PROCESSING REWARDS TRANSACTIONS

Royalty Rewards® Wizard Mobile App
Staff Training Resource

WHAT ARE REWARDS TRANSACTIONS?

Rewards Transactions are very important. They assign rewards points to our Members, keep their accounts active, and ensure they receive all the benefits we promised them. The more Rewards Transactions you process, the more benefits our Members will receive and the more they will continue to choose us.

1 Point for every $1 they spend

AWARD Certificates when they earn enough points

HOW WILL I HELP?

After a customer joins our Rewards program, it's our job to process their Rewards transactions.

The Royalty Rewards® Wizard is a mobile app we will use to process those transactions on a phone or tablet. We can also use it to search and view Rewards Member accounts. Page 2 covers everything you need to know to use the Royalty Rewards® Wizard App.

(We might also use a Rewards Terminal to process Rewards Transactions. If we do, those instructions are separate.)

THE ROYALTY REWARDS® MEMBER APP

Rewards Members will use the Royalty Rewards® Member App to earn points when they visit. The App does a lot of cool stuff, we encourage you to download it and check it out! Here are couple key features:

MY CARD
Displays the Membership Barcode, shown here. Scanning this, using the Wizard, is the quickest way to add a sale or view the member record. See page 2.

MY REWARDS
Displays the current rewards available for the member. If they wish to redeem rewards, click through to display the Campaign Barcode and scan using the Wizard. See page 2.

Scan for points

Jane Smith

0101 6310 1156 0455
My Points: 54

Add New Card

DOWNLOAD ROYALTY REWARDS® WIZARD APP (MANAGEMENT ONLY)

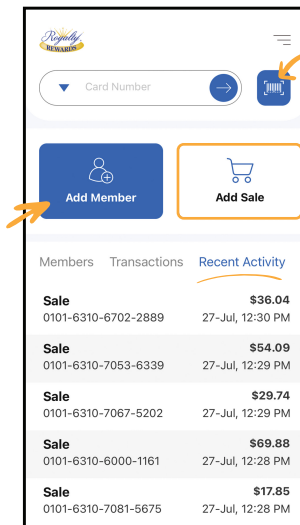Scan the QR code below to download the App on your business's device(s).

Once installed, submit the activation request and a Royalty Rewards® Coach will ail you a Terminal Number and PIN shortly. In a rush? Call us 1-888-353-5012.

For security purposes, you must submit an activation request for each device the App is installed on.

Royalty Rewards® Wizard Mobile App
Need Help? Call a Royalty Rewards® Coach at 1-888-353-5012
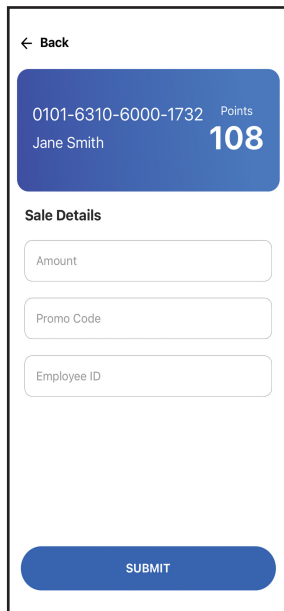
HOME

BARCODE SCANNER. Find a member account by scanning their Membership Barcode using the device camera. This is the quickest way to pull up a Member account.

SEARCH BAR. If we don't have a Membership Barcode to scan, search the Member manually using their name, email, address, etc.

ADD SALE. Process a Rewards Transaction and assign points to a Member account.

ADD MEMBER. If a customer cannot download the Royalty Rewards® Member App and join on their phone, we can add them here.

RECENT ACTIVITY. View recent transactions and other activity.

ADD SALE

From **HOME,** select **ADD SALE**

Select **BARCODE SCANNER** to scan the Membership Barcode. Or if the member is redeeming a special offer, to scan the Certificate Barcode.
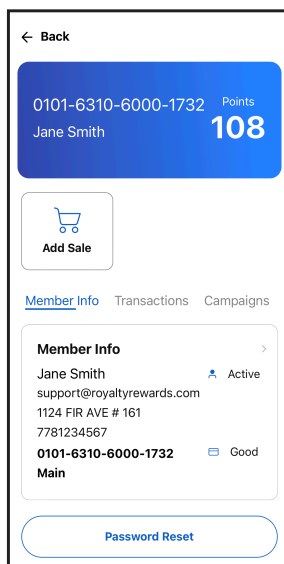
If they can't provide their Membership Barcode, search them manually using the SEARCH BAR.

TIP: Members can find their Membership Barcode in the Royalty Rewards® Member App or on the back of their physical Rewards card.

Enter AMOUNT, before tax or tip.

Enter PROMO CODE if the member is redeeming a special offer. If you scanned a Certificate Barcode, this will fill automatically.

Enter EMPLOYEE ID
Click SUBMIT and VERIFY

MEMBER ACCOUNT

From HOME, select BARCODE SCANNER to scan the Membership Barcode. If we don't have a Membership Barcode to scan, use SEARCH BAR to search the Member manually, then select the correct record from the search results.

The Member record displays at-a-glance Member details.

- •ADD SALE
- •View recent Member TRANSACTIONS
- •View and redeem active Member CAMPAIGNS. You might use this feature if the Member forgot one of their rewards and would like to redeem it.
- •Use PASSWORD RESET to reset and display the new password, or send it to the Member via email. You might use this feature to help existing Members trying to access their account in the Royalty Rewards® Member App.
- •Edit Member Info by clicking on the Member Info box to display more detail.