

# Fanfare Loyalty Application

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Quick Reference Guide

Ingenico Telium

United States

## Color Key

- Required merchant input or action.
- Optional or conditional merchant input or action.
- Required merchant or customer input or action on terminal or external PIN pad.
- Optional or conditional merchant or customer input or action on terminal or external PIN pad.
- Optional customer input or selection choice that doesn't display for Basic Loyalty merchants.
- Optional merchant input that doesn't display for Basic Loyalty merchants.

**Idle Screen:** Press **[ENTER]** to access the Main Menu from the idle screen.

**Scrolling:** If desired selection is not on the terminal screen, press **[▼]** or **[▲]** until option is displayed.

**Admin key is the [.,#\*] key.**

## Integrated Loyalty Transactions

### Credit Sale (Swiped)

Use this function to process a swiped or tapped credit sale with optional loyalty processing.

**Note:** The Basic Loyalty application will not prompt for a physical loyalty card.

- Swipe card in terminal at the idle display.
- Select **[SALE]**.
- Select **[CREDIT]**.
- Input Clerk ID and press **[ENTER]**.
- Select **[YES]** to add Clerk ID or **[NO]** to return to Clerk ID prompt.
- Input Invoice Number and press **[ENTER]**.
- Input amount and press **[ENTER]**.
- Pass terminal to customer.

- Swipe or tap card.
- Receive terminal from customer.
- Enter last 4 digits of card number and press **[ENTER]**.
- Input Customer PO Number and press **[ENTER]**.
- Input Tax Amount and press **[ENTER]**.
- Pass terminal to customer.
- Select **[YES]** or **[NO]** to indicate loyalty member status.
- Select **[ENROLL]** to join loyalty program or **[NO THANKS]** to process transaction without loyalty processing.
- Select **[PAYMENT CARD]**, **[PHONE NUMBER]**, **[LOYALTY CARD]**, or **[NO THANKS]**.
- Input 10-digit phone number and press **[ENTER]**.
- Swipe loyalty card or input account number and press **[ENTER]**.
- Select **[USE NOW]** or **[USE LATER]** to take advantage of the available promotion.
- Receive terminal from customer.

**Transaction processes and Merchant Copy of receipt prints.**

- Select **[YES]** or **[NO]** to print Customer Copy of receipt.

## Credit Sale (Keyed)

Use this function to process a manually entered credit sale with optional loyalty processing.

**Note:** The Basic Loyalty application will not prompt for a physical loyalty card.

- Select **[SALE]**.
- Select **[CREDIT]**.
- Input Clerk ID and press **[ENTER]**.
- Select **[YES]** to add Clerk ID or **[NO]** to return to Clerk ID prompt.
- Input Invoice Number and press **[ENTER]**.
- Input amount and press **[ENTER]**.
- Pass terminal to customer.
- Input card number and press **[ENTER]**.
- Input card expiration date and press **[ENTER]**.
- Receive terminal from customer.
- Input CVV2 and press **[ENTER]**.
- Select **[YES]** or **[NO]** to indicate card presence.
- Input cardholder's street address and press **[ENTER]**.

- Input cardholder's ZIP code and press **[ENTER]**.
- Input Customer PO Number and press **[ENTER]**.
- Input Tax Amount and press **[ENTER]**.
- Pass terminal to customer.
- Select **[YES]** or **[NO]** to indicate loyalty member status.
- Select **[ENROLL]** to join loyalty program or **[NO THANKS]** to process transaction without loyalty processing.
- Select **[PAYMENT CARD]**, **[PHONE NUMBER]**, **[LOYALTY CARD]**, or **[NO THANKS]**.
- Input 10-digit phone number and press **[ENTER]**.
- Swipe loyalty card or input account number and press **[ENTER]**.
- Select **[USE NOW]** or **[USE LATER]** to take advantage of the available promotion.
- Receive terminal from customer.

#### Transaction processes and Merchant Copy of receipt prints.

- Select **[YES]** or **[NO]** to print Customer Copy of receipt.
- Make an imprint of card and press **[ENTER]** to clear Imprint Card prompt.

## Debit Sale

Use this function to process a swiped or tapped debit sale with optional loyalty processing. *The terminal and merchant account must have debit processing enabled to run a debit transaction.*

**Note:** The Basic Loyalty application will not prompt for a physical loyalty card.

- Swipe card in terminal at the idle display.
- Select **[SALE]**.
- Select **[DEBIT]**.
- Input Clerk ID and press **[ENTER]**.
- Select **[YES]** to add Clerk ID or **[NO]** to return to Clerk ID prompt.
- Input Invoice Number and press **[ENTER]**.
- Input amount and press **[ENTER]**.
- Pass terminal to customer.
- Swipe or tap card.
- Select **[YES]** or **[NO]** to confirm amount.
- Select **[YES]** or **[NO]** for cash back.
- Input cash back amount and press **[ENTER]**.
- Select **[ACCEPT]** to confirm amount or **[CHANGE]** to change the cash back amount.

- Input PIN and press **[ENTER]**.
- Select **[YES]** or **[NO]** to indicate loyalty member status.
- Select **[ENROLL]** to join loyalty program or **[NO THANKS]** to process transaction without loyalty processing.
- Select **[PAYMENT CARD]**, **[PHONE NUMBER]**, **[LOYALTY CARD]**, or **[NO THANKS]**.
- Input 10-digit phone number and press **[ENTER]**.
- Swipe loyalty card or input account number and press **[ENTER]**.
- Select **[USE NOW]** or **[USE LATER]** to take advantage of the available promotion.
- Receive terminal from customer.

**Transaction processes and Merchant Copy of receipt prints.**

- Select **[YES]** or **[NO]** to print Customer Copy of receipt.

## Credit Return (Swiped)

Use this function to process a swiped or tapped credit return.

- Select **[RETURN]**.
- Select **[CREDIT]**.
- Input Clerk ID and press **[ENTER]**.
- Select **[YES]** to add Clerk ID or **[NO]** to return to Clerk ID prompt.
- Input Invoice Number and press **[ENTER]**.
- Input amount and press **[ENTER]**.
- Pass terminal to customer.
- Swipe or tap card.
- Receive terminal from customer.
- Enter last 4 digits of card number and press **[ENTER]**.

**Transaction processes and Merchant Copy of receipt prints.**

- Select **[YES]** or **[NO]** to print Customer Copy of receipt.

## Credit Return (Keyed)

Use this function to process a manually entered credit return.

- Select **[RETURN]**.
- Select **[CREDIT]**.
- Input Clerk ID and press **[ENTER]**.

- Select **[YES]** to add Clerk ID or **[NO]** to return to Clerk ID prompt.
- Input Invoice Number and press **[ENTER]**.
- Input amount and press **[ENTER]**.

- Pass terminal to customer.

- Input card number and press **[ENTER]**.
- Input card expiration date and press **[ENTER]**.

- Receive terminal from customer.

**Transaction processes and Merchant Copy of receipt prints.**

- Select **[YES]** or **[NO]** to print Customer Copy of receipt.
- Make an imprint of card and press **[ENTER]** to clear Imprint Card prompt.

## Debit Return

Use this function to process a debit return. *The terminal and merchant account must have debit processing enabled to run a debit transaction.*

- Select **[RETURN]**.
- Select **[DEBIT]**.
- Input Clerk ID and press **[ENTER]**.
- Select **[YES]** to add Clerk ID or **[NO]** to return to Clerk ID prompt.
- Input Invoice Number and press **[ENTER]**.

- Input amount and press **[ENTER]**.

- Pass terminal to customer.

- Swipe or tap card.
- Select **[YES]** or **[NO]** to confirm amount.
- Input PIN and press **[ENTER]**.

- Receive terminal from customer.

**Transaction processes and Merchant Copy of receipt prints.**

- Select **[YES]** or **[NO]** to print Customer Copy of receipt.

## Void

Use this function to cancel a transaction in the open batch.

- Select **[VOID]**.
- Select **[ALL]** to view a list of all transactions in the open batch **OR** select **[REFERENCE #]**, **[CLERK #]**, **[INVOICE #/PO #]**, **[ACCOUNT #]**, or **[APPROVALCODE]** to search batch using the chosen transaction detail.

- Input Reference Number and press **[ENTER]** to search.
- Input Clerk Number and press **[ENTER]** to search.
- Input Invoice/PO Number and press **[ENTER]** to search.
- Input Account Number and press **[ENTER]** to search.
- Input Approval Code and press **[ENTER]** to search.
- Press **[▼]** and **[▲]** to scroll the search results.

- Select **[SELECT]** to void the transaction currently displayed.
- Select **[YES]** to confirm the void.

**Transaction processes and Merchant Copy of receipt prints.**

- Select **[YES]** or **[NO]** to print Customer Copy of receipt.

## Authorization Only (Swiped)

Use this function to perform a swiped or tapped authorization only transaction.

- Select **[AUTH ONLY]**.

- Input Clerk ID and press **[ENTER]**.
- Select **[YES]** to add Clerk ID or **[NO]** to return to Clerk ID prompt.
- Input Invoice Number and press **[ENTER]**.

- Input amount and press **[ENTER]**.

- Pass terminal to customer.

- Swipe or tap card.

- Receive terminal from customer.

- Input last 4 digits of card number and press **[ENTER]**.

- Input Customer PO Number and press **[ENTER]**.

- Input Tax Amount and press **[ENTER]**.

**Transaction processes and Merchant Copy of receipt prints.**

## Authorization Only (Keyed)

Use this function to perform a manually entered authorization only transaction.

- Select **[AUTH ONLY]**.
- Input Clerk ID and press **[ENTER]**.
- Select **[YES]** to add Clerk ID or **[NO]** to return to Clerk ID prompt.
- Input Invoice Number and press **[ENTER]**.
- Input amount and press **[ENTER]**.
- Pass terminal to customer.
- Input card number and press **[ENTER]**.
- Input card expiration date and press **[ENTER]**.
- Receive terminal from customer.
- Input CVV2 and press **[ENTER]**.
- Select **[YES]** or **[NO]** to indicate card presence.
- Input cardholder's street address and press **[ENTER]**.
- Input cardholder's ZIP code and press **[ENTER]**.
- Input Customer PO Number and press **[ENTER]**.
- Input Tax Amount and press **[ENTER]**.

### Transaction processes and Merchant Copy of receipt prints.

- Make an imprint of card and press **[ENTER]** to clear Imprint Card prompt.

## Force (Swiped)

Use this function to perform a swiped or tapped force sale.

- Select **[FORCE]**.
- Select **[CREDIT]**.
- Input Clerk ID and press **[ENTER]**.
- Select **[YES]** to add Clerk ID or **[NO]** to return to Clerk ID prompt.
- Input Invoice Number and press **[ENTER]**.
- Input amount and press **[ENTER]**.
- Pass terminal to customer.
- Swipe or tap card.
- Receive terminal from customer.
- Input last 4 digits of card number and press **[ENTER]**.

- Input approval code and press **[ENTER]**.  
**Transaction processes and Merchant Copy of receipt prints.**
- Select **[YES]** or **[NO]** to print Customer Copy of receipt.

## Force (Keyed)

Use this function to perform a manually entered force sale.

- Select **[FORCE]**.
- Select **[CREDIT]**.
- Input Clerk ID and press **[ENTER]**.
- Select **[YES]** to add Clerk ID or **[NO]** to return to Clerk ID prompt.
- Input Invoice Number and press **[ENTER]**.
- Input amount and press **[ENTER]**.
- Pass terminal to customer.
- Input card number and press **[ENTER]**.
- Input card expiration date and press **[ENTER]**.
- Receive terminal from customer.
- Select **[YES]** or **[NO]** to indicate card presence.
- Input approval code and press **[ENTER]**.  
**Transaction processes and Merchant Copy of receipt prints.**
- Select **[YES]** or **[NO]** to print Customer Copy of receipt.
- Make an imprint of card and press **[ENTER]** to clear Imprint Card prompt.

## Settlement

Use this function to settle the open batch.

- Select **[SETTLEMENT]**.
- Select **[YES]** to close batch or **[NO]** to cancel settlement.
- Select **[ACCEPT]** to confirm payment card totals or **[CANCEL]** to cancel settlement.
- Select **[ACCEPT]** to confirm gift card totals or **[CANCEL]** to cancel settlement.
- Transaction processes and Settlement Report prints.**

## Reprint Receipt

Use this function to print a duplicate copy of a transaction receipt.

- Select **[OTHER]**.



- Select **[REPRINT]**.
- Select **[LAST RECEIPT]** to reprint the receipt(s) of the last transaction or **[SEARCH]** to find another transaction in the batch.
- Select **[ALL]** to view a list of all transactions in the open batch **OR** select **[REFERENCE #]**, **[CLERK #]**, **[INVOICE #/PO #]**, **[ACCOUNT #]**, or **[APPROVALCODE]** to search batch using the chosen transaction detail.
- Input Reference Number and press **[ENTER]** to search.
- Input Clerk Number and press **[ENTER]** to search.
- Input Invoice/PO Number and press **[ENTER]** to search.
- Input Account Number and press **[ENTER]** to search.
- Input Approval Code and press **[ENTER]** to search.
- Press **[▼]** and **[▲]** to scroll the search results.
- Select **[SELECT]** to choose the transaction currently displayed.
- Select to print the **[MERCHANT COPY]**, **[CUSTOMER COPY]**, or **[BOTH]**.  
**Terminal reprints the indicated receipt(s).**

## Detail Report

Use this function to print or display a Totals Report for the current batch.

- Select **[OTHER]**.
- Select **[REPORTS MENU]**.
- Select **[DETAIL]**.
- Select **[PRINT]** or **[DISPLAY]**.
- Select **[Reference#]**, **[Invoice #]**, or **[Card Type]** to use as a sorting method for the report records.
- Select **[PREV]** or **[NEXT]** to scroll the records.

**Terminal displays or prints the Detail Report.**

- Press **[CANCEL]** to exit report display.

## Summary Report

Use this function to print or display a Summary Report for the current batch.

- Select **[OTHER]**.
- Select **[REPORTS MENU]**.
- Select **[SUMMARY]**.
- Select **[PRINT]** or **[DISPLAY]**.

**Terminal displays or prints the Summary Report.**

- Select **[NEXT]** to scroll the records.
- Press **[CANCEL]** to exit report display.

## Summary Report by Clerk ID

Use this function to print a Summary Report for the current batch sorted by clerk ID.

- Select **[OTHER]**.
- Select **[REPORTS MENU]**.
- Select **[CLERK]**.
- Select **[ALL CLERKS]** or **[SINGLE CLERK]**.
- Input Clerk ID and press **[ENTER]**.

**Terminal prints the Summary Report.**

## View Batch History

Use this function to display previously settled batch information.

- Press the **[ADMIN]** key.
- Enter password and press **[ENTER]**.
- Select **[BATCH MENU]**.
- Select **[VIEW HISTORY]**.
- Select **[BATCH #]**, **[ALL]**, or **[LAST BATCH]**.

**Terminal displays the selected information.**

- Select **[PREV]** or **[NEXT]** to scroll the records.
- Press **[CANCEL]** to exit report display.

## View Batch Totals

Use this function to view the current batch totals sorted by transaction type.

- Press the **[ADMIN]** key.
- Input password and press **[ENTER]**.
- Select **[BATCH MENU]**.
- Select **[BATCH TOTALS]**.

**Terminal displays the current batch totals.**

- Press **[ENTER]** to exit report display.

## Host Totals

Use this function to view or print the Host Totals for the current batch.

- Press the **[ADMIN]** key.
- Input password and press **[ENTER]**.
- Select **[BATCH MENU]**.
- Select **[HOST BATCH INQUIRY]**.
- Select **[PRINT]** or **[DISPLAY]**.

**Terminal displays or prints the Host Totals.**

- Press **[ENTER]** to exit report display.

## Add Clerk

Use this function to add a clerk ID.

- Press the **[ADMIN]** key.
- Input password and press **[ENTER]**.
- Select **[CLERK MENU]**.
- Select **[ADD ID]**.
- Input clerk ID and press **[ENTER]**.
- Select **[YES]** to add another clerk or **[NO]** to exit.

## Delete Clerk

Use this function to delete a clerk ID.

**Note: Batch must be closed before clerk IDs can be deleted.**

- Press the **[ADMIN]** key.
- Input password and press **[ENTER]**.
- Select **[CLERK MENU]**.
- Select **[DELETE ID]**.
- Select **[ALL]** to delete all clerks or **[ONE]** to delete one clerk ID.
- Input clerk ID and press **[ENTER]**.
- Select **[YES]** to confirm.

## Print Clerk ID List

Use this function to print a list of added clerk IDs.

- Press the **[ADMIN]** key.
- Input password and press **[ENTER]**.
- Select **[CLERK MENU]**.
- Select **[PRINT ID LIST]**.

**Terminal prints the clerk ID list.**

## Creating Alpha Letters

- Press the number key that corresponds with the letter that needs to be entered.
- Press the **[F]** key until the desired letter appears.

# Loyalty Submenu Transactions

## Enroll

Use this function to enroll a member into the loyalty program using a phone number or loyalty card.

**Note:** The Basic Loyalty application will not prompt for a physical loyalty card.

- Select **[GIFT]**.
- Select **[LOYALTY]**.
- Select **[ENROLL]**.
- Pass terminal to customer.
- Select **[PHONE #]** or **[LOYALTY CARD]**.
- Input 10-digit telephone number and press **[ENTER]**.
- Swipe loyalty card or manually input account number and press **[ENTER]**.
- Receive terminal from customer.
- Input amount and press **[ENTER]**.
- **Transaction processes and Merchant Copy of receipt prints.**
- Select **[YES]** or **[NO]** to print Customer Copy of receipt.

## Inquiry

Use this function to provide the obtain balance on a loyalty account using the customer's phone number or loyalty card.

**Note:** The Basic Loyalty application will not prompt for a physical loyalty card.

- Select **[GIFT]**.
- Select **[LOYALTY]**.
- Select **[INQUIRY]**.
- Pass terminal to customer.
- Select **[PHONE #]** or **[LOYALTY CARD]**.
- Input 10-digit telephone number and press **[ENTER]**.
- Swipe loyalty card or manually input account number and press **[ENTER]**.
- Receive terminal from customer.

**Transaction processes and Customer Copy of receipt prints.**

## Points

Use this function to add points or credit a visit to an active loyalty account.

**Note:** The Basic Loyalty application will not prompt for a physical loyalty card.

- Select **[GIFT]**.

- Select **[LOYALTY]**.

- Select **[POINTS]**.

- Pass terminal to customer.

- Select **[PHONE #]** or **[LOYALTY CARD]**.

- Input 10-digit telephone number and press **[ENTER]**.

- Swipe loyalty card or manually input account number and press **[ENTER]**.

- Receive terminal from customer.

- Input amount and press **[ENTER]**.

**Transaction processes and Merchant Copy of receipt prints.**

- Select **[YES]** or **[NO]** to print Customer Copy of receipt.

## Redeem

Use this function to redeem an available reward/promo on an active loyalty account.

**Note:** The Basic Loyalty application will not prompt for a physical loyalty card.

- Select **[GIFT]**.

- Select **[LOYALTY]**.

- Select **[REDEEM]**.

- Pass terminal to customer.

- Select **[PHONE #]** or **[LOYALTY CARD]**.

- Input 10-digit telephone number and press **[ENTER]**.

- Swipe loyalty card or manually input account number and press **[ENTER]**.

- Input amount and press **[ENTER]**.

- Input promo code and press **[ENTER]**.

- Receive terminal from customer.

**Transaction processes and Merchant Copy of receipt prints.**

- Select **[YES]** or **[NO]** to print Customer Copy of receipt.

## Void

Use this function to cancel a loyalty transaction in the open batch.

- Select **[GIFT]**.
- Select **[LOYALTY]**.
- Select **[VOID]**.
- Select **[ALL]** to view a list of all transactions in the open batch **OR** select **[REFERENCE #]**, **[CLERK #]**, **[INVOICE #/PO #]**, **[ACCOUNT #]**, or **[APPROVALCODE]** to search batch using the chosen transaction detail.
- Input Reference Number and press **[ENTER]** to search.
- Input Clerk Number and press **[ENTER]** to search.
- Input Invoice/PO Number and press **[ENTER]** to search.
- Input Account Number and press **[ENTER]** to search.
- Input Approval Code and press **[ENTER]** to search.
- Press **[▼]** and **[▲]** to scroll the search results.
- Select **[SELECT]** to void the transaction currently displayed.
- Select **[YES]** to confirm the void.
- **Transaction processes and Merchant Copy of receipt prints.**
- Select **[YES]** or **[NO]** to print Customer Copy of receipt.

## Return

Use this function to reverse loyalty progress.

**Note:** The Basic Loyalty application will not prompt for a physical loyalty card.

- Select **[GIFT]**.
- Select **[LOYALTY]**.
- Select **[RETURN]**.
- Pass terminal to customer.
- Select **[PHONE #]** or **[LOYALTY CARD]**.
- Input 10-digit telephone number and press **[ENTER]**.
- Swipe loyalty card or manually input account number and press **[ENTER]**.
- Receive terminal from customer.
- Input amount and press **[ENTER]**.
- **Transaction processes and Merchant Copy of receipt prints.**
- Select **[YES]** or **[NO]** to print Customer Copy of receipt.

## Reports

Use this function to print or display a Totals Report for the current loyalty submenu batch.

- Select **[GIFT]**.
- Select **[LOYALTY]**.
- Select **[REPORTS]**.
- Select **[CURRENT BATCH]** or **[PREVIOUS BATCH]**.
- Select **[PRINT]** or **[DISPLAY]**.

**Terminal displays or prints the Totals Report.**

- Press **[ENTER]** to exit the displayed report.



# Receipt Examples

## Non-Member Credit Card Sale

EXAMPLE MERCHANT  
123 MAIN STREET  
ANYTOWN, US 12345  
800-123-4567

**SALE**

TID: 00173400012345678900001  
REF#: 00000001

Batch #: 003  
01/01/15 12:12:12  
APPR CODE: 123456  
Trace: 1  
VISA Swiped  
\*\*\*\*\*1234 \*\*/\*\*

**AMOUNT \$25.00**

**APPROVED**

X \_\_\_\_\_

CARDHOLDER NAME

CARDHOLDER ACKNOWLEDGES RECEIPT  
OF GOODS  
AND/OR SERVICES IN THE AMOUNT OF THE  
TOTAL SHOWN HEREON

THANK YOU

MERCHANT COPY

EXAMPLE MERCHANT  
123 MAIN STREET  
ANYTOWN, US 12345  
800-123-4567

**SALE**

TID: 00173400012345678900001  
REF#: 00000001

Batch #: 003  
01/01/15 12:12:12  
APPR CODE: 123456  
Trace: 1  
VISA Swiped  
\*\*\*\*\*1234 \*\*/\*\*

**AMOUNT \$25.00**

AVAIL BAL \$0.00

**APPROVED**

THANK YOU

VISIT:  
<http://www.Fanfareloyalty.com/example-merchant-website>

JOIN OUR LOYALTY PROGRAM

CUSTOMER COPY

## Existing Member Credit Card Sale with Rewards

EXAMPLE MERCHANT  
123 MAIN STREET  
ANYTOWN, US 12345  
800-123-4567

### SALE

TID: 00173400012345678900001  
REF#: 00000001  
Batch #: 003  
01/01/15 12:12:12  
APPR CODE: 123456  
Trace: 1  
VISA Swiped  
\*\*\*\*\*1234 \*\*/\*\*

<b>ORIG AMT</b>	<b>\$80.00</b>
<b>REWARDS</b>	<b>\$5.00</b>
<b>TOTAL</b>	<b>\$75.00</b>

AVAIL BAL \$0.00

### APPROVED

THANK YOU

LOYALTY PROGRESS  
Visit 10 times, Receive \$10 3.00

REWARDS AVAILABLE  
SAVE \$10 1001

VISIT:  
<http://www.Fanfareloyalty.com/example-merchant-website>

TO REGISTER, ACCESS YOUR ONLINE  
ACCOUNT  
AND VIEW PROGRAM TERMS AND CONDITIONS

ACCESS CODE: 123456

CUSTOMER COPY