

# TD Generation

## Quick Reference Guide



### For the TD Generation:

- All-In-One
- HSPA
- Wi-Fi
- and with PINPad



## Financial Transactions

There are three transactions available for the *More Rewards*® program. They are:

- Purchase (Cash, Credit, Debit and Force Post)
- Refund (Cash, Credit and Debit)
- Void (All purchases and refunds)

### Purchases

1. Select **C**/Cash Purchase or **P**/Purchase depending on the transaction that you are performing.
2. Enter the **total dollar amount** and press **OK**.
3. (Purchase Only) - Indicate whether the amount due will be paid by two or more payment sources, such as credit and debit or fully paid with one source (**SPLIT** or **PAY**).
  - a. If **SPLIT** was selected, enter the amount for the partial payment and press **OK**.
4. **New More Rewards Step** - Swipe the *More Rewards* card or manually enter the account number and press **OK**. You can press **Skip/Sauter** to skip *More Rewards*.
5. Continue the purchase transaction as laid out in the merchant guide.

### Refunds

1. Select **D**/Debit/Credit -> Refund.
2. Enter the **dollar amount** and press **OK**.
3. **New More Rewards Step** - Swipe the *More Rewards* card or manually enter the account number and press **OK**. You can press **Skip/Sauter** to skip *More Rewards*.
4. Continue the refund transaction as laid out in the merchant guide.

### Voids

There are no *More Rewards* screen prompts for voided transactions as all information will be updated via the trace number.

When the above transactions are completed, the customer's *More Rewards* account will be adjusted accordingly.

### Receipts

When *More Rewards* points are assigned/adjusted on a transaction, there will be one of these messages printed on the receipt.

**For purchases:**  
You earned More Rewards Points! Please check your points balance at [morerewards.ca](http://morerewards.ca).

**For refunds or voids:**  
Your More Rewards balance will be adjusted. Check points balance at [morerewards.ca](http://morerewards.ca).

## Administration

### Transaction Upload

The following new feature allows you to manually upload your *More Rewards* transactions.

1. Select .
2. Select **Transaction Upload**. All the stored *More Rewards* transactions will now be sent to the gateway for processing.

This function is automatically performed during the End of Day process.

## Troubleshooting

You may see the following messages when you are using *More Rewards*:

Error Codes	Explanation	Action Required
<error code> <b>MORE REWARDS Transaction Upload Not Completed!</b>	Your terminal had a problem uploading the <i>More Rewards</i> information.	Perform a <b>Transaction Upload</b> .
<error code> <b>MORE REWARDS Transaction Upload Not Completed! Try Again From Menu</b>	A problem occurred during the <i>More Rewards</i> upload during the End of Day process.	Perform a <b>Transaction Upload</b> .
<b>Limit Reached! Upload MORE REWARDS From Menu!</b>	The terminal can hold a maximum of 1500 <i>More Rewards</i> transactions before an upload is required.	Perform a <b>Transaction Upload</b> .
<b>No Transactions Found</b>	The terminal has no <i>More Rewards</i> transactions to upload.	--

If you're experiencing an issue with *More Rewards* functionality, please contact the TD Merchant Solutions Help Desk at **1-800-363-1163**.