

# Fanfare Loyalty Application

---

Quick Reference Guide

VeriFone® Vx520 Series

## Color Key

Required merchant input or action.
Optional or conditional merchant input or action.
Required merchant or customer input on terminal or external PIN pad.
Optional or conditional customer input 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.

**Scrolling:** If desired selection is not on the terminal screen, press the key below [↓] until option displays

## 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.*

- Select **[SALE]**.

#### Optional Clerk ID Prompts:

- Input Clerk ID and press **[ENTER]**.
- Input amount and press **[ENTER]**.
- Swipe or tap card.
- Select **[CREDIT]**.
- Enter last 4 digits of card number and press **[ENTER]**.

#### Optional Invoice/Ticket Prompts:

- Input Invoice Number and press **[ENTER]**.

#### If Purchasing, Business, or Commercial card:

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

- Select **[YES]** if current member, **[ENROLL?]** if not a current member and wish to enroll in program, or **[NO THANKS]** to complete transaction without loyalty processing.
- If prompted, select **[USE NOW]** or **[USE LATER]** to take advantage of the available promotion.
- Select **[PAYMENT CARD]**, **[PHONE #]**, **[LOYALTY CARD]**, or **[NO THANKS]**.
- Swipe loyalty card or input account number and press **[ENTER]**.
- If prompted, input expiration date and press **[ENTER]**. If no expiration date is printed on the card, use the default of 1249.
- Press **[ENTER]** to clear phone number notice screen.
- **Input 10-digit phone number and press [ENTER].**

#### **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]**.

#### **Optional Clerk ID Prompts:**

- Input Clerk ID and press **[ENTER]**.
- Input amount and press **[ENTER]**.
- Input card number and press **[ENTER]**.
- Input card expiration date and press **[ENTER]**.
- Select **[YES]** or **[NO]** to indicate if card present at transaction.
- Make an imprint of card and press **[ENTER]** to clear Imprint Card prompt.

#### **Optional Invoice/Ticket Prompts:**

- Input Invoice Number and press **[ENTER]**.

#### **If Purchasing, Business, or Commercial card:**

- Input Customer Number and press **[ENTER]**.
- Input Tax Amount and press **[ENTER]**.
- Input V-Code and press **[ENTER]**.
- If prompted, input cardholder's street address and press **[ENTER]**.
- Input cardholder's zip code and press **[ENTER]**.

- Select **[YES]** if current member, **[ENROLL?]** if not a current member and wish to enroll in program, or **[NO THANKS]** to complete transaction without loyalty processing.

- If prompted, select **[USE NOW]** or **[USE LATER]** to take advantage of the available promotion.
- Select **[PAYMENT CARD]**, **[PHONE #]**, **[LOYALTY CARD]**, or **[NO THANKS]**.

- Swipe loyalty card or input account number and press **[ENTER]**.
- If prompted, input expiration date and press **[ENTER]**. If no expiration date is printed on the card, use the default of 1249.

- Press **[ENTER]** to clear phone number notice screen.
- Input 10-digit phone number and press **[ENTER]**.

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

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

## **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.*

- Select **[SALE]**.

#### **Optional Clerk ID Prompts:**

- Input Clerk ID and press **[ENTER]**.
- Input amount and press **[ENTER]**.
- Swipe or tap card.

- Select **[DEBIT]**.
- Select **[YES]** or **[NO]** for Cash Back
- If **[YES]** is selected, choose Cash Back amount.
- Input PIN and press **[ENTER]**.

#### **Optional Invoice/Ticket Prompts:**

- Input Invoice Number and press **[ENTER]**.

- Select **[YES]** if current member, **[ENROLL?]** if not a current member and wish to enroll in program, or **[NO THANKS]** to complete transaction without loyalty processing.

- If prompted, select **[USE NOW]** or **[USE LATER]** to take advantage of the available promotion.
- Select **[PAYMENT CARD]**, **[PHONE #]**, **[LOYALTY CARD]**, or **[NO THANKS]**.

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

- If prompted, input expiration date and press **[ENTER]**. If no expiration date is printed on the card, use the default of 1249.

- Press **[ENTER]** to clear phone number notice screen.
- Input 10-digit phone number and press **[ENTER]**.

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

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

## Phone Order Sale

Use this function to process a mail or telephone order sale. Phone orders are always manually entered and do not incorporate loyalty processing.

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

**Optional Invoice/Ticket Prompts:**

- Input Invoice Number and press **[ENTER]**.

**If Purchasing, Business, or Commercial card:**

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

**Optional Clerk ID Prompts:**

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

**If Purchasing, Business, or Commercial card:**

- Input Tax Amount and press **[ENTER]**.
- Input V-Code and press **[ENTER]**.
- Input cardholder's street address and press **[ENTER]**.
- Input cardholder's ZIP code and press **[ENTER]**.

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

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

## Credit Refund (Swiped)

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

- Select **[REFUND]**.

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

### Optional Invoice/Ticket Prompts:

- Input Invoice Number and press **[ENTER]**.

### If Purchasing, Business, or Commercial card:

- Input Customer Number and press **[ENTER]**.
- Input Tax Amount and press **[ENTER]**.
- Input amount and press **[ENTER]**.
- Swipe or tap card.
- Select **[CREDIT]**.
- 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 Refund (Keyed)

Use this function to process a manually entered credit refund. Refunds are card-present transactions only.

- Select **[REFUND]**.

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

### Optional Invoice/Ticket Prompts:

- Input Invoice Number and press **[ENTER]**.

### Optional Clerk ID Prompts:

- Input Clerk ID and press **[ENTER]**.
- Input amount and press **[ENTER]**.
- Input card number and press **[ENTER]**.
- Input card expiration date and press **[ENTER]**.
- Make imprint of card and press **[ENTER]** to clear Imprint Card prompt.

### 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 **[YES]** to void the last processed transaction or **[NO]** to search batch.
- Select **[INV#]** to search by invoice number or **[ACCT#]** to search by account number.
- Input invoice number or last 4 digits of card number and press **[ENTER]** to search batch.
- Select **[YES]** to void the transaction on the screen, **[NO]** to cancel transaction, or **[NEXT]** to look at the next transaction in the results.

### 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.

**Note:** *There is no loyalty processing with an authorization only transaction.*

- Select **[AUTH ONLY]**.

### Optional Invoice/Ticket Prompts:

- Input Invoice Number and press **[ENTER]**.

### Optional Clerk ID Prompts:

- Input Clerk ID and press **[ENTER]**.
- Input amount and press **[ENTER]**.
- Swipe card.
- Select **[CREDIT]**.
- Input last 4 digits of card number and press **[ENTER]**.

### If Purchasing, Business, or Commercial card:

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

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

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

## Authorization Only (Keyed)

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

**Note:** *There is no loyalty processing with an authorization only transaction.*

- Select **[AUTH ONLY]**.

### Optional Invoice/Ticket Prompts:

- Input Invoice Number and press **[ENTER]**.

### Optional Clerk ID Prompts:

- Input Clerk ID and press **[ENTER]**.

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

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

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

## Force (Swiped)

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

**Note:** *There is no loyalty processing with a force sale transaction.*

- Select **[FORCE]**.
- Swipe card.
- Select **[CREDIT]**.
- Input last 4 digits of card number and press **[ENTER]**.

### Optional Invoice/Ticket Prompts:

- Input Invoice Number and press **[ENTER]**.

### If Purchasing, Business, or Commercial card:

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

### Optional Clerk ID Prompts:

- Input Clerk ID and press **[ENTER]**.

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

### If Purchasing, Business, or Commercial card:

- Input Tax Amount 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 or phone order.

**Note:** *There is no loyalty processing with a force sale transaction.*

- Select **[FORCE]**.
- Input card number and press **[ENTER]**.
- Input card expiration date and press **[ENTER]**.
- Select **[SALE]** or **[PHONE ORDER]**.
- Make imprint of card and press **[ENTER]**.

### Optional Invoice/Ticket Prompts:

- Input Invoice Number and press **[ENTER]**.

### If Purchasing, Business, or Commercial card:

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

### Optional Clerk ID Prompts:

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

### If Purchasing, Business, or Commercial card:

- Input Tax Amount 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.

## Card Balance Inquiry

Use this function to obtain the balance on a prepaid or debit card.

- Select **[CARD BAL INQ]**.
- Select **[PREPAID INQUIRY]** or **[DEBIT BAL INQ]** to choose card type.

### Optional Clerk ID Prompts:

- Input Clerk ID and press **[ENTER]**.
- Swipe, tap, or manually input card number and press **[ENTER]**.
- If prompted, input card expiration date and press **[ENTER]**.
- If prompted, input PIN and press **[ENTER]**.

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



## Settlement

Use this function to settle the open batch.

- Select **[SETTLEMENT]**.

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

**Terminal displays totals report.**

- Press **[ENTER]** to confirm settlement.

**Transaction processes and Settlement Report prints.**

## Batch Totals

Use this function to obtain batch totals.

- Select **[BATCH TOTALS]**.

- Select **[PREV]** or **[NEXT]** to navigate hosts or **[EXIT]** to exit.

- Select **[SLCT]** to choose a host.

**Terminal displays batch totals.**

- Press **[ENTER]** to exit

## Batch Review

Use this function to view, adjust, and/or void transactions in the open batch.

- Select **[BATCH REVIEW]**.

- If prompted, input password and press **[ENTER]**.

- Select **[CLRK]**, **[AMT]**, **[ACCT]**, or **[INV#]** to search batch by selected transaction detail.

- Input Clerk ID and press **[ENTER]** to search batch.

- Input transaction amount and press **[ENTER]** to search batch.

- Input last 4 digits of account number and press **[ENTER]** to search batch.

- Input Invoice Number and press **[ENTER]** to search batch.

**Terminal displays batch search results.**

- Select **[ADJ]** to adjust the displayed transaction and follow additional prompts.

- Select **[VOID]** to void the displayed transaction and follow additional prompts.
- Select **[PREV]** to go to the previous transaction in the batch.
- Select **[NEXT]** to go to the next transaction in the batch.
- Press **[CANCEL]** twice to exit.

## Balance Inquiry

Use this function to print batch detail reports for the current or previous batch.

- Select **[BALANCE INQ]**.
- Select **[CURR]** for current batch detail or **[PREV]** for the previous batch detail.

**Terminal prints a batch detail report.**

## Reprint Receipt

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

- Select **[REPRINT]** key
- Select **[LAST]** or **[ANY]**.

- Input invoice number and press **[ENTER]**.

**Terminal prints a duplicate Merchant Copy of the receipt.**

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

## Reports

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

- Select **[REPORTS]** key
- Select **[DETAIL REPORT]** or **[TOTALS REPORT]**.

**Terminal prints report.**

# 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 **[LOYALTY]**.
- Select **[ENROLL]**.

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

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

• Swipe or manually input the loyalty card number and press **[ENTER]**.

• If prompted, input expiration date and press **[ENTER]**. If no expiration date is printed on the card, use the default of 1249.

### Optional Invoice/Ticket Prompts:

- Input Invoice Number and press **[ENTER]**.
- 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 obtain the available 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 **[LOYALTY]**.
- Select **[INQUIRY]**.

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

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

• Swipe or manually input the loyalty card number and press **[ENTER]**.

- If prompted, input expiration date and press **[ENTER]**. If no expiration date is printed on the card, use the default of 1249.

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

## Points

Use this function to add value to an active loyalty account.

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

- Select **[LOYALTY]**.
- Select **[POINTS]**.

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

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

• Swipe or manually input the loyalty card number and press **[ENTER]**.

- If prompted, input expiration date and press **[ENTER]**. If no expiration date is printed on the card, use the default of 1249.

### Optional Invoice/Ticket Prompts:

- Input Invoice Number and press **[ENTER]**.
- 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 **[LOYALTY]**.
- Select **[REDEEM]**.

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

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

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

- If prompted, input expiration date and press **[ENTER]**. If no expiration date is printed on the card, use the default of 1249.

#### **Optional Invoice/Ticket Prompts:**

- Input Invoice Number and press **[ENTER]**.
- Input amount and press **[ENTER]**.
- Input promo code and press **[ENTER]**.

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

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

## **Loyalty Void**

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

- Select **[LOYALTY]**.
- Select **[VOID]**.
- Input the transaction code (Tran Code) for the transaction to be voided and press **[ENTER]**.
- Select **[YES]** if transaction displayed is correct.

#### **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 **[LOYALTY]**.
- Select **[RETURN]**.

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

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

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

- If prompted, input expiration date and press **[ENTER]**. If no expiration date is printed on the card, use the default of 1249.

**Optional Invoice/Ticket Prompts:**

- Input Invoice Number and press **[ENTER]**.
- 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 loyalty detail or totals reports for the current loyalty submenu batch.

- Select **[LOYALTY]**.
- Select **[MANAGER]**.
- Select **[DETAIL REPORT]** or **[TOTALS REPORT]**.

**Terminal prints report.**

# Receipt Examples

## Non-Member Credit Sale Receipts

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

Merchant ID: 1234567890  
Term ID: 00173400012345678900001

**Sale**

xxxxxxxxxxxx1234  
VISA          Entry Method: Swiped

**Total: \$                      25.00**

01/01/15                                  12:12:12  
Inv #: 000000001          Appr Code: 123456  
Apprvd: Online

I agree to pay above total amount  
according to card issuer agreement  
(Merchant agreement if credit voucher)

X \_\_\_\_\_  
Merchant Copy  
THANK YOU!

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

Merchant ID: 1234567890  
Term ID: 00173400012345678900001

**Sale**

xxxxxxxxxxxx1234  
VISA          Entry Method: Swiped

**Total: \$                      25.00**

01/01/15                                  12:12:12  
Inv #: 000000001          Appr Code: 123456  
Apprvd: Online

JOIN OUR LOYALTY PROGRAM

VISIT  
[HTTP://WWW.FANFARELOYALTY.COM/](http://www.fanfareloyalty.com/)  
EXAMPLE-MERCHANT-WEBSITE

Customer Copy  
THANK YOU!



## Existing Member Credit Sale (with Promo) Receipts

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

Merchant ID: 1234567890  
Term ID: 00173400012345678900001

**Sale**

xxxxxxxxxxxx1234  
VISA      Entry Method: Swiped

<b>Amount: \$</b>	<b>100.00</b>
<b>Reward: \$</b>	<b>-5.00</b>
<b>Total: \$</b>	<b>95.00</b>

01/01/15      12:12:12  
Inv #: 000000001      Appr Code: 123456  
Apprvd: Online

I agree to pay above total amount  
according to card issuer agreement  
(Merchant agreement if credit voucher)

X \_\_\_\_\_

Merchant Copy

THANK YOU!

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

Merchant ID: 1234567890  
Term ID: 00173400012345678900001

**Sale**

xxxxxxxxxxxx1234  
VISA      Entry Method: Swiped

<b>Amount: \$</b>	<b>100.00</b>
<b>Reward: \$</b>	<b>-5.00</b>
<b>Total: \$</b>	<b>95.00</b>

01/01/15      12:12:12  
Inv #: 000000001      Appr Code: 123456  
Apprvd: Online

**LOYALTY PROGRESS**  
Spend \$75, Receive \$5  
Current Status      45.00

**REWARDS AVAILABLE**  
SAVE \$5      1000

VISIT  
[HTTP://WWW.FANFARELOYALTY.COM/EXAMPLE-MERCHANT-WEBSITE](http://www.fanfareloyalty.com/example-merchant-website)

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

**ACCESS CODE: 123456**

Customer Copy

THANK YOU!