



Version 1

IQ Retail – Quick Guide

THE LOYALTY BOX is a combination of world-class technology, backed by a professional support team, ensuring that your program is a success.

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Capturing a Sale

1. Click Point of Sale > Sales > Cash Sale
2. Push “F9” or click the “Loyalty” Button
3. Click Token Group Login
4. Enter in the customers 15 or 16 Digit card number
5. Push “F10” to accept
6. Proceed as normal

Enrolling a Customer

1. Click Point of Sale > Loyalty Functions
2. Click Token Group Enroll
3. Fill out the customers details > Click Accept (the “Account Details Field will only allow you to enter the card number once all other details are entered, whereby a pop-up screen will appear asking for the card number)
4. Click “Accept”

Balance Enquiry

1. Select “F9 – Loyalty” from POS screen
2. The Customer card number and amount of Loyalty Points will come up in Blue on the screen

Redeem Loyalty points

Treat as normal Tender Type

1. Select F1 on POS to Total up the sale
2. Select F4 Loyalty Card to get the “Loyalty” tender type
3. Select F1 Loyalty to enter in an amount of points the customer wants to redeem
4. Enter in the customer’s card number > Click F10 Accept
5. You will now see the Loyalty value show up IF there were sufficient funds(points) available. You can then select additional tender types to make up the balance of the total.
6. Hit Enter to complete the sale
7. The points redeemed will now be removed off the customers card

Support

If you have any questions, please contact The Loyalty Box.

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