

**WHERE TO FIND ACKROO on the
TERMINAL****MAIN MENU**

0-Sale

1-Return

2-Tab

3-Void

4-Reports

V V V

(9-12) **Third Party**

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ACKROO MENU**FUND****REDEEM****CHECK BALANCE**

REPRINT

REFUND

REPORTS

REVERSE

PREFERENCES

^ V

Press CANCEL to exit

**NOTE:**

- 1) If you do not see the **"Third Party"** menu option in the main menu list, please contact **Global Help Desk** at [1-800-263-2970](tel:1-800-263-2970) and request the Ackroo application be downloaded to the terminal.
- 2) When you first launch the app, it will ask for a PIN to activate. You can generate a pin from <https://pin.ackroo.com> and find additional instructions [here](#).

NOTE: It is recommended to turn on the following setting in Ackroo:

PARTIAL PAYMENT MODE:

What is this? – "Partial payment mode" allows you to **enter the TOTAL BILL AMOUNT** when REDEEMING a gift/loyalty balance. The system will draw *any* available funds from the card.

Any outstanding balance will print on the receipt and should be collected via other method of payment (debit, credit, cash).

TO TURN ON:

- Select **PREFERENCES**
- Select **ADVANCED**
- Enter Password **112233**
- Select **CONFIGURATION**
- Select **PARTIAL PAYMENT MODE**
- Set to **ON**

FUND A GIFT CARD

(Sell/add gift funds onto a card)

- 1) Start by processing the gift card sale through your POS/cash register and taking payment (by debit/credit/cash).
- 2) Proceed to ACKROO (Third Party >> ACKROO) to load the card:
 - Select **FUND**
 - Select **GIFT**
 - Key in **\$ Amount** >> Press Enter
 - Choose **Number of Cards** to Fund:
(01 up to 10) >> Press Enter
 - **Swipe Card**
 - **Receipt** will print:
(Merchant + Customer Copy)

(Return to your Payment App from the Ackroo main menu, by pressing the Red/Cancel Key.)

REDEEM A GIFT CARD

(Spend/remove gift funds off a card)

- 1) Start by processing the store items for sale through your POS/cash register. If a gift card is presented for payment, start with this tender type first.
- 2) Proceed to ACKROO (Third Party >> ACKROO) to redeem the card:
 - Select **REDEEM**
 - Select **GIFT & LOYALTY**
 - Key in **\$ Amount** >> Press Enter*
 - **Swipe Card**
 - **Receipt** will print

*If "Partial Payment Mode" is ON, enter the **TOTAL BILL AMOUNT** for dollar amount

- If receipt shows an **outstanding balance**, collect the remaining payment by debit, credit or cash and apply each payment method (i.e. \$10 GIFT + \$15 DEBIT) in your POS to close the bill.

(Return to your Payment App from the Ackroo main menu, by pressing the Red/Cancel Key.)

FUND LOYALTY REWARDS

(Add loyalty funds to a card)

- 1) Start by processing the store items for sale through your POS/cash register.
- 2) From the POS, note the **SUBTOTAL / PRE-TAX \$ Amount** of the customer's bill. This will be used in Step 3.
- 3) Proceed to ACKROO (Third Party >> ACKROO) to redeem the card:
 - Select **FUND**
 - Select **LOYALTY**
 - Key in **\$ Amount (SUBTOTAL from Step 2)** >> Press Enter*
 - **Swipe Card**
 - The cash-back percentage (i.e. 5%) will be automatically calculated and added to the card as Loyalty.
 - **Receipt** will print

(Return to your Payment App from the Ackroo main menu, by pressing the Red/Cancel Key.)

REDEEM A LOYALTY /PROMO CARD

(Spend/remove loyalty or promo funds off a card)

- 1) Start by processing the store items for sale through your POS/cash register. If a loyalty or promo card is presented for payment, start with this tender type first.
- 2) Proceed to ACKROO (Third Party >> ACKROO) to redeem the card:
 - Select **REDEEM**
 - Select **GIFT & LOYALTY**
 - Key in **\$ Amount** >> Press Enter*
 - **Swipe Card**
 - **Receipt** will print

*If "Partial Payment Mode" is ON, enter the **TOTAL BILL AMOUNT** for dollar amount

- If receipt shows an **outstanding balance**, collect the remaining payment by debit, credit or cash and apply each payment method (i.e. \$10 GIFT + \$15 DEBIT) in your POS to close the bill.

(Return to your Payment App from the Ackroo main menu, by pressing the Red/Cancel Key.)

REPORTS >> CLOSE BATCH (END OF DAY)

- Select **REPORTS**
- Select **CLOSE BATCH**
- Select **YES**
- **Receipt** will print

(Return to your Payment App from the Ackroo main menu, by pressing the Red/Cancel Key.)
