

Touchpoint Gift Cards

This document will outline how you and your teams will use Touchpoint gift cards on the TouchpointPRO POS app. By the end of this document, you will understand the following:

1. Selling/loading gift cards
2. Checking the balance of an existing gift card
3. Paying for orders with a gift card
4. Associating a customer's gift card with their loyalty account

Sell Gift Card

1. Tap Gift Card on the POS menu
2. Select gift card value from the options listed or key in a value
3. Tap Scan Card
4. Take a Touchpoint Gift Card and scan the QR code on the back side by holding it to the camera on the iPad
5. Repeat these steps if you are adding value to multiple gift cards
6. Tender as normal – cash and credit card are the only options as you cannot purchase a gift card using a gift card as tender

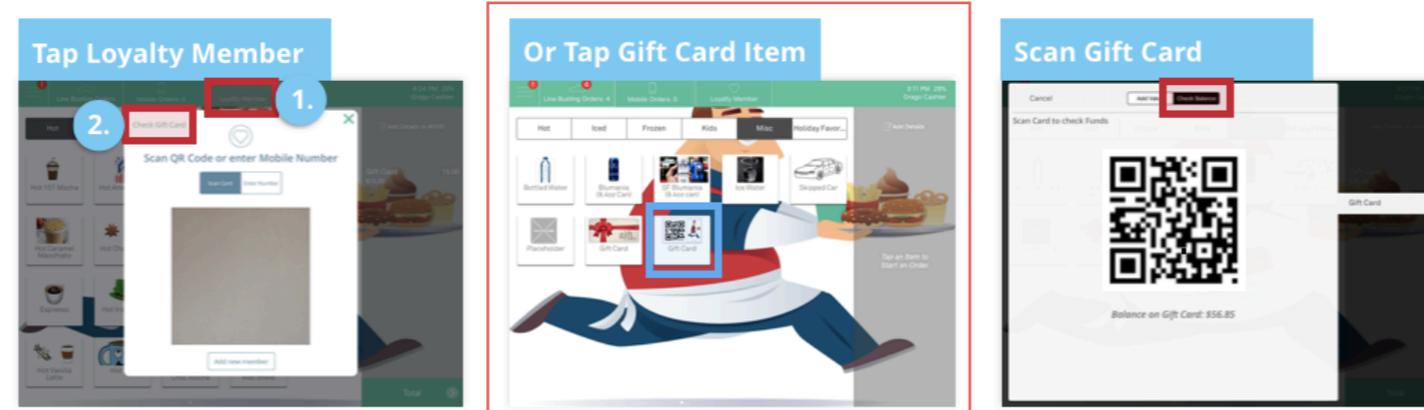
Best Practice: It is advised to print a receipt when you sell a gift card.



Check Gift Card Balance

To check a card balance without creating an order:

1. Tap Loyalty Member
2. Tap Check Gift Card
 - or - Tap the Gift Card item
3. Scan the Gift Card
4. Balance will display below the scan box

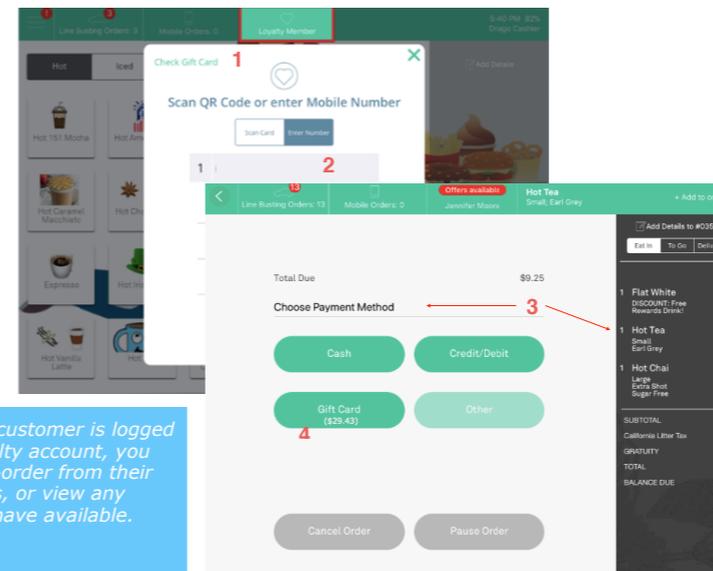


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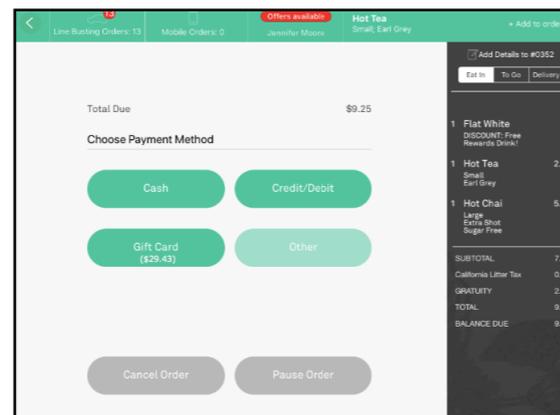
Check Gift Card Balance (con't)

You can also see the balance on the Gift Card tender button itself, if the card is associated with loyalty account and the member scans their gift card to sign-in for loyalty— customer must associated gift card with loyalty account (more on this stuff later):

1. Tap Loyalty Member
2. Tap Scan Card
3. Enter the order, and go to the Payment Method screen
4. Balance will also display on the Gift Card tender button, when you go to the payment screen.



Pay With Gift Card

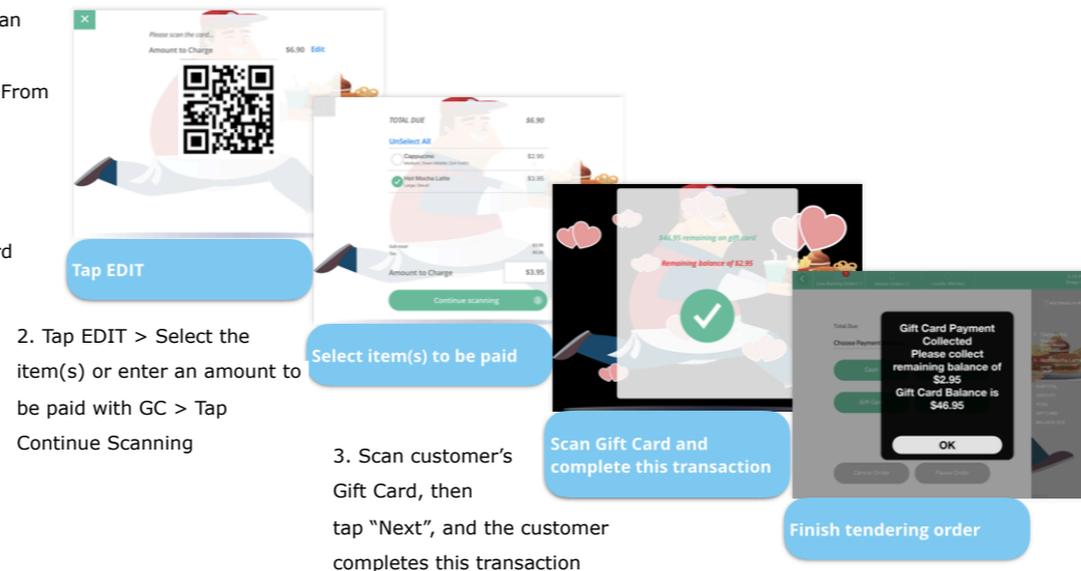


Pay with a Gift Card from Payment Method screen:

1. Tap Gift Card
2. Scan customer's Gift Card – balance will appear beneath scan box, if balance is in sufficient to pay total alert message will appear above scan box
3. Tap Next – customer selects tip/no tip to complete transaction
4. Remaining balance on Gift Card will display

As with all tender types, an order can be PARTIAL PAYMENT with Gift Card. From the Tender Screen:

1. Tap Gift Card



2. Tap EDIT > Select the item(s) or enter an amount to be paid with GC > Tap Continue Scanning

3. Scan customer's Gift Card, then tap "Next", and the customer completes this transaction

4. Remaining balance to be collected and new Gift Card balance will display. Finish tendering order.



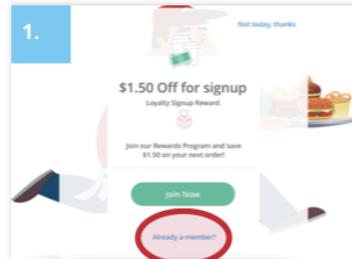
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Associate Gift Card with Loyalty Account

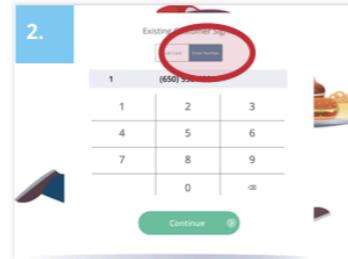
Ask a customer to associated their gift card. When a customer pays with a gift card and the Loyalty Signup screen appears, if the customer is already a member you should associate their card:

Best Practices Tip: Associate a customer's gift card with their loyalty account so they automatically accrue points and can use rewards when they pay with their gift card.

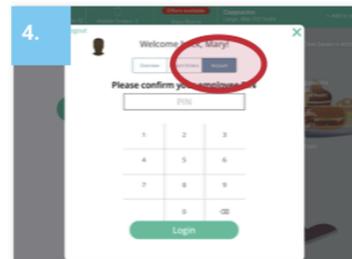
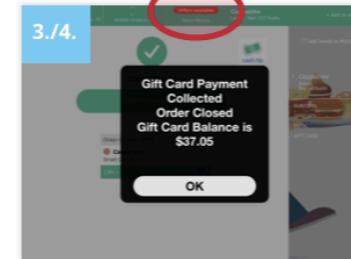
1. Tap Already a Member?



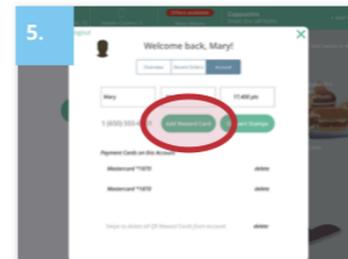
2. Tap Enter Number and key in the customer's loyalty phone number



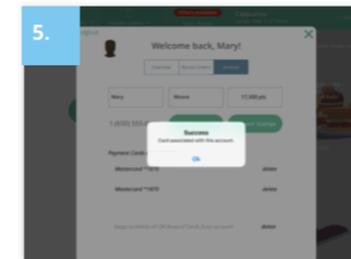
3. Finish the transaction as usual



4. From the Order Closed screen tap in the Header Bar on the customer's name, Tap Account and enter your PIN to login



5. Tap Add Reward Card > Scan their Gift Card > Tap Continue at the "Merge Account?" prompt > Tap OK at the "Success" screen and tap the X to close the loyalty pop-up window and return to the customer's order



The customer's gift card is now linked to their loyalty account, so they will automatically accrue loyalty points when they pay with their gift card. You can also scan their card at the beginning of a transaction to see their order history and one-tap re-order their favorite items.

If a customer asks to associate a gift card with their loyalty account, you can start at the header bar navigation on the POS:

1. Tap Loyalty Member

2. Tap Enter Number > key in phone number customer uses for loyalty > CONTINUE

3. Tap Account and enter your PIN to login

4. Tap Add Reward Card > Scan their Gift Card > Tap Continue at the "Merge Account?" prompt > Tap OK at the "Success" screen and tap the X to close the loyalty pop-up window and return to the customer's order

The customer's gift card is now linked to their loyalty account, so they will automatically accrue loyalty points when they pay with their gift card.

Benefits of Associating Gift Card with Loyalty Account

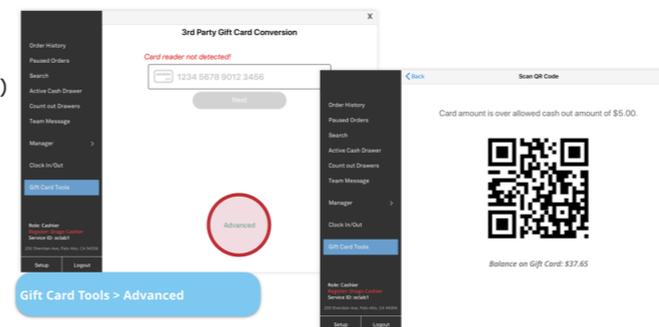


Cash out remaining balance on Gift Card

From the Cashier or LineBuster screen:

1. Tap Hamburger Menu (top left)

2. Tap Gift Card Tools > Advanced



3. Scan card to check the gift card balance; you will only be able to cash-out a card that is equal to or less than the maximum gift card cash-out value. Balance on the gift card will now be \$0.



Touchpoint Gift Cards

Touchpoint Gift Card Program + Existing 3rd Party Cards

In some cases, you may be using Touchpoint Gift Cards at the same time as the previous third party gift card provider.

Until the remaining cards under that provider are no longer in the field, you'll need to be able to accept both forms of gift cards as payment.

This is easy to do!

When a customer places an order, and wishes to use their 3rd party gift card for payment, you'll simply need to go through the following steps:

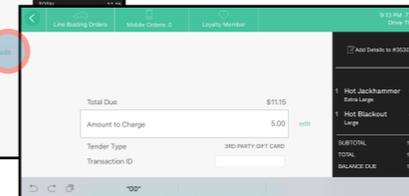
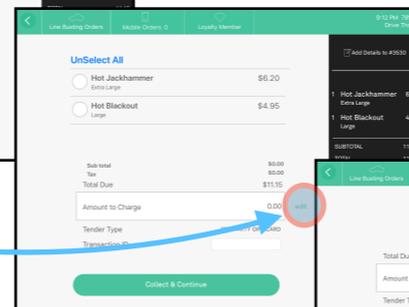
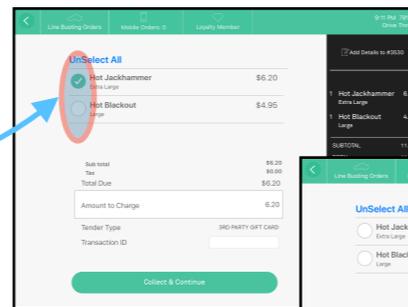
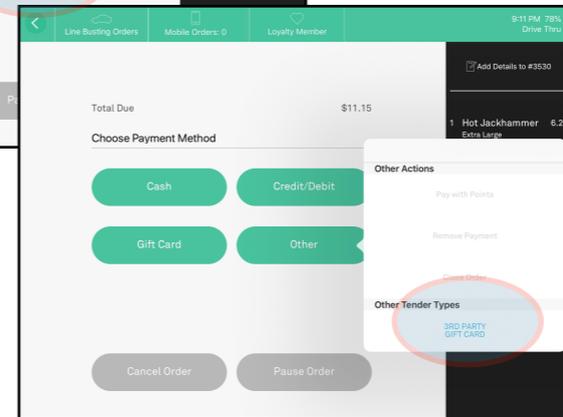
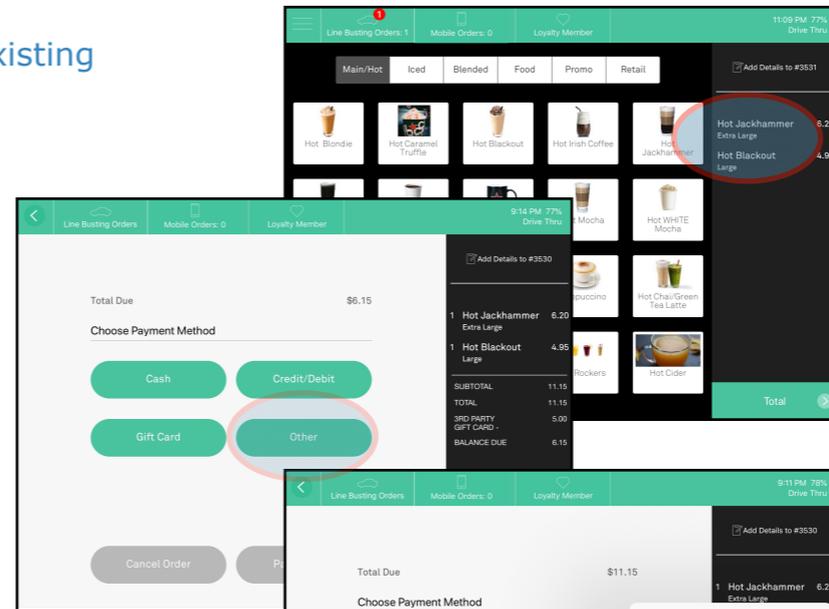
1. Ring in the customer's order
2. Using the customer's 3rd party gift card, complete the payment on your 3rd party gift card terminal or app
3. Go to the Payment Method screen on the POS, and tap the "Other" button
4. Select the correct 3rd party tender name from this list

5. Now enter the amount that you charged to the customer's gift card:

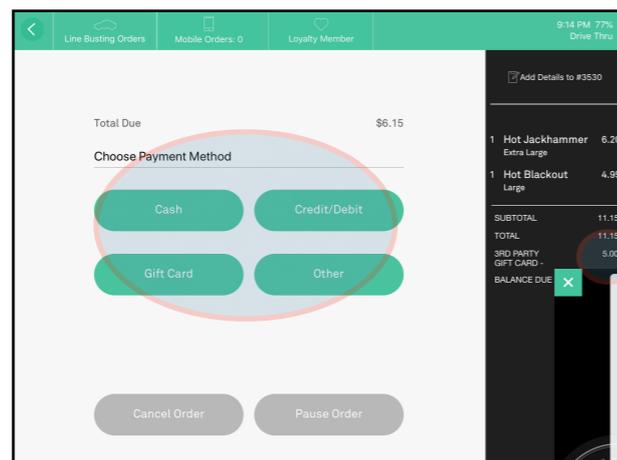
a) You can select the items to be charged by tapping the circle next to the item

b) To enter a custom amount, ensure no items are checked then tap the "Amount to Charge" field (or "edit")

6. You can then finish off the order, or, should there still be a balance, you can proceed with an additional form of payment.



Tip: Once the keyboard is up, you'll need to hit the hide keyboard button in order to minimize it.



Tip: Remember that loyalty will work, even on these 3rd party transactions...

