminals.

Can't find what you are looking for?

- Call Moneris Customer Care (available 24/7) at **1-866-319-7450.** We'll be happy to help.
- You can send us a secure message 24/7 by logging in to Merchant Direct at **moneris.com/mymerchantdirect**

Moneris

BE PAYMENT READY

(1/18)