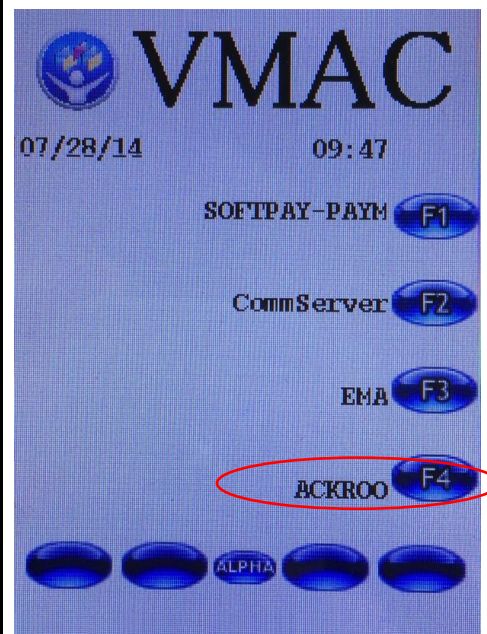
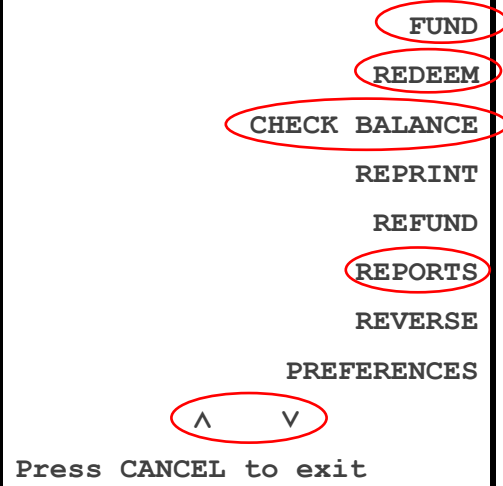


WHERE TO FIND ACKROO on the TERMINAL



- 1) Ackroo is located on the VMAC Home screen, accessible by pressing the \* (star) key.
- 2) If you do not see **ACKROO** listed 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.
- 3) 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](#).

ACKROO MENU



**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**

**TO RETURN TO YOUR PAYMENT APP:**

To return to your payment app for processing Debit/Credit payments, the VMAC Home screen is **accessible by pressing the \* (star) key**.

## 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 (Select \* key >> 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 \* Key.)*

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## 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 (Select \* key >> 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 \* Key.)*

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### **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 (Select \* key >> 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.)*

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### **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 (Select \* key >> 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 \* Key.)*

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## 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 \* Key.)*

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