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.

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 with PINpad, and Portal 2 with PINpad
More Rewards icon	

Financial Transactions

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

Transactions	Explanation
Purchase (credit, debit, cash)	This is a standard purchase transaction for credit cards, debit cards, or cash.
Purchase (phone or mail)	This is a purchase transaction performed via phone or mail orders.
Purchase (force post)	This is a purchase transaction performed under special circumstances.
Void	This is a standard void transaction with no prompts referencing More Rewards.
Refund	This is a standard refund transaction.

- 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.

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. Select the **Purchase** or **Cash** icon.
2. Enter the **total dollar amount** on the terminal and select **OK**.
3. Select one of the following More Rewards entry methods. If you select **Skip**, you will follow the regular transaction flow starting in step 4.
    a) Swipe the **More Rewards** card. Go to step 4.

    or

    a) Manually enter the **More Rewards** card **account number** and select **OK**. Go to step 4.
4. Select one of the following payment methods. **Credit / Debit** or **Cash**.
    a) If it is a credit or debit transaction, follow the onscreen instructions.

    or

    a) If cash is selected, confirm the amount: **Back arrow** or **YES**.

    b) Collect the cash for the purchase.
    If you collect the exact amount select **FINISH** and go to step 5.
    If you collect more than you need select **CHANGE** and go to step c.

    c) Enter the amount paid and select **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.

Purchase (phone or mail)

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. Select the **Phone / Mail Purchase** icon.
2. Enter the **total dollar amount** on the terminal and select **OK**.
3. Enter the More Rewards card information: **Manual Enter** or select **Skip**.
4. Enter the **More Rewards account number** and select **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 select **OK**.
8. The screen shows that the transaction is approved and the receipts print.
9. You can **REPRINT** the receipt or **FINISH** the transaction.

Purchase (force post)

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. Select the **Force Post Purchase** icon.
2. Enter the **dollar amount** and select **OK**.
3. Select one of the following More Rewards entry methods or select **Skip**. If you select **Skip**, you will follow the regular transaction flow starting in step 4.
    a) Swipe the **More Rewards** card. Go to step 4.

    or

    a) Manually enter the **More Rewards** card **account number** and select **OK**. Go to step 4.
4. Then enter / spell the authorization number and select **OK**.
5. Select one of the following payment methods.
    a) Insert the card. Go to step 6.

    or

    a) Swipe the card. Go to step 6.

    or

    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 select **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. Select the **Refund** icon or select the Cash Transactions icon → **Cash Refund**.
2. Enter the **dollar amount** and select **OK**.
3. Select one of the following More Rewards entry methods or select **Skip**. If you select **Skip**, you will follow the regular transaction flow starting in step 4.
    a) Swipe the **More Rewards** card. Go to step 4.

    or

    a) Manually enter the **More Rewards** card **account number** and select **OK**. Go to step 4.

4. Select one of the following payment methods.
    a) Insert the card. Go to step 5.

    or

    a) Swipe the card. Go to step 5.

    or

    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 www.morerewards.ca.

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. Select 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
MORE REWARDS Transaction Upload Not Completed!	Your terminal had a problem uploading the More Rewards information.	Perform a Transaction Upload.
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.	—

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.