

LoyLap

Merchant Till Companion



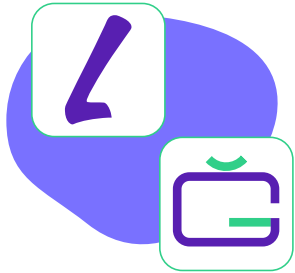
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Redeeming and Selling a Gift Card

Follow the below steps and learn how to sell a gift card just like any other product, directly from your Register app.

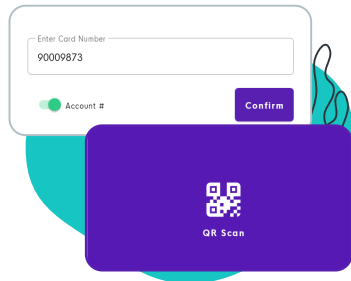
- 1** On the Clover home screen, Select the "Register" app. This is just like any other sale for your store.



- 2** Browse your Category section and then select the LoyLap. In this section you will be able to see Gift Cards* by LoyLap.

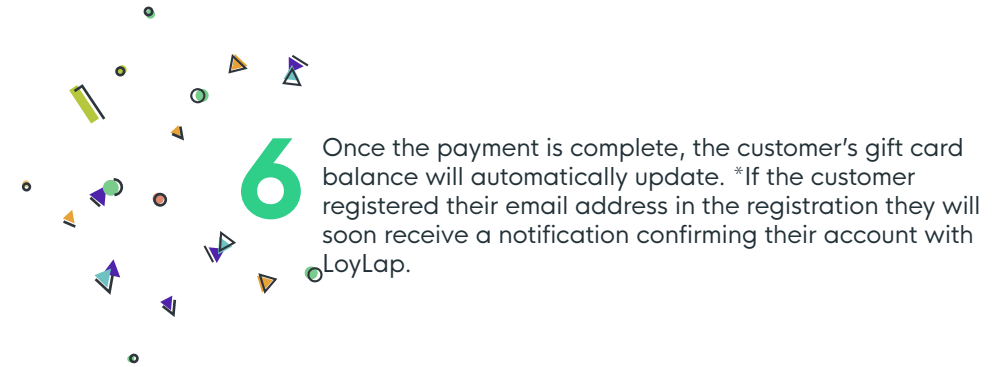
*Note that this category is only visible to customers who have downloaded the Gift Card app and completed registration.

- 3** Once you select Gift Card by LoyLap, a dialog box will now open. Enter the total value of the Gift Card that you would like to sell and then select the option "Set Price".

A screenshot of a dialog box titled "Set price for GIFT CARD by LoyLap". It shows a numeric keypad with digits 1-9, 0, and a decimal point. The value "\$50.00" is entered. There are "Cancel" and "Set price" buttons at the bottom.

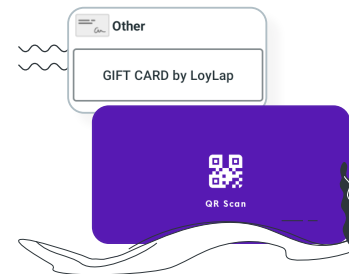
- 4** This will now open the LoyLap Gift Card app automatically. Here you should scan the QR code or enter the Card Number on the back of the card. *The card number is generally 8 digits long and is visible on the back of the card just above the QR code.

- 5** Now you will be redirected to your Register app. A prompt on the screen will be visible for a few seconds stating "Gift transaction processed!" Simply select the method of payment and complete the transaction like you generally would.

A screenshot of the Register app transaction screen. It shows a "Subtotal" of \$50.00, "Tax" of \$0.00, and a "Total" of \$50.00. There are "Save" and "Pay" buttons at the bottom.

Redeeming a Gift Card

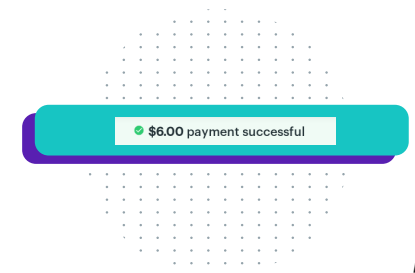
- 1** On the Clover home screen, Select the "Register" app. Proceed to add items like you normally would, for any other sale in your store. Once a customer's desired items have been selected, select "Pay". You will now be taken to the payment tender screen.



- 2** On the Payment options screen, please select the tender type "GIFT CARD BY LoyLap". Tap the QR code box and scan your customer's Gift Card. Once you've scanned your card, you will be able to see the customer's account, in the top right corner you will be able to see the balance on the gift card.

- 3** After the Gift Card has been validated, funds will be automatically deducted from the card and you will again be automatically redirected back to the Register app.

*Here you will see a small pop up stating "Customer's account updated".



How to Wipe a Gift Card

Follow the below steps and learn how to sell a gift card just like any other product, directly from your Register app.

- 1 Open the app from your Clover device's home screen. Once the app is opened, scan the card or wristband. The app will automatically detect the card number and open the customer's profile. On this page, you can view the customer's profile. Notice the balance indicated on the top right of your screen, (Current Balance). This is your customer's balance.

Current Balance: \$100.00

Stamps Balance: 30 stamps

Visits (this month / total): 2 / 2

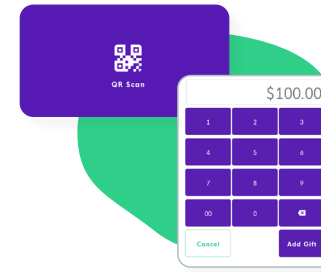


- 2 At the bottom right of the screen there is a button that will allow you to "Wipe" the card. Click this button and confirm the action in the next pop up screen. After a card has been wiped, it can be resold as new and registered to a new account.

- 3 Wiping a card does not delete the user's account or remove the balance from the account, it simply removes the card/ wristband from that account and de-activates the underlying account.

Loading and Paying with a Gift Card in the Sale App

- 1 On the Clover home screen, Select "Sale". Type the amount to be added, then "top up Gift Card".



- 3 Select "Cash" confirm amount.

- 2 Select "Scan QR" to use the front camera to scan the gift card. Select "add" to confirm balance.



- 4 Confirm the Value to close the transaction.

Registering a new Customer

- 1 In the "Loyalty" App, capture the customer's details. The first time the customer's details are captured, you will be prompted to take the customer's name.

Customer's email
Customer's full name
Dan
Customer's password (including 6 characters and 1 number)

- 2 Select "Already have an account", Enter the customer's name and email address, you will be asked for the customer's existing password before being able to redeem credit.

- 3 The second time the customer's details are captured further details will be requested. Complete the fields (e-mail, full name, password, sex and DOB) with the details requested to fully register the customer.

Customer's gender ☒ Male ☐ Female
Set a date of birth 1 | 1 | 2005

- 4 Your customer is up and running!

Scanning a QR code on Clover.

QR codes are the fastest and simplest way to get your customer's accounts recognized on your Clover Pos.

- 1 Make sure that there are no obstructions between the card and the camera, that could potentially interfere with getting a clean scan.



- 2 Ensure that there is sufficient lighting at the Till. The Clover camera follows the same logic as with any cameras (ie, if there is no light in the surrounding, the camera will not function as intended).

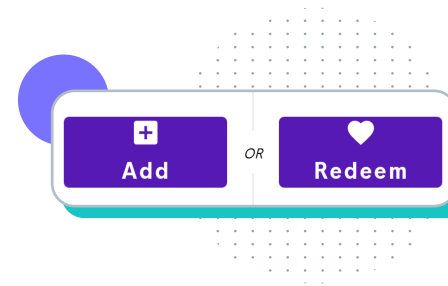
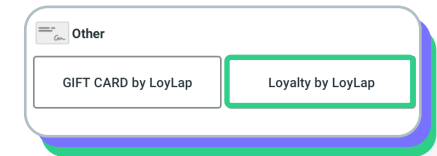
- 3 Check the network connectivity to ensure that the QR code returns the customer profile after getting scanned.



- 4 Customers can present their QR code (which contains their LoyLap ID) by presenting the LoyLap app on a phone or a physical card.

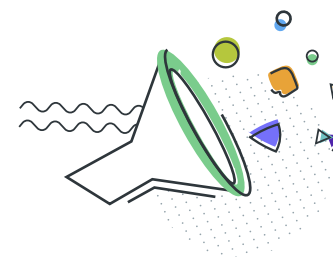
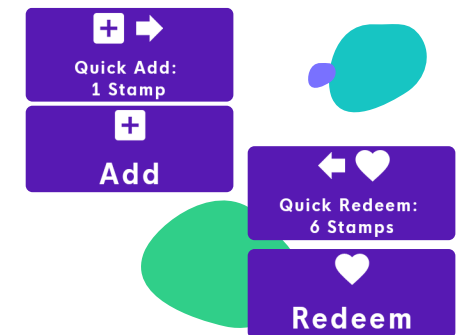
Add or Redeem Loyalty Without Quick Add

- 1 When closing a transaction in Register, select "Loyalty by LoyLap".



- 2 Capture the customer's details. Select Add (1) to load additional Loyalty. Select Redeem (2) to claim against earned Loyalty.

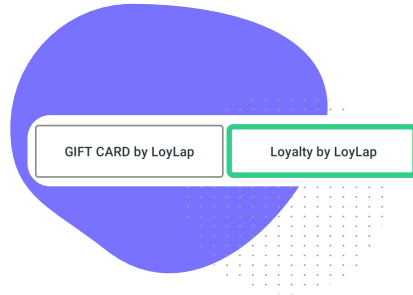
- 3 Enter the amount you wish to Add or Redeem, if a Clover transaction is open, this will contribute to the balance.



- 4 Clover will confirm success and close the transaction.

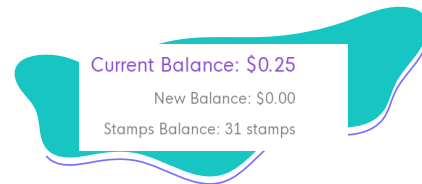
Applying Loyalty with Quick Add

- 1 In the "Register" app after pressing "Pay" to close a transaction, you are taken to the tender screen.



- 2 Select "Loyalty by LoyLap". Capture the customer's details.

- 3 Taken to your customer's profile to confirm customer and balance. You will be returned to the transaction to close as normal.



- 4 Loyalty will confirm it's been successful and the standard clover transaction screen will appear



Contacts

- To add to your plan features
Success@loylap.com
- Additional Gift card orders
www.loylap.com/shop
- Billing queries
accounts@loylap.com
- Technical Issues
support@loylap.com
- Additional Hardware Orders
www.loylap.com/shop
- To order your own custom business App
success@loylap.com



A handy little guidebook to help
you in all things LoyLap

LoyLap

