



HOW-TO GUIDE: USING THE ACKROO GIFT AND LOYALTY POS APPLICATION ON THE TERMINAL – VERSION 312

● **FUND CARD: LOAD DOLLARS ONTO A CARD**

- **GIFT:** ENTER THE DESIRED \$ AMOUNT BEING PURCHASED AND THEN SWIPE CARD.
- **LOYALTY:** ENTER THE **TOTAL PURCHASE AMOUNT** THE CUSTOMER SPENT (PRE- OR POST-TAX) AND THEN SWIPE CARD.

THE CORRECT PERCENTAGE WILL AUTOMATICALLY BE CALCULATED AND FUNDED BASED ON THE LOYALTY % RATE CONFIGURED IN YOUR PROGRAM CONSOLE.

- **PROMO:** (**MANAGER PASSWORD REQUIRED**) ENTER THE DESIRED \$ AMOUNT BEING FUNDED AND THEN SWIPE CARD.

● **REDEEM CARD: SPEND DOLLARS FROM A CARD**

- **GIFT:** ENTER THE DESIRED \$ AMOUNT BEING SPENT AND THEN SWIPE CARD.
- **LOYALTY:** ENTER THE DESIRED \$ AMOUNT BEING SPENT AND THEN SWIPE CARD.
- **GIFT & LOYALTY:** ENTER THE DESIRED \$ AMOUNT BEING SPENT FROM ALL BALANCES AND THEN SWIPE CARD. **NOTE:** THIS FUNCTION DRAINS ALL WALLETS IN THE FOLLOWING ORDER: PROMO → LOYALTY → GIFT.

● **ISSUE: ACTIVATE AND LOAD DOLLARS ONTO A CARD**

- CAN ISSUE AND SWIPE UP TO **25** CARDS AT A TIME & LOAD WITH THE SAME SPECIFIED \$ VALUE.
- **NOTE:** CARDS MUST BE PREVIOUSLY DEACTIVATED AND NEVER USED/FUNDED BEFORE.
- SPECIFY NUMBER OF CARDS YOU WISH TO ISSUE & \$ AMOUNT TO BE FUNDED
- GIFT, LOYALTY & PROMO (REQUIRES MANAGER PASSWORD) ARE LOADABLE

● **CHECK BALANCE**

- SWIPE THE CARD TO OBTAIN SUMMARY OF GIFT & LOYALTY DOLLARS AVAILABLE.

● **REPRINT**

- REPRINTS RECEIPT FOR THE LAST TRANSACTION **ONLY**, WHETHER COMPLETE OR UNSUCCESSFUL.

● **REFUND**

- OPTION FOR LOADING STORE CREDIT—REFUNDS A \$ VALUE ONTO A CARD IN EITHER GIFT OR LOYALTY DOLLARS ONLY (**MANAGER PASSWORD REQUIRED**).
- ENTER THE DESIRED \$ AMOUNT BEING REFUNDED TO CUSTOMER AND THEN SWIPE CARD.
- IDENTIFIED AS A “REFUND” TRANSACTION IN THE SUMMARY REPORTS.

• REPORTS

- **TXN HISTORY:** PRINTS A LIST OF TRANSACTIONS WITHIN A SPECIFIED NUMBER OF PREVIOUS HOURS. THE TYPE OF TRANSACTION, AMOUNT AND TIME ARE LISTED (**MANAGER PASSWORD REQUIRED**).
- **TXN SUMMARY:** PRINTS A SUMMARY OF TRANSACTIONS. EACH IS GROUPED BY TRANSACTION TYPE AND THE TOTAL OF FUND/REDEEM AMOUNTS.
- **CLERK TXN SUMMARY:** PRINTS A SUMMARY OF TRANSACTIONS FOR EACH PROVISIONED CLERK (**MANAGER PASSWORD REQUIRED**).
- **CLERKS:** PRINTS A LIST OF CLERKS PROVISIONED TO USE THE TERMINAL (**MANAGER PASSWORD REQUIRED**).
- **CLOSE BATCH:** PRINTS A BATCH SUMMARY OF TRANSACTIONS SINCE THE PREVIOUS CLOSE-BATCH OPERATION.
- **LAST BATCH:** PRINTS THE LAST CLOSED BATCH REPORT LAST RUN.
- **BATCH BY NUMBER:** PRINTS A PREVIOUSLY CLOSED BATCH BY SPECIFYING THE BATCH NUMBER.

• VOID

- ERASES ALL TRACES (NO AUDIT TRAIL) OF A PREVIOUSLY COMPLETED TRANSACTION DONE IN ERROR (**MANAGER PASSWORD REQUIRED**).
- VOID EITHER THE LAST TRANSACTION OR BY ENTERING A TRANSACTION ID #.

• REVERSE

- REVERSES A PREVIOUSLY COMPLETED TRANSACTION DONE IN ERROR, BUT TRANSACTION AUDIT TRAIL WILL BE TRACED IN SUMMARY REPORTS.
- REVERSE EITHER THE LAST TRANSACTION OR BY ENTERING A TRANSACTION ID #.

• PREFERENCES

- **HELP:** PRESS TO OBTAIN OUR SUPPORT TEAM PHONE CONTACT DETAILS.
- **CHANGE LANGUAGE:** SELECT TO CHANGE MENU OPTIONS FROM ENGLISH/FRENCH.
- **UPDATES:** UPDATES THE RECEIPT PROFILE AND MENU PROFILE ON THE TERMINAL OR ANY CHANGES TO CLERK ID #'S IF MODIFIED IN THE PROGRAM CONSOLE.
- **ADVANCED:**
(**MANAGER PASSWORD REQUIRED**)
- **CONFIGURATION:** MANAGE CONFIGURATION VARIABLES FOR THE TERMINAL, SUCH AS:
 - **PARTIAL PAYMENT MODE:**
 - DEFAULT SETTING IS SET TO 'OFF' WHICH GENERATES AN 'INSUFFICIENT FUNDS' MESSAGE WHEN ATTEMPTING TO REDEEM A \$ BALANCE GREATER THAN WHAT IS AVAILABLE ON A CARD.
 - WHEN TURNED ON, ENTER TOTAL PURCHASE AMOUNT AND THIS ACTION REDEEMS ALL FUNDS AVAILABLE, EVEN IF LESSER THAN TOTAL PURCHASE. IF AN OUTSTANDING BALANCE IS OWED, TERMINAL WILL BEEP LOUDLY AND RECEIPT DISPLAYS AMOUNT STILL OWING IN BOLD.

- **TIP MODE:**
 - DEFAULT SETTING IS SET TO 'OFF'. WHEN SET TO 'ON'. ANY 'REDEEM' TRANSACTION WILL PROMPT TO ENTER THE TOTAL REDEEM \$ AMOUNT, FOLLOWED BY A PROMPT ASKING THE CUSTOMER IF THEY WISH TO ADD A TIP.
 - IF THE CUSTOMER CHOOSES 'YES', THE APPLICATION WILL DISPLAY THREE TIP OPTIONS WHICH ARE '\$' (ENTER DOLLAR VALUE), % (ENTER PERCENTAGE OF TOTAL SPEND AMOUNT), AND NONE (TIP IS ZERO).
 - **NOTE:** *PARTIAL PAYMENT MODE* SHOULD BE SET TO 'ON' IN ORDER TO ENTER TOTAL \$ VALUE OF THE FULL BILL SO THAT TIPS ADDED AS A % CALCULATE PERCENTAGE ON TOTAL SPEND.

- **CLERK MODE:**
 - DEFAULT SETTING IS SET TO 'OFF' – ENABLES OR DISABLES PROMPT REQUIRING ENTRY OF CLERK/EMPLOYEE ID # PRIOR TO PROCESSING ANY TRANSACTION
 - **NOTE:** CLERKS MUST FIRST BE ENTERED IN THE [PROGRAM CONSOLE](#) AND A SETTINGS 'UPDATE' SHOULD BE COMPLETED FROM 'PREFERENCES' MENU IN ORDER TO RETRIEVE CLERK #'S SET UP ONLINE.

- **MANAGER PASSWORD:**
 - INDICATES WHAT THE CURRENT MANAGER PASSWORD IS FOR ACKROO AND CAN BE OVERWRITTEN WITH A NEW PASSWORD (BACKSPACE).

- **SYSTEM REPORT:** PRINTS A SYSTEM SPECIFICATION REPORT INDICATING WHAT VERSION OF ACKROO APP IS RUNNING AND OTHER NETWORK SETTINGS/VARIABLES.

(OTHER HELPFUL TIPS)

- **Q1: WHAT IS THE DEFAULT MANAGER PASSWORD IN ACKROO?**
A: THE DEFAULT MANAGER PASSWORD = 112233

- **Q2: WHERE DO I FIND ACKROO ONCE DOWNLOADED AND HOW DO I RETURN/TOGGLE BACK TO MY DEBIT & CREDIT PAYMENT APPLICATION?**
A:
 - ON **VERIFONE MODELS** (VX820, VX680, ETC.), ACKROO IS ON THE 'HOME' SCREEN. PRESS THE '*' (**STAR KEY**) TO RETURN TO MAIN MENU.

 - ON **INGENICO MODELS** (ICT220, IWL250, ETC.), ACKROO IS IN THE PAYMENT APPLICATION UNDER '**THIRD PARTY**'. USE THE SCROLL ARROW KEY '^' UP TO QUICKLY LOCATE AT THE BOTTOM OF THE LIST, OR KEY IN THE # ENTRY ASSOCIATED TO THIS MENU OPTION.

NEED SUPPORT?

CALL **1-855-880-5017** OR EMAIL SUPPORT@ACKROO.COM.

(SUPPORT HOURS: MON-FRI, 8:00AM TO 8:00PM EST)