

Gift & Loyalty: Transaction Guide

For PAX A920 Terminals

NOTE 1: If the transaction option you're looking for is not displayed on the screen, select the **DOWN ARROW** or **MORE** to scroll down through the menu.

NOTE 3: Following a power interruption or re-initialization of the terminal, you will be prompted to enter the SUPER PASSWORD (1234).

Getting Started

1. Select **DATA CANDY**.
2. If prompted, enter the SUPER PASSWORD (1234) and press **OK** (Green button).
3. You may be prompted to enter an EMPLOYEE ID and an EMPLOYEE PASSWORD.
 - a. Enter your EMPLOYEE ID and press **OK**.
 - b. Enter your EMPLOYEE PASSWORD and press **OK**.
4. You are now in the DataCandy menu.

Accessing the Prepaid or Loyalty menu

Swipe the card when prompted in the DataCandy application or select **CANCEL** then select **PREPAID** or **LOYALTY**.

If you accessed the menu manually, select the correct transaction type in the menu and follow the steps as prompted.

Checking the balance of a gift or loyalty card

Verifies the balance on a card.

1. Select **BALANCE**.
2. The balance is displayed on the screen.
3. A receipt will print displaying the card balance.

Activating a gift card

Activates a gift/prepaid card with a specific amount.

1. Select **ACTIVATE**.
2. Enter the transaction amount and press **OK**.
3. Enter an invoice number and press **OK** to generate a generic invoice number automatically.
4. Two receipts are printed.
 - * Use the **REPRINT** function from the DataCandy menu if you want to print a copy of the customer's receipt.

Reloading a gift card

Adds an amount to a previously activated gift card. This function is only available on prepaid/gift cards that are rechargeable.

1. Select **RELOAD**.
2. Enter the transaction amount and press **OK**.
3. Enter the invoice number and press **OK**.
4. Two receipts are printed.

Reimbursing a gift card balance

Where required by law (Ex. Province of Quebec). Cardholders with a remaining balance of 5.00\$ or less who request it, must be reimbursed in cash. This transaction will empty the card.

1. Select **CASH REMITTANCE**.
2. Two receipts are printed.

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Adding loyalty points

Accumulates points on a loyalty card.

1. Select **ACCUMULATE**.
2. Enter the transaction amount before taxes and press **OK**.
3. Enter the invoice number and press **OK**.
4. Two receipts are printed.

Paying with a gift or loyalty card

Allows a cardholder to pay for a purchase with the amount on the prepaid/gift card or to pay with their accumulated dollar/point.

1. Select **REDEEM**.
2. Enter the transaction amount and press **OK**.
3. Enter the invoice number and press **OK**.
4. Two receipts are printed.

Paying with a gift or loyalty card AND another form of payment

Allows customers to pay using more than one card.

1. Select **PAY INVOICE**.
2. Enter the total invoice amount and press **OK**.
3. Enter the transaction amount and press **OK**.
4. Enter the invoice number and press **OK**.
5. Two receipts are printed.
6. If the full balance was not paid, the remaining balance is printed on the receipt and the terminal will display "Continue with New Card".
7. Select **YES** to continue, or **NO** to make other payment arrangements.
8. If you selected **YES**, swipe the next card when prompted. Both Prepaid and Loyalty are accepted.
9. Repeat steps 3 – 9 as required.

Cancelling part of a transaction

Partially cancel a previous gift or loyalty card transaction.

NOTE: You must have the original receipt with the Confirmation and Invoice Numbers

1. Select **PARTIAL CANCEL**.
2. Enter the partial transaction amount and press **OK**.
3. Enter the Confirmation Number found on the original receipt and press **OK**.
4. Enter the Invoice Number of the transaction found on the original receipt and press **OK**.
5. Two receipts are printed.

Cancelling an entire transaction

Completely cancel a previous gift or loyalty card transaction.

NOTE: You must have the original receipt with the Confirmation and Invoice Numbers

1. Select **COMPLETE CANCEL**.
2. Enter the transaction amount and press **OK**.
3. Enter the Confirmation Number found on the original receipt and press **OK**.
4. Enter the Invoice Number of the transaction found on the original receipt and press **OK**.
5. Two receipts are printed.

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Daily Reports

These reports are organized by employee. They allow employees to balance their cash at the end of their workday.

1. Select **DAILY REPORTS** from the DataCandy menu.
2. Select the desired report.
 - **Employee Summary**: includes a total amount for each transaction type.
 - **Employee Details**: includes all the transactions for the employee logged into the terminal, including any made on other Newland terminals.
 - **Merchant Summary**: includes the transactions for all employees on all the Newland terminals.
3. Select the desired period of the report.
4. A receipt will be printed.

*All reports are based on a 24-hour day running from 00:00:00 to 23:59:59.