

TD Generation

More Rewards Guide

For the TD Generation

- All-in-One, HSPA, WiFi
- Portal with PINpad
- Portal 2 with PINpad



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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 More Rewards® loyalty rewards. The information covered in this guide is exclusive to More Rewards transactions. For further information on your terminal capabilities, please refer to the Merchant Guide online at www.TDMerchantSolutions.com/ResourceCentre.

More Rewards cards

You must sign up in order to accept More Rewards cards from your customers. If you would like to, please contact the TD Merchant Solutions Help Desk at **1-800-363-1163**.

To perform a More Rewards transaction you must select the appropriate icon to ensure that it is processed correctly. Depending upon which TD Generation terminal you are using, the loyalty card icon may appear different.

Transaction

All-in-One, HSPA, WiFi,
Portal PINpad and Portal PINpad 2

More Rewards icon



Financial Transactions

- Depending on your terminal settings, you may be required to enter a supervisor ID and password to proceed with any transaction.
- If the customer's receipt has a signature line on it, the customer **must** sign it.
- Manual loyalty card number entry can be disabled to enhance your business' security. Please call the TD Merchant Solutions help Desk to modify these settings.

The TD Generation terminals can perform the following More Rewards transactions:

Purchase (credit, debit, cash)

This transaction flow is used for credit card purchases where the credit card is present. If the purchase is via phone or mail, use the **Phone or mail purchase** instructions. If you use the incorrect purchase transaction you could incur extra charges.

1. Tap the **Purchase** or **Cash** icon.
2. Enter the **total dollar amount** on the terminal and tap **OK**.
3. Enter the More Rewards card information: **Swipe, Manual Entry** or tap **Skip**.
If you tap **Skip**, you will follow the regular transaction flow.

Swipe

- a) The customer swipe their More Rewards card. Go to step 4.

Manual entry

- a) Enter the **More Rewards account number** and tap **OK**. Go to step 4.
4. Select the payment method: **Credit / Debit** or **Cash**.

Credit or debit

- a) Follow the standard transaction flow for any credit or debit card transactions.

Cash

- a) Confirm the amount: **Back arrow** or **YES**.
- b) Collect the cash for the purchase.
If you collect the exact amount tap **FINISH** and go to step 5.
If you collect more than you need tap **CHANGE** and go to step c.
- c) Enter the amount paid and tap **OK**.
- d) Confirm the amount entered: **BACK** or **OK**.

5. The screen shows that the transaction is completed with an approved message.
6. You can **REPRINT** the receipt or **FINISH** the transaction.

Phone or mail purchase

- These instructions are used for purchases where the card is **not** present. If the card is present at purchase, see *Credit card purchase*. If you use the incorrect purchase transaction you could incur extra charges.
- There are risks performing transactions when the credit card is not present. Ensure that you perform all of the available security checks for phone / mail purchases.

1. Tap the **Phone / Mail Purchase** icon.
2. Enter the **total dollar amount** on the terminal and tap **OK**.
3. Enter the More Rewards card information: **Manual Enter** or tap **Skip**.
4. Enter the **More Rewards account number** and tap **OK**.
5. Enter the **account number** and press **OK**.
6. Enter the **expiry date** and press **OK**.
7. Enter the **CVD number** on the terminal and tap **OK**.
8. The screen shows that the transaction is approved and the receipts print.
9. You can **REPRINT** the receipt or **FINISH** the transaction.

Force post purchase

This option is only used due to communication problem or that the force post is requested via the terminal.

Before you perform this transaction you must call the TD Merchant Solutions Help Desk at **1-800-363-1163** and receive an authorization number.

1. Tap the **Force Post Purchase** icon.
2. Enter the **dollar amount** and tap **OK**.
3. Enter the More Rewards card information: **Swipe**, **Manual Entry** or tap **Skip**.
If you tap **Skip**, you will follow the regular transaction flow.

Swipe

- a) The customer swipe their More Rewards card. Go to step 4.

Manual entry

- a) Enter the **More Rewards account number** and tap **OK**. Go to step 4.
- 4. Then enter / spell the authorization number and tap **OK**.
- 5. Select one of the following payment methods: **Insert**, **Swipe**, or **Manual**.

Insert

- a) Insert the card. Go to step 6.

Swipe

- a) Swipe the card. Go to step 6.

Manual

- a) Enter the **account number** and press **OK**.
- b) Enter the **expiry date** and press **OK**.
- c) Enter the **CVD number** on the terminal and tap **OK**. Go to step 6.
- 6. The screen shows that the transaction is approved and the receipts print.
- 7. You can **REPRINT** the receipt or **FINISH** the transaction.

Void

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

Refund

Perform a refund transaction when a reimbursement must be performed for the customer.

Debit refunds are disabled by default. If you wish to activate debit refunds on your terminal please call the TD Merchant Solutions Help Desk at **1-800-363-1163**.

- 1. Tap the **Refund** icon.
OR
Tap the Cash Transactions icon → **Cash Refund**.
- 2. Enter the **dollar amount** and tap **OK**.
- 3. Enter the More Rewards card information: **Swipe**, **Manual Entry** (credit card only) or tap **Skip**.
If you tap **Skip**, you will follow the regular transaction flow.

Swipe

- a) The customer swipe their More Rewards card. Go to step 4.

Manual entry

- b) Enter the **More Rewards account number** and tap **OK**. Go to step 4.
- 4. Select one of the following payment methods: **Insert / Swipe**, **Contactless** or **Manual Entry** (credit card only).

Insert / swipe credit or debit card

- a) The customer **inserts** or **swipes** their card. Go to step 5.

Contactless credit or debit card

- a) The customer **taps** their contactless-enabled card on the screen. Go to step 5.

Manual credit card

- a) Enter the **account number** and press **OK**.
 - b) Enter the **expiry date** and press **OK**.
 - c) Is this refund for a **phone / mail purchase (NO or YES)**?
If you selected **NO**, continue below.
If you selected **YES** got to step 5.
 - d) A manual imprint of the credit card is required. Do you wish to continue (**NO or YES**)?
If you selected **NO**, the transaction will be cancelled.
If you selected **YES**, make an imprint of the card and go to step 5.
5. The screen shows that the transaction is completed with an approved message and the receipts print.
 6. You can **REPRINT** the receipt or **FINISH** to complete the refund.

Receipts

The only difference between a regular receipt and a More Rewards receipt is the **MORE REWARDS** label and masked account number. Otherwise, the receipts are identical.

(00) **APPROVED** THANK YOU

**** **MORE REWARDS** ****

Card Number: *****6635

Retain this copy for your records
Merchant Copy

More Rewards points

Customers can check their points balance at morerewards.ca.

Administration and Configuration

Transaction Upload

The following new feature allows you to manually upload your More Rewards transactions. This function is normally performed during your day close transactions.

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

Troubleshooting

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

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

