

Smartdesq Manual



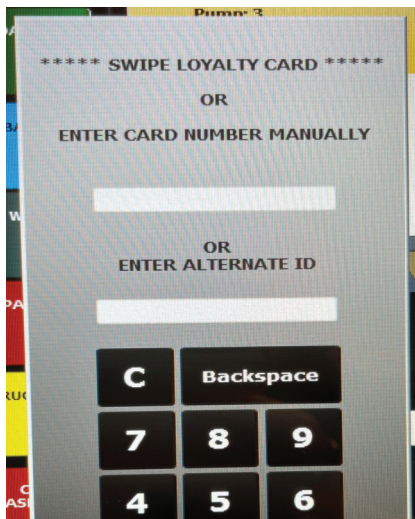
NORTH AMERICAN TRUCK STOP NETWORK

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Issue points on a Current Transaction

A driver will be prompted for loyalty during every transaction. The driver can swipe his card or enter his alternate ID (phone number)*.



If the location does not have a pin pad or the driver does not swipe within the allotted time the cashier will have the option to add the loyalty.

Once the payment portion of the transaction completes the Smartdesq will send the Finalize Rewards request and will print the Loyalty Response on the receipt.

*This phone number must be the one used when registering the card.

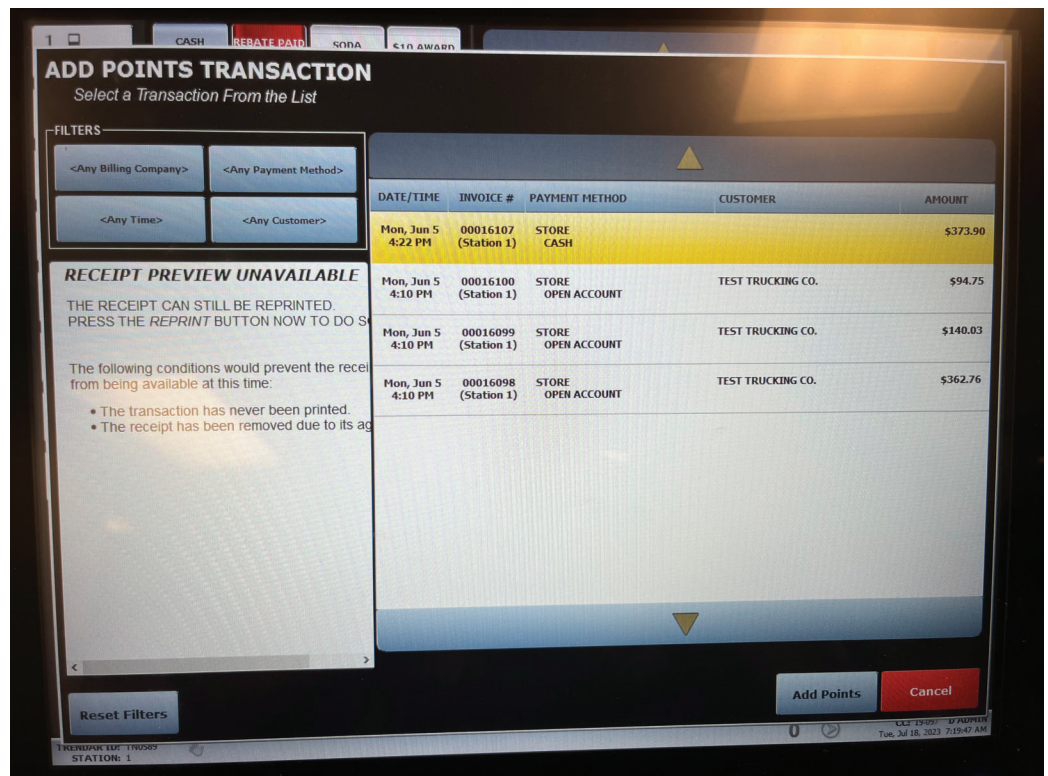
Issue points on a Previous Transaction

If a loyalty card was not swiped during the transaction a cashier can add the points afterwards as long as the transaction is eligible.

Select LOYALTY CARD and then select ADD POINTS TO CARD from the drop down.

Answer the prompt for loyalty by swiping/entering the loyalty information.

Find and then select the drivers transaction. Once the correct transaction is select hit ADD POINTS at the bottom. This action cannot be undone so select carefully.



*This phone number must be the one used when registering the card.

Redeem a Shower Reward

Select LOYALTY CARD and then select REDEEM SHOWER from the drop down.

Answer the prompt for loyalty by swiping/entering the loyalty information.

If a shower reward is available a receipt will print for the driver to sign and present when he is ready to shower.



Redeem an Award Code

Select LOYALTY CARD and then select REDEEM AWARD from the drop down.

Answer the prompt for loyalty by swiping/entering the loyalty information.

Enter the Redeem Code from the receipt and then press AUTH.

Congratulations! Ten Dollar certificate!
Redeem code 59383



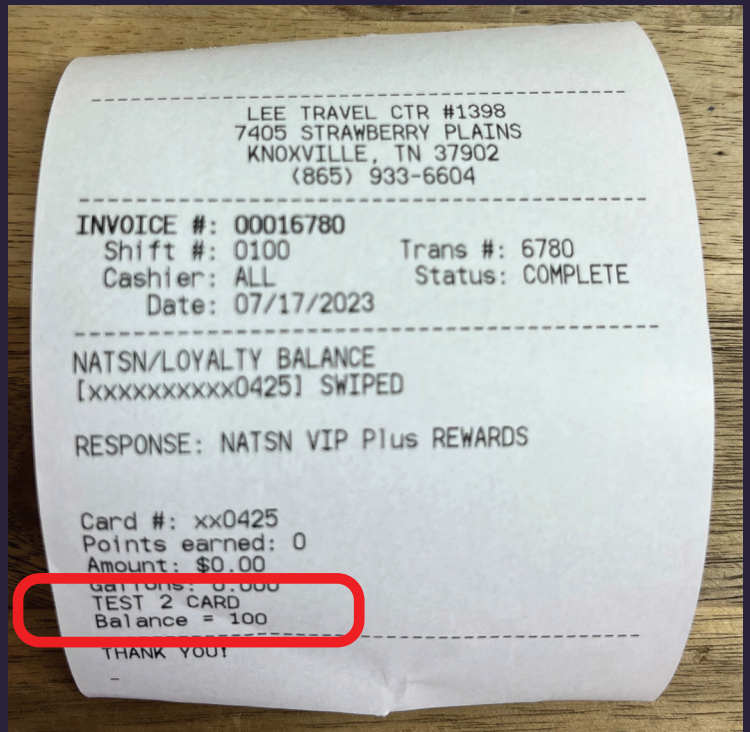
If an award is available a receipt will print stating that it is good for XXX instant cash. Follow your standard practice of exchanging this receipt for cash and tracking your cash exchange.

Check a drivers Point Balance

Select LOYALTY CARD and then select BALANCE INQUIRY from the drop down.

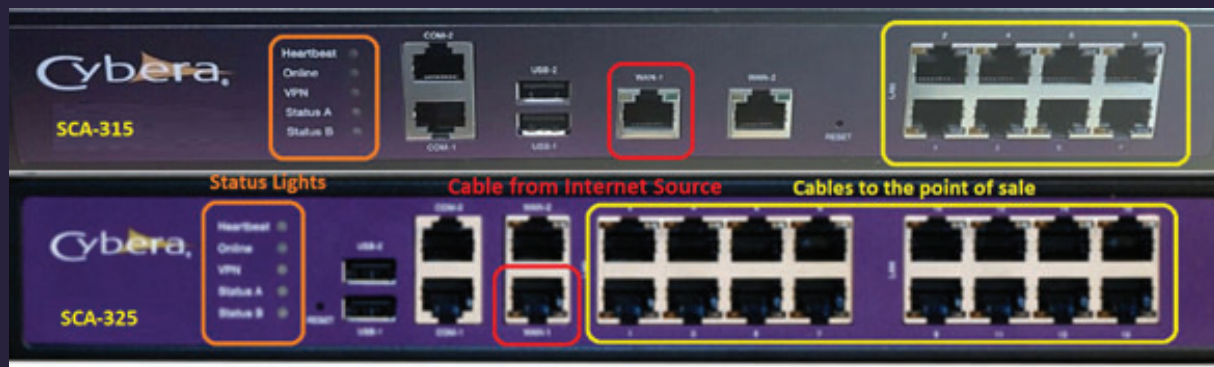
Answer the prompt for loyalty by swiping/entering the loyalty information.

The drivers balance will display on the screen and also print on a receipt.



Troubleshooting a Connection Problem

Your Comdata provided Cybera MUST be operating on its primary connection. When the primary is down and it is operating under the secondary connection (the Verizon Backup) it will not connect to loyalty. Please reach out to Comdata anytime the STATUS A light is Amber/Orange/Red.



If the Status A light is solid green and it is not connecting please reach out to Comdata and have them adjust the NATSN connect time to 30 seconds.

If neither of these resolved your issue please send a detailed email to loyaltysupport@pointstopartners.com. Please include the following information:

- Trendar ID
- Site Name
- NATSN ID
- Description of problem and troubleshooting
- Contact name/phone number



THE END