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|----------|--------|---------------|-------------------|
| Category | POS-1d | Page   1 of 1 | Version 1.0       |
|          | POS    |               | Client Generic    |
|          |        |               | Software 2.13.100 |

# POS Mobile Saver Program

## Hints and Tips

- ✓ Special promotions (discounts) are texted to customers who join the Mobile Saver program.
- ✓ **How to join the program:**
  - Perform a \$0.00 sale: the operator scans a new card, & records the customer's MB number to activate SMS's (overnight) & add them to a discount group.
  - **OR** the customer returns a membership form, and sends an SMS to start receiving text offers. Discounts are only given once the account has been created in the BOS (and added to the discount group), **OR** you scan their card and enter their MB at POS.
  - Use the same dummy number for customers who **don't have a mobile**; e.g. 9999 999 999.
- ✓ **If the MB is incorrect**, update it at POS or in the account; Third Screen learn it when the customer next shops (once the transaction data is transferred).
- ✓ **To opt out of text messages**, the customer sends a text to the MB number mentioned at the end of a texted offer.
  - Third Screen advise your business when this happens; you decide if their account still belongs to the discount group to get the discounts.

## Procedure to Sign-up a New Customer at POS

|    |  |  |
|----|--|--|
| 1. | Issue a new card to the customer, and ask them to fill in the membership form attached.<br><i>*Alternatively, scan an existing card if you know this can be used.*</i>   |  |
| 2. | From the Item Menu screen, in an <b>empty sale</b> (no products or other cards) scan or type the barcode on the card.<br><br><i>*A new record is automatically learned; the customer's name will display once their details have been entered in the BOS.*</i> |  |
| 3. | Press <b>MISC</b> .  |  |
| 4. | Press <b>Mobile Saver</b> .<br><i>*You may need to press More to see this option; it's only available if you added a prefixed card (at step 2).*</i>   |  |
| 5. | Enter the customer's mobile phone number.  |  |
| 6. | Press <b>Next</b> .<br><i>*The Item Menu is displayed.*</i>  |  |
| 7. | Finalise the \$0.00 sale to 'cash'.  |  |
| 8. | Perform another sale if the customer has items to purchase.<br><i>*Any active discounts will be given.*</i>  |  |

## Procedure to Add a Customer to the Sale

| 1.                                    | <table border="1"> <tr> <th>If:</th> <th>then:</th> </tr> <tr> <td>the customer has their privilege card</td> <td>from the Item Menu screen, scan the barcode on the card.</td> </tr> <tr> <td>forgot their card</td> <td>Press <b>MISC</b>.<br/>Press <b>Change Customer ID</b>.<br/><br/>In the <b>Customer #</b> field, enter the customer's mobile phone number.<br/>Press <b>Search by Phone#</b>.<br/>Use ▼/▲ to select the account.<br/>Press <b>Next</b>.</td> </tr> </table> <p><i>*The account is added to the sale.*</i></p> | If: | then: | the customer has their privilege card | from the Item Menu screen, scan the barcode on the card. | forgot their card | Press <b>MISC</b> .<br>Press <b>Change Customer ID</b> .<br><br>In the <b>Customer #</b> field, enter the customer's mobile phone number.<br>Press <b>Search by Phone#</b> .<br>Use ▼/▲ to select the account.<br>Press <b>Next</b> . |  |
|---------------------------------------|---|-----|-------|---------------------------------------|--|-------------------|---|--|
| If:                                   | then:   |     |       |                                       |  |                   |   |  |
| the customer has their privilege card | from the Item Menu screen, scan the barcode on the card.  |     |       |                                       |  |                   |   |  |
| forgot their card                     | Press <b>MISC</b> .<br>Press <b>Change Customer ID</b> .<br><br>In the <b>Customer #</b> field, enter the customer's mobile phone number.<br>Press <b>Search by Phone#</b> .<br>Use ▼/▲ to select the account.<br>Press <b>Next</b> .   |     |       |                                       |  |                   |   |  |
| 2.                                    | Continue the sale and finalise payment as normal.<br><br><i>*POS calculates what discounts the customer receives when you process payment.*</i>   |     |       |                                       |  |                   |   |  |