



Using the Virtual Terminal

(The virtual terminal is available by visiting <https://vt.ackroo.com>. You can favorite/bookmark this page to continue using the same terminal for future transactions.)

- If it is your first time accessing the virtual terminal, you have two options to sign in:

Option 1: Provide a **6-digit activation PIN** to be retrieved from the Program Console (<https://manage.ackroo.com>) by a program administrator. Read this [article](#) for further instruction.

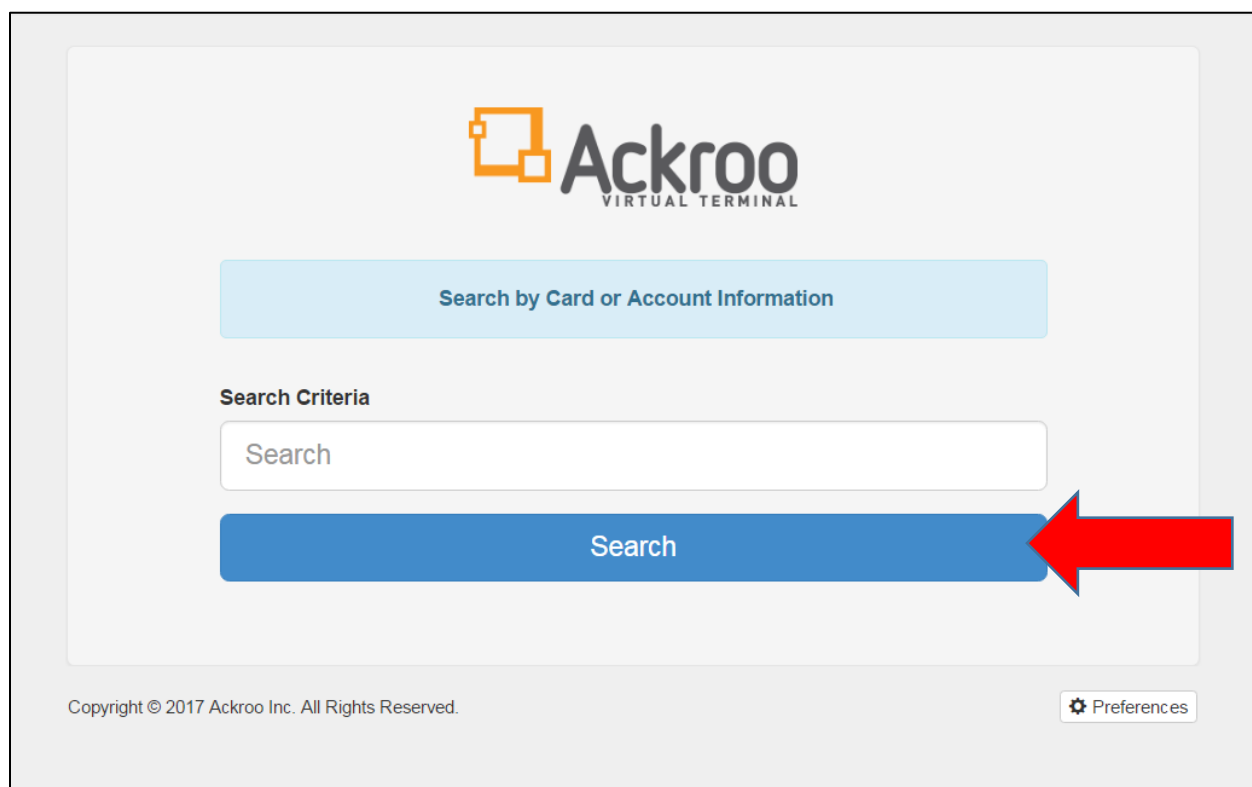
Option 2: Sign In using your **administrator email and password** previously set up in the program. Read this [article](#) for further instruction.

A screenshot of the Ackroo Virtual Terminal sign-in interface. At the top center is the Ackroo logo with "VIRTUAL TERMINAL" written below it. Below the logo is a light blue horizontal bar with the text "Choose a way to sign in". Underneath this bar are two grey-bordered boxes. The left box is titled "Sign In with Access PIN" and contains a white input field labeled "Enter Access PIN" and a dark grey button labeled "Confirm Access PIN". The right box is titled "Sign In with Ackroo" and contains an orange button labeled "Sign In with Ackroo". Below the orange button, in smaller text, it says "(User will be redirected to manage.ackroo.com to sign in)".

Looking up a card or customer account:

- Once signed in, you will land on the “Search Criteria” page.
- Search for a card number or customer account by entering any of the following options:
 - **Card Number** (Ex. 63773812345678910)
 - **First Name** and/or **Last Name** (If registered, Ex. John Smith)
 - **Customer/Reference Number** (If registered, Ex. 23535)
 - **Batch Info / Ackroo ID** (Ex. 1-12345)
- Select **Search**

Cards may optionally be swiped using a USB-powered magnetic card reader (available for purchase).



The screenshot displays the Ackroo Virtual Terminal search interface. At the top center is the Ackroo logo, which consists of an orange square icon with a white 'A' shape inside, followed by the text 'Ackroo' in a bold, sans-serif font and 'VIRTUAL TERMINAL' in a smaller, all-caps font below it. Below the logo is a light blue button with the text 'Search by Card or Account Information'. Underneath this is the 'Search Criteria' section, which includes a white search input field with the placeholder text 'Search'. Below the input field is a prominent blue button with the text 'Search'. A large red arrow points from the right side of the image towards the blue 'Search' button. At the bottom left of the interface, there is a copyright notice: 'Copyright © 2017 Ackroo Inc. All Rights Reserved.' At the bottom right, there is a 'Preferences' button with a gear icon.

VIRTUAL TERMINAL LEGEND:

- The left-hand column displays all the card details: Card #, Registration information if the customer has been registered, balances (gift & loyalty) and transaction history.
- To add or edit the card-holders registration details, click [Register Card](#) or [Edit Registration](#) as applicable
- To Lookup a new card balance or process a new transaction, click [Lookup New Card](#)
- To fund a gift card that a customer is purchasing, click [Fund Gift](#)
- To redeem a gift card that a customer is using to pay for their purchase, click [Redeem Gift](#)
- To fund a loyalty card with dollars the customers has earned on their purchase, click [Earn Loyalty](#)
- To redeem loyalty dollars from a card, click [Redeem Loyalty](#)
- To fund a card with Promotional Funds as part of a giveaway or other reward, click [Fund Promotion](#). This type of funds is also redeemed using the [Redeem Loyalty](#) function.

The screenshot shows the Ackroo Virtual Terminal interface for 'The Snack Shack'. The left sidebar contains the following elements:

- Ackroo VIRTUAL TERMINAL** logo
- The Snack Shack** name and address: 62 Steacie, Suite 201
- [Lookup New Card](#) button
- Customer** section:
 - Card Number: 6377 3894 0767 2451 16
 - Registered to: **Card not registered**
 - [Register Card](#) button
- Balances** section:
 - Gift: **\$0.00**
 - Loyalty: **\$0.00**
 - [View Transactions](#) button

The main content area features five large, rounded square buttons with icons and labels:

- Fund Gift**: Red button with a gift box icon and a curved arrow pointing down.
- Earn Loyalty**: Blue button with a star icon on a card and a curved arrow pointing down.
- Redeem Gift**: Red button with a gift box icon and a curved arrow pointing up.
- Redeem Loyalty**: Blue button with a star icon on a card and a curved arrow pointing up.
- Fund Promotion**: Dark blue button with a tag icon and a curved arrow pointing down.

FUND GIFT (Add dollars /sell a gift card):

- Select the **Fund Gift** menu option.
- **Amount** – Enter the Total GIFT \$ amount which the customer is purchasing on the card.
- **E-Receipt** – (Optional) Check off the button and enter the customers' email address if they would like to receive an e-receipt.
- **Description** – (Optional) Enter Invoice number, or any other relevant transaction notes, if applicable.
- Select **Fund Card** once all fields have been entered.

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Fund Gift

Amount (Required)

\$ Enter transaction amount

Receipt

✓ demo@ackroo.com

Description

📄 Enter transaction description

Fund Card

- Once the transaction completes, a pop-up receipt will display.
- Select **Print** to have a copy printed, or select **Close** to exit the pop-up.

Transaction Receipt

Dealership Rewards

Receipt

Date: 10-May-2017
16:22:43 EDT
Transaction ID: 2243955599

Reference ID(s): 12345, 54321 Date: 10-May-2017
16:22:43 EDT

Cardholder Name: John Smith Transaction ID: 2243955599
Card Number: DLT200010

Redeem Loyalty

| | |
|-----------------|-----------|
| Card Number: | DLT200010 |
| Purchase Amount | \$259.00 |
| Amount: | \$75.00 |
| Description: | RO 678564 |

Balances

| | |
|-------------|---------|
| Gift: | \$0.00 |
| Loyalty: | \$62.50 |
| Earned | \$62.50 |
| Promotional | \$0.00 |

Have a nice day!

Print Close

REDEEM GIFT (Spend dollars off a gift card):

- Select the **Redeem Gift** menu option.
- **Purchase Amount** – (Optional) Enter the Total INVOICE amount which the customer is paying.
- **Amount** – Enter the Total **GIFT \$ amount** which the customer is applying to their purchase.
- **E-Receipt** – (Optional) Check off the button and enter the customers' email address if they would like to receive an e-receipt.
- **Description** – (Optional) Enter Invoice number, or any other relevant transaction notes, if applicable.
- Select **Redeem Card** once all fields have been entered.

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Redeem Gift

Purchase Amount (Optional)

\$ 79.80

This field captures the invoice amount and it is used for reporting only.

Amount (Required)

\$ 50.00

Send Receipt via email

@ Enter email address for receipt

Description

[Redeem Card](#)

- Once the transaction completes, a pop-up receipt will display.
- Select **Print** to have a copy printed, or select **Close** to exit the pop-up.

Transaction Receipt

Dealership Rewards

Receipt

Date: 10-May-2017 16:22:43 EDT
Transaction ID: 2243955599
Reference ID(s): 12345, 54321 Date: 10-May-2017 16:22:43 EDT
Cardholder Name: John Smith Transaction ID: 2243955599
Card Number: DLT200010

Redeem Loyalty

Card Number: DLT200010
Purchase Amount: \$259.00
Amount: \$75.00
Description: RO 678564

Balances
Gift: \$0.00
Loyalty: \$62.50
Earned: \$62.50
Promotional: \$0.00

Have a nice day!

[Print](#) [Close](#)

EARN LOYALTY (Add rewards earnings on the customer purchase):

- Select the **Earn Loyalty** menu option.
- **Amount** – Enter the Total **PRE-TAX \$ amount** which the customer is paying on their invoice/order.
- **Receipt** – (Optional) Check off the button and enter the customers' email address if they would like to receive an e-receipt. If the email address is already populated and they decline an e-receipt, deselect the green checkmark.
- **Description** – Enter the Purchase/Repair Order number, plus any other relevant transaction notes, as applicable.
- Select **Earn Loyalty** once all fields have been entered.

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Earn Loyalty

Amount (Required)

\$ 379.00

Receipt

✓ jsmith1901@gmail.com

Description

RO #908178

Earn Loyalty

- Once the transaction completes, a pop-up receipt will display.
- Select **Print** to have a copy printed, or select **Close** to exit the pop-up.

Transaction Receipt

Dealership Rewards

Receipt

Date: 10-May-2017 16:22:43 EDT
Transaction ID: 2243955599

Reference ID(s): 12345, 54321 Date: 10-May-2017 16:22:43 EDT

Cardholder Name: John Smith Transaction ID: 2243955599
Card Number: DLT200010

Redeem Loyalty

Card Number: DLT200010
Purchase Amount: \$259.00
Amount: \$75.00
Description: RO 678564

Balances

Gift: \$0.00
Loyalty: Earned \$62.50
Promotional \$0.00

Have a nice day!

Print Close

REDEEM LOYALTY (Spend dollars off the loyalty card balance):

- Select the **Redeem Loyalty** menu option.
- **Purchase Amount** – (Optional) Enter the Total INVOICE amount which the customer is paying.
- **Amount** – Enter the Total **Loyalty \$ amount** which the customer is applying to their purchase.
- **E-Receipt** – (Optional) Check off the button and enter the customers' email address if they would like to receive an e-receipt.
- **Description** – (Optional) Enter Invoice number, or any other relevant transaction notes, if applicable.
- Select **Redeem Loyalty** once all fields have been entered.

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Redeem Loyalty

Purchase Amount (Optional)

\$ 55.00

This field captures the invoice amount and it is used for reporting only.

Amount (Required)

Points 12.50

✕ Send Receipt via email

@ Enter email address for receipt

Description

📄 Enter transaction description

Redeem Loyalty

- Once the transaction completes, a pop-up receipt will display.
- Select **Print** to have a copy printed, or select **Close** to exit the pop-up.

Transaction Receipt

Dealership Rewards

Receipt

Date: 10-May-2017
16:22:43 EDT
Transaction ID: 2243955599

Reference ID(s): 12345, 54321 Date: 10-May-2017
16:22:43 EDT

Cardholder Name: John Smith Transaction ID: 2243955599
Card Number: DLT200010

Redeem Loyalty

| | |
|------------------|-----------|
| Card Number: | DLT200010 |
| Purchase Amount: | \$259.00 |
| Amount: | \$75.00 |
| Description: | RO 678564 |

Balances

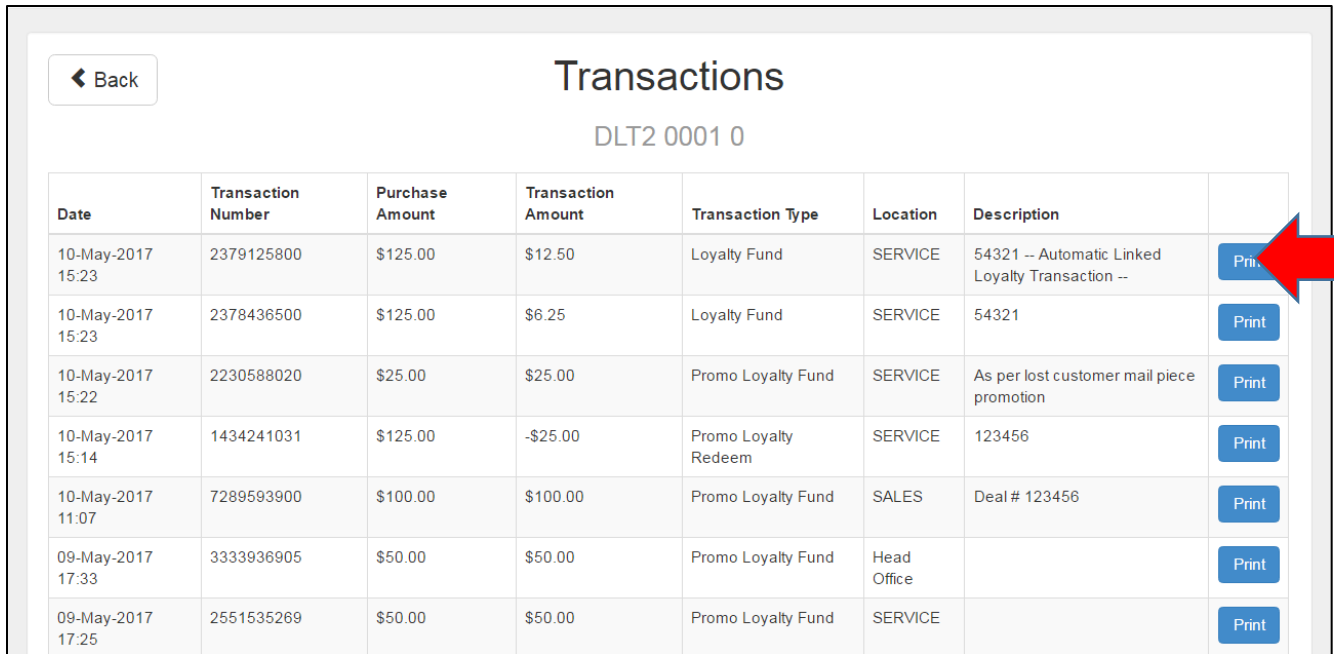
| | |
|--------------|---------|
| Gift: | \$0.00 |
| Loyalty: | \$62.50 |
| Earned: | \$62.50 |
| Promotional: | \$0.00 |

Have a nice day!

Print Close

REPRINT TRANSACTION RECEIPT

If you forget to print the receipt copy, you can retrieve the last transaction from the left-hand menu under **View Transactions** and selecting the **Print** button for the last transaction.



The screenshot shows a web interface titled "Transactions" with a sub-header "DLT2 0001 0". A table lists transactions with columns for Date, Transaction Number, Purchase Amount, Transaction Amount, Transaction Type, Location, and Description. Each row has a "Print" button to its right. A red arrow points to the "Print" button for the first transaction.

| Date | Transaction Number | Purchase Amount | Transaction Amount | Transaction Type | Location | Description | |
|----------------------|--------------------|-----------------|--------------------|----------------------|-------------|--|-------|
| 10-May-2017 15:23 | 2379125800 | \$125.00 | \$12.50 | Loyalty Fund | SERVICE | 54321 -- Automatic Linked Loyalty Transaction -- | Print |
| 10-May-2017 15:23 | 2378436500 | \$125.00 | \$6.25 | Loyalty Fund | SERVICE | 54321 | Print |
| 10-May-2017 15:22 | 2230588020 | \$25.00 | \$25.00 | Promo Loyalty Fund | SERVICE | As per lost customer mail piece promotion | Print |
| 10-May-2017 15:14 | 1434241031 | \$125.00 | -\$25.00 | Promo Loyalty Redeem | SERVICE | 123456 | Print |
| 10-May-2017 11:07 | 7289593900 | \$100.00 | \$100.00 | Promo Loyalty Fund | SALES | Deal # 123456 | Print |
| 09-May-2017 17:33 | 3333936905 | \$50.00 | \$50.00 | Promo Loyalty Fund | Head Office | | Print |
| 09-May-2017 17:25 | 2551535269 | \$50.00 | \$50.00 | Promo Loyalty Fund | SERVICE | | Print |

SIGNING OUT

- You can close your web browser at any time and your Virtual Terminal will remain open and active the next time you visit <https://vt.ackroo.com>
- If you clear the web history or clear your Cache on the browser, you will be automatically logged out of the Virtual Terminal and will need to obtain a new 6-digit PIN or sign in when you visit the site again.
- If you need to manually Sign Out of the terminal at any time, you can do so by clicking on the 'Account' tab at the top right-hand corner and selecting 'Sign Out'.

