

## QRG FOR WEB TERMINAL

The web terminal can be accessed at <https://mywebterminal.com>.  
The log-in credentials needed will be provided by your agent.

After logging in for the first time you will only need your employee id and password to log in.

Pressing Enter allows you to advance from one field to the next.

Press and hold Enter when done

**NOTE:** Not all menu options may be available based on your selected program package or customization.

While performing transactions some or all of the following prompts may be displayed:

**Employee ID** - Key in your employee # set by your program \ administrator

**Password** - Key in your employee password set by your program administrator

**Card PIN** - Key in the PIN # assigned to card (typically located on back of card but location may vary)

**Custom Questions** - Key in answers for up to 3 custom prompts configured upon request

**Demographic Questions** - Key in answers for a series of up to 18 questions, which will allow you to log customer data with the card number.

## GIFT TAB:

**Inquiry** (Print all card balances)

- Swipe or Key-in card number
- Select Inquiry from drop down menu
- Press and hold Enter, or, click Go
- Terminal will transmit then print a receipt

**Gift Issuance** (Add \$ value to card)

- Click on the Gift Tab
- Swipe/Key in card number, press enter
- Select Gift Issuance from the drop down menu, press Enter
- Key in \$ value to be added then press and hold Enter or press Go
- Transaction will process and receipt will be shown in a pop-up box with print options.

**Gift Redemption** (Take \$ value from card)

- Click on the Gift Tab
- Swipe/Key in card number, press enter
- Select Gift Redemption from the drop down menu, press Enter
- Key in \$ value to be removed then press Enter
- Key in a tip amount if applicable, press and hold Enter or click Go
- Transaction will process and receipt will be shown in a pop-up box with print options.

**Tip** (Add tip to a Gift Redeem transaction)

- Click on Gift Tab
- Swipe/Key in card number, press Enter
- Select Tip from the drop down menu, press Enter
- Enter in amount of tip
- Key in transaction ID from original transaction, press Enter
- Key in approval # from original transaction press Enter
- Key in Batch Id from original transaction, press Enter
- Key in Batch Reference from original transaction, press and hold Enter or click Go
- Terminal will transmit then print a receipt

**Balance Transfer** (Transfer card balance)

- Enter into Gift Tab
- Swipe/key in card number of old/from card
- Select Balance Transfer from drop down menu, press Enter
- Type in amount to be transferred
- Swipe/key in card number of new/to card
- Select balance transfer reason, press and hold Enter or click Go
- Terminal will transmit then print a receipt

## REWARD TAB:

**Inquiry** (Print all card balances)

- Enter into Rewards Tab
- Swipe or Key-in card number
- Select Inquiry from drop down menu
- Press and hold Enter, or, click Go
- Terminal will transmit then print a receipt

**Enrollment** (Add a loyalty customer)

- Enter into Rewards Tab
- Swipe/key in card number
- Select Enrollment from the drop down menu, click Enter
- Key in points to be added (optional) then press Enter
- Key in additional demographic information when prompted, pressing Enter when each field is complete, press and hold Enter or click Go
- Terminal will transmit then print a receipt

**Loyalty Issuance** (Add points to card)

- Enter into Rewards Tab
- Swipe/key in card number
- Select Loyalty Issuance from the drop down menu
- Key in dollar amount spent then press and hold Enter, or, click Go
- Terminal will transmit then print a receipt

**Loyalty Redemption** (Take points from card)

- Enter into Rewards Tab
- Swipe/key in card number
- Select Loyalty Redemption from the on-screen menu, press Enter
- Key in # of points to be removed then press and hold Enter, or, click Go
- Terminal will transmit then print a receipt

**Balance Transfer** (Transfer card balance)

- Enter into Rewards Tab
- Swipe/key in card number of old/from card
- Select Balance Transfer from drop down menu, press Enter
- Type in amount to be transferred
- Swipe/key in card number of new/to card
- Select balance transfer reason, press and hold Enter or click Go
- Terminal will transmit then print a receipt

## PROMO TAB:

### Promo Issuance (Issue custom items/values)

- Enter into Promo Tab
- Swipe/Key in card number
- Select Promo Issue from drop down menu, press Enter
- Enter amount, press Enter
- Select the type of Value you are issuing, press and hold Enter, or, click Go
- Terminal will transmit then print a receipt

### Promo Redemption (Redeem custom items/values)

- Enter into Promo Tab
- Swipe/Key in card number
- Select Promo Redeem from on-screen menu
- Enter value to be removed then, press Enter
- Select which Value type to redeem, then, press Enter or click Go
- Terminal will transmit then print a receipt

### Balance Transfer (Transfer card balance)

- Enter into Promo Tab
- Swipe/key in card number of old/from card
- Select Balance Transfer from drop down menu, press Enter
- Type in amount to be transferred
- Swipe/key in card number of new/to card
- Select balance transfer reason, press and hold Enter or click Go
- Terminal will transmit then print a receipt

## REPORT TAB:

### Account History (Card history Report)

- Enter into Reports Tab
- Choose Account History from drop down menu
- Swipe/key in card number then press Enter
- Select a Summary or Detailed report
- Type in a beginning and end date, or, leave blank to print a full history, press Enter
- Enter in the offset (number of transactions to skip before report), press Enter
- Enter in max number of records to show in report, press and hold Enter or click Go

### Employee Report (View transactions ran by an individual employee)

- Enter into Reports Tab
- Choose Employee Report from drop down menu
- Enter in employee number to report on, then press Enter
- Select a Summary or Detailed report
- Type in a beginning and end date, or, leave blank to print a full history, press Enter
- Enter in the offset (number of transactions to skip before report), press Enter
- Enter in max number of records to show in report, press and hold Enter or click Go

### Terminal Report (View transactions ran by an individual terminal)

- Enter into Reports Tab
- Choose Terminal Report from drop down menu
- Enter in batch to report on, then press Enter
- Select a Summary or Detailed report
- Type in a beginning and end date, or, leave blank to print a full history, press Enter
- Enter in the offset (number of transactions to skip before report), press Enter
- Enter in max number of records to show in report, press and hold Enter or click Go

## ADVANCED TAB:

### Renew (Renew a card expiration date)

- Enter into Advanced Tab
- Swipe/key in card number
- Select Renewal from drop down menu, press Enter
- Enter new expiration date then, press Enter
- Terminal will transmit then print a receipt

### Multiple Issuance (Add value to multiple cards)

- Enter into Advanced Tab
- Select Multiple Issuance from drop down menu, press Enter

#### A.) For individual cards:

- I. Swipe/key in card number to be issued
- II. Press the "+" button to add another card to be issued
- III. Repeat until all cards to be issued are added

#### B.) For range of cards:

- I. Swipe/key in card number of first card to be issued
  - II. Swipe/key in card number of last card to be issued
- Key in amount to be issued to each card, press Enter
  - Choose the type of value to add onto the card, press and hold Enter or click Go
  - Terminal will transmit then print a receipt

### Merchandise Return (Return sale)

- Swipe/key in card number
- Select Return from drop down menu
- Enter amount of return then press Enter
- Select return value type from drop down menu, press and hold Enter or click Go
- Terminal will transmit then print a receipt

### Void (Reverse a previous transaction)

- Swipe/key in card number
- Select Void from the drop down menu
- Key in transaction ID from original transaction, press Enter
- Key in approval # from original transaction then press Enter
- Type in Batch Id from original transaction, press Enter
- Type in Batch Reference from original transaction, press and hold Enter or click Go
- Terminal will transmit then print a receipt