

TD Generation

Merchant Guide: Air Miles



For the TD Generation

- Portal 2 with PINpad



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MERCHANT INFORMATION

Merchant Name

Merchant Number



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Who would use this guide?

You would use this guide if you perform transactions during the course of your daily business that offer Air Miles® rewards. The information covered in this guide is exclusive to Air Miles transactions. For further information on your terminal capabilities, please refer to the TD Generation Portal 2 Merchant Guide online at www.TDMerchantSolutions.com/ResourceCentre.

Air Miles

You must sign up in order to offer Air Miles to your customers. If you currently don't offer Air Miles and would like to, please contact the TD Merchant Solutions Help Desk at **1-800-363-1163**.

Financial Transactions

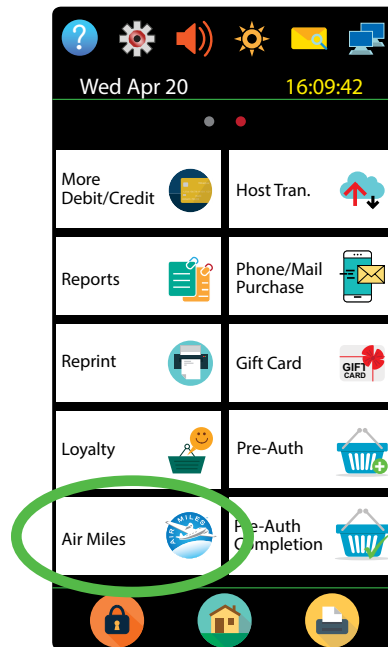
The terminal can perform the following Air Miles transactions:

- Purchase
- Refund

Depending how you have set up your terminal, you may be required to enter a supervisor ID and password to proceed with any transaction.

Air Miles icon


To perform an Air Miles transaction you must use the Air Miles option to ensure that it is processed correctly. The Air Miles icon may not appear in this location on your terminal screen.



Purchase

This option is used for processing a cash purchase that will reward the customer with Air Miles.

- Your head office will provide you with any information regarding the Air Miles offers that you're offering, such as: base offers, multipliers and/or bonus offers.
- If the customer doesn't have Air Miles then just process the purchase transaction through your cash register.

1. Tap the  / **Home** key → Purchase.
2. Enter the **dollar amount** and tap **OK**.
3. Select the desired payment option: **Credit / Debit Card, Gift Card** or **Cash** and tap **OK**. You may see different payment options on your terminal due to your personalized settings.
4. Confirm the selected payment option: **Back arrow** or **YES**.
5. Swipe or manually enter the Air Miles card.

Swipe Air Miles card

- a) The customer **swipes** their card on the PINpad. Go to step 6.

Manual Air Miles card

- a) Enter the **account number** tap **OK**. Go to step 6.

Base Offer (optional)

6. Select a **base offer**. This may be an optional step depending upon your business.

Base offers depend upon how much money the customer spends in your business. There can be any number of offers visible. It depends on how many your business allows.

- a) Enter the net amount that the offer is to be applied to and tap **OK**.

- Depending on the purchase, some, none or the entire purchase amount may be applied to Air Miles rewards.
- For example, at a pharmacy, Air Miles may only be applied to non-prescription purchases. You would enter the total of their non-prescription purchase as the net amount.

- b) Tap the multiplier factor for the purchase.
- c) If your business offers multiple base offers you will be returned to the first base offer screen and the previously selected base offer will now have an asterisk (*) beside it. You can select another applicable base offer or tap **DONE** to continue to the next step.

Bonus Offer (optional)

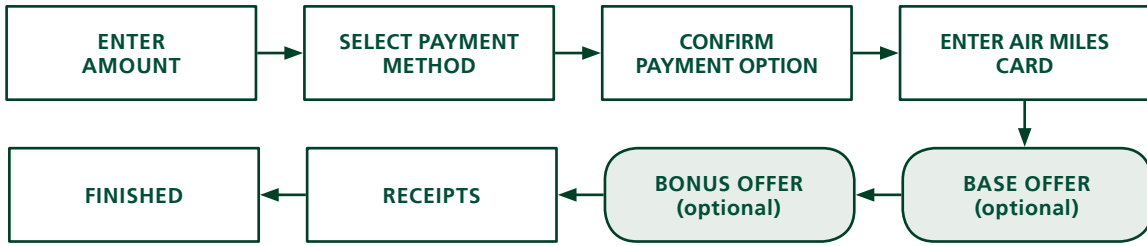
7. Enter a **bonus offer** code. This may be an optional step depending upon your business.

Bonus codes are based on a number of products purchased that have an Air Mile reward attached to them. For example, a carton of milk awards one Air Mile.

- a) Enter the **bonus offer code** for this offer and tap **OK**.
- b) Enter the **quantity** and tap **OK**.
- c) If your business offers multiple bonus offer codes you will be returned to the bonus code offer screen. You can enter another applicable base offer or tap **OK** to continue to the next step.

Manual Override (optional)

8. You'll see this option if your business has a manual override of the points on a bonus code offer.
 - a) Enter **supervisor ID** and tap **OK**.
 - b) Enter **supervisor password** and tap **OK**.
 - c) Enter the Air Miles points to be awarded to the customer (up to 999) and tap **OK**.
 OR
 Enter nothing and tap **OK** to award no points.
9. The transaction is completed and the receipt prints.



Refund

This option is used for processing a cash refund that will reward the customer with Air Miles.

All the information that you require for this procedure is on the receipt. You will need the:

- Dollar amount per Air Miles offer
- Base offer information
- Base offer multiplier
- Bonus offer
- Bonus offer number

1. Tap the / **Home** key → Refund.
2. Enter the **total refund dollar amount** and tap **OK**.
3. Swipe or manually enter the Air Miles card.

Swipe Air Miles card

- a) The customer **swipes** their card on the PINpad. Go to step 4.

Manual Air Miles card

- a) Enter the **account number** tap **OK**.
- b) Select the applicable base offer for transaction being refunded.
- c) Enter the **refund amount** and tap **OK**.
- d) Select the appropriate multiplier for the base offer being refunded.
- e) If your business offers multiple base offers you will be returned to the first base offer screen and the previously selected base offer will now have an asterisk (*) beside it. You can select another applicable base offer or tap **DONE** to continue to the next step.

Bonus Offer (optional)

Bonus codes are based on a number of products purchased that have an Air Mile reward attached to them. For example, a carton of milk earns one Air Mile so it would have a bonus offer code.

4. Enter a **bonus offer** code. This may be an optional step depending upon your business.
 - a) Enter the **bonus offer code** for this offer and tap **OK**.
 - b) Enter the **quantity** and tap **OK**
 - c) If your business offers multiple bonus offer codes you will be returned to the bonus code offer screen. You can enter another applicable base offer or tap **OK** to continue to the next step.

Manual Override (optional)

5. You'll see this options if your business has a manual override of the points on a bonus code offer.
 - a) Enter **supervisor ID** and tap **OK**.
 - b) Enter **supervisor password** and tap **OK**.
 - c) Enter the Air Miles points to be awarded to the customer (up to 999) and tap **OK**.
or
Enter nothing and tap **OK** to award no points.
6. The transaction is completed and the receipts print.


Receipts

****	AIR MILES	****
# Compte AIR MILES :		*****1234
Offre		\$999999.99 x9
Montant recompense		\$999999.99 x9
Code d'offre :	9999 (999) 9999(999) 9999(999)	
AIR MILES : (-)	9999	
Miles bonis : (-)	9999	

Reporting


Parameter report

This report provides details on the terminal's existing Air Miles base offers and bonus codes.

1. Tap the  / **Home** key → Air Miles → Parameter Report.
2. The report immediately prints.

Day totals report

This report provides details on Air Miles transactions for the current business day displaying base miles awarded and bonus miles awarded.

1. Tap the  / **Home** key → Air Miles → Day Totals Report.
2. The report immediately prints.

Administration and Configuration


The following options are exclusively for Air Miles.

Downloads

Air Miles parameters

This option downloads the Air Miles parameters to the terminal.

- The device must remain powered on for the full process.
- A parameter download must be done separately for each terminal.


1. Tap the  / **Home** key → Air Miles → Parameter Download.
2. The terminal will begin to download any new Air Miles.

Uploads

Air Miles transactions

This option uploads the Air Miles transactions from a terminal. This can be done at any time during the business day, but is also performed during the business day close.

The device must remain powered on for the full process.

1. Tap the  / **Home** key → Air Miles → Transaction Upload.
2. The terminal will immediately begin to upload any Air Miles transactions that have been done since the last day close or Air Miles transaction upload.

Troubleshooting

The following are error codes specific to Air Miles transactions.

"L" Error Codes	Explanation	Action Required
Limit Reached! Upload AIR MILES From Menu!	The terminal has reached the maximum number of Air Miles transactions that can be held.	Upload your Air Miles transactions.

Call Centre Information

Please call the TD Merchant Solutions Help Desk at **1-800-363-1163**. We would be happy to answer any questions you may have.

Authorization:

24 hours a day, seven days a week

Terminal Inquiries:

24 hours a day, seven days a week

General Merchant Inquiries:

Monday – Friday, 8 a.m. – 8 p.m. ET

Printer / Stationery Supplies:

Monday – Friday, 8 a.m. – 5 p.m. ET

Documentation Portal

This Guide covers the most commonly used information in order to get you started. Your terminal has more features and functionality to explore on our documentation portal at www.TDMerchantSolutions.com/ResourceCentre

