TD Generation

Air Miles Guide

For the TD Generation:

- All-in-One, HSPA, Wi-Fi
- Portal with PINpad
- Portal 2 with PINpad

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Who would use this guide?

You would use this guide if your business offers Air Miles® rewards. The information covered in this guide is exclusive to Air Miles transactions.

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**.

To perform an Air Miles transaction you must select the appropriate icon to ensure that it is processed correctly. Depending upon which TD Generation terminal you are using, the Air Miles icon may appear different.

Terminal	Air Miles Icon
All-in-One, HSPA, Wi-Fi, and Portal with PINpad	
Portal 2 with PINpad	

Financial Transactions

The terminal can perform purchase and refund transactions.

Transactions	Explanation
Purchase	Perform a purchase and assign Air Miles
Refund	Perform a refund for a transaction that received Air Miles

- Depending how you have set up your terminal, 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 contact the TD Merchant Solutions Help Desk to modify these settings.

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.

1. Select the **Air Miles** icon.
2. Enter the **dollar amount** and select **OK**.
3. Select the desired payment option: **Credit / Debit Card**, **Gift Card** or **Cash** and select **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. Select one of the following processing methods:
    a) The customer **swipes** their card. Go to step 6.

    or

    a) Enter the **account number** select **OK**. Go to step 6.
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 select **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) Select the **multiplier factor** for the purchase. 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 select **DONE** to continue to the next step.
7. 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 select **OK**. Bonus codes are based on a number of products purchased that have an Air Miles reward attached to them. For example, if a carton of milk earns one Air Mile, it would have a bonus offer code.

    b) Enter the **quantity** and select **OK**. 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 select **OK** to continue to the next step.
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 select **OK**.

    b) Enter **supervisor password** and select **OK**.

    c) Enter the **Air Miles points** to be awarded to the customer (0 to 999) and select **OK**.
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, and the bonus offer number.

1. Select the **Refund** icon.
2. Enter the **total refund dollar amount** and select **OK**.
3. Select one of the following payment processing methods:
    a) The customer **swipes** their card. Go to step 4.

    or

    a) Enter the **account number** select **OK**.

    b) Select the applicable base offer for transaction being refunded.

    c) Enter the **refund amount** and select **OK**.

d) Select the appropriate multiplier for the base offer being refunded. 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 select **DONE** to continue to the next step.

4. 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 Miles reward attached to them. For example, if a carton of milk earns one Air Mile, it would have a bonus offer code.
   a) Enter the **bonus offer code** for this offer and select **OK**.
   b) Enter the **quantity** and select **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 select **OK** to continue to the next step.
5. You'll see a manual override option if your business has this set up.
   a) Enter **supervisor ID** and select **OK**.
   b) Enter **supervisor password** and select **OK**.
   c) Enter the **Air Miles points** to be awarded to the customer (0 to 999) and select **OK**.
6. The transaction is completed and the receipts print.

Receipts

```
****              AIR MILES              ****

AIR MILES Account # :          *******1234

Offer                          $999999.99 x9
Award Amount                   $999999.99 x9

Offer Codes:    9999 (999)  9999(999)  9999(999)
AIR MILES:  (-) 9999
Bonus Miles: (-) 9999
```

Reporting

Parameter report

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

1. Select the **Air Miles** icon then 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. Select the **Air Miles** icon then Day Totals Report.
2. The report immediately prints.

Configuration

The following options are exclusive to Air Miles.

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. Select the **Air Miles** icon then Parameter Download.
2. The terminal will begin to download any new Air Miles.

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. Select the **Air Miles** icon then 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.

Air Miles 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.

Contact 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 which you can find at www.tdmerchantsolutions.com/posresources.