TD Luxe 6200m

More Rewards Guide

For the TD Luxe 6200m:

- Wired
- Standalone (4G LTE and WiFi) and Semi-integrated (WiFi)

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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 with More Rewards and then contact the TD merchant Solutions Help Desk in order to accept these cards from your customers.

To perform a More Rewards transaction, you must select the appropriate icon to ensure that it is processed correctly.

Financial Transactions

The terminal 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.
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 enable this.

Transaction flow

In any of the allowable More Rewards transactions, the steps are identical to your ***Quick Start Guide*** except you will be prompted to:

- swipe the More Rewards card, or
- manually enter the More Rewards account number, or
- skip adding More Rewards to the transaction.

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

This is automatically performed during your terminal day close, but you can manually upload your More Rewards transactions to their server by following these steps.

1. From the Desktop screen → **More RWDS** icon.
2. Select **Transaction Upload**. All the stored More Rewards transactions will now be sent for processing.

Troubleshooting

Error codes

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.

Below is a list of the available Luxe 6200m documentation:

- Quick Start Guide
- Configuration and Troubleshooting Guide
- Pre-authorization Guide
- Givex Gift Card Guide
- More Rewards Guide
- UnionPay Guide
- and more