

FUTURA REWARDS CREDITING SYSTEM

(FRCS v4.0)

STAFF USER GUIDE

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1. INTRODUCTION

1.1 IDENTIFICATION

The Futura Rewards Crediting System (FRCS v4.0) shown in Figure 1.1 is a self-contained multi-user web application that provides Merchants (Partners) the ability to credit Futura Rewards to Futura Member accounts via the internet.

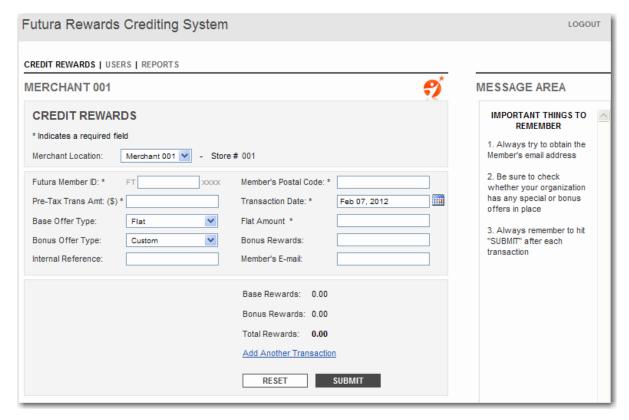
1.2 PURPOSE

This User Guide provides step-by-step instructions on using the various features contained within the FRCS application.

1.3 DOCUMENT CONVENTIONS

Text that is in *Bold Italics* is meant to identify content coming from the applications, for example: "user must click the *Login* button".

Figure 1.1



2. LOGIN

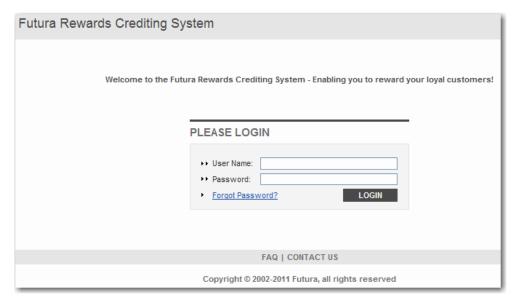
2.1 LOGIN TO THE FUTURA REWARDS CREDITING SYSTEM

1. Start your Internet Browser and navigate to the URL:

https://services.futurarewards.ca

- **2.** The *Futura Rewards Crediting System Login* web page shown in Figure 2.1.1 will display.
- **3.** Please enter your *User Name* and *Password* in the corresponding fields and click the *Login* button. Please note that these two fields are case sensitive (i.e. username "Test" is not the same as username "test" and password "B2a53e" is not the same as "b2a53e").

Figure 2.1.1



4. If you have forgotten your password, click the "*Forgot Password*?" Button shown in Figure 2.1.1 and the page shown in Figure 2.1.2 will appear. Enter your email address and your password will be sent to you, but if it doesn't match the *Email Address* found in the system, the errors shown in Figures 2.1.2.1 or 2.1.2.2 will display.

Figure 2.1.2

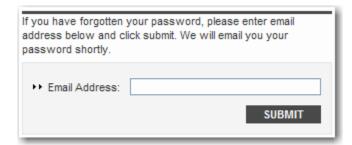


Figure 2.1.2.1

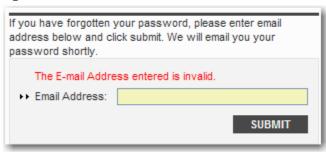
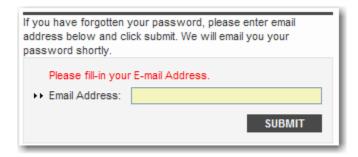
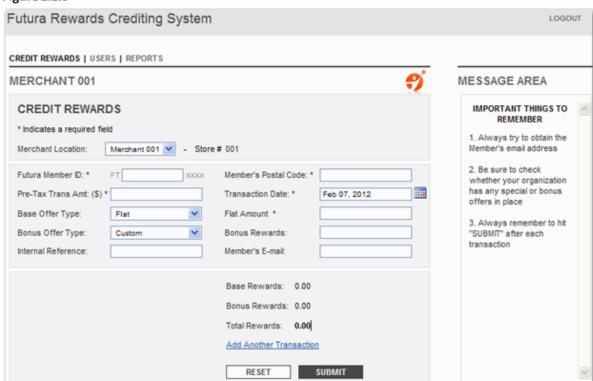


Figure 2.1.2.2



5. If you have successfully logged in, you will see the *Credit Rewards* page similar to the one shown in Figure 2.1.3.

Figure 2.1.3



3. CREDIT REWARDS

3.1 DESCRIPTION

The Credit Rewards screen has the ability to add multiple transaction items to the transaction record before submitting to Futura Rewards for processing.

3.2 HOW TO CREDIT REWARDS TO FUTURA MEMBERS

1. Select *Credit Rewards* from the menu shown in Figure 3.2.1 and a blank *Credit Rewards* page will display on the left side of the screen as shown in Figure 3.2.2.

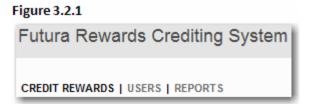
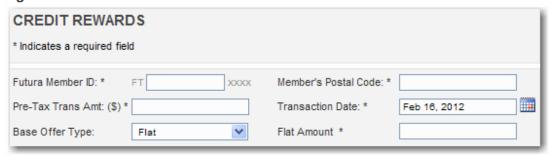


Figure 3.2.2



2. Simply type in the Member's 9 digit Futura Rewards Number in the *Futura Member ID* field shown in Figure 3.2.2 from one of the many varieties of cards available as shown in Figure 3.2.3. A USB card reader can be used to auto-populate this field when the cursor is placed in the *Futura Member ID* field as shown in Figure 3.2.2 and swipe the Members Futura Rewards card through the card reader. If the field is left blank or contains invalid data, the error shown in Figure 3.2.32 will display.



3. Enter the Futura Rewards Member's postal code in the *Member's Postal Code* field shown in Figure 3.2.4. The postal code can be used to plot the geographic location of the shopper in relation to your Merchant's locations. If the field is left blank

Figure 3.2.4

Member's Postal Code: *

your Merchant's locations. If the field is left blank or contains invalid data, the error shown in Figure 3.2.33 will display.

4. Enter the pre-tax transaction amount without dollar signs or commas (e.g. 100) in the *Pre-Tax Trans Amt* (\$) field shown in Figure 3.2.5. If the field is left blank or contains invalid data, the errors shown in Figures 3.2.36 and 3.2.35 will display.

Pre-Tax Trans Amt: (\$) * 200

E (\$) field ntains
2.35 will

Base Rewards: 2.00
Bonus Rewards: 0.00
Total Rewards: 2.00

5. The *Transaction Date* field shown in Figure 3.2.7 always defaults to the current date, but if the actual transaction date is another date, you may change the date by clicking on the *Calendar Icon* and selecting the day (date of payment) from the pop up calendar.

Figure 3.2.7

Transaction Date: * Jan 03, 2012

6. Select the appropriate Base Offer by clicking the *Base Offer Type* pull-down shown in Figure 3.2.8 and selecting one from the list (e.g. *Percentage* or *Flat*).

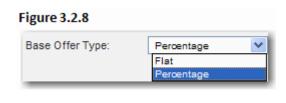


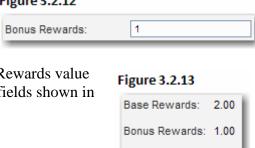
Figure 3.2.9

- 7. If a Base Offer Type of "Percentage" is selected, you must enter the percentage amount in the *Percent Amount* field shown in Figure 3.2.9. After entering a percentage in the *Percentage Amount* field, the *Base Rewards* and *Total Rewards* fields shown in Figure 3.2.6 will display with the applicable rewards based on the Base Offer Type, Percentage Amount and Transaction Amount entered.
- 8. If a Base Offer Type of "Flat" is selected, you must enter the flat amount in the *Flat Amount* field shown in Figure 3.2.10. After entering an amount in the *Flat Amount* field, the *Base Rewards* and *Total Rewards* fields shown in Figure 3.2.6 will display with the applicable rewards based on the Base Offer Type, Flat Amount and Transaction Amount entered.

9. Select from the 3 types of optional Bonus Offers available (e.g. Custom, Double Rewards and Triple Rewards), by clicking the *Bonus Offer Type* pull-down shown in Figure 3.2.11 and selecting the appropriate Bonus Offer from the list.

Bonus Offer Type: Custom Custom Double Rewards Triple Rewards

10. If a *Bonus Offer Type* of "*Custom*" is selected (default), you can either enter the bonus value in the *Bonus Rewards* field shown in Figure 3.2.12, leave the field blank or enter a 0 (zero) and no bonus will be calculated. If a Bonus Rewards value is entered, the *Bonus Rewards* and *Total Rewards* fields shown in Figure 3.2.13 will recalculate.



Total Rewards:

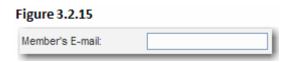
3.00

- **11.** If a *Bonus Offer Type* of "*Double Rewards*" or "*Triple Rewards*" is selected, the *Bonus Rewards* and *Total Rewards* fields shown in Figure 3.2.13 will recalculate based on the Base Rewards and the Bonus Offer Type.
- **12.** The *Internal Reference* field shown in Figure 3.2.14 is an optional field that can contain an identifier to help track reward activity (e.g. invoice #, "Tires" or "Toyo") by transaction.



You could use the same type of identifier for all transactions to simplify reporting or a different one for each transaction.

13. Enter the Member's E-mail Address in the optional *Member's E-mail Address* field shown in Figure 3.2.15.



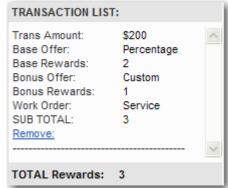
14. If you have more than one transaction for the same member, due to a different Base or Bonus Offer or the internal reference is different, proceed to the next step; otherwise proceed to *Step # 28* to submit the transaction for processing.

15. Click the *Add Another Transaction* link shown in Figure 3.2.16 and the current transaction is saved on the screen as shown in Figure 3.2.17 and the Transaction Amount, Internal Reference and Bonus Rewards value fields are blanked out, so you can enter another transaction.

16. The *Transaction List* shown in Figure 3.2.17 will display details of the transaction you saved. Please review the Transaction List and make sure the information is correct. If the information is **NOT correct**, then click the **Remove** link shown in Figure 3.2.17 to remove this entry and redo the transaction. If the transaction is correct, then proceed to the next step.

Figure 3.2.16 Base Rewards: 2.00 Bonus Rewards: 1.00 Total Rewards: 3.00 Add Another Transaction RESET SUBMIT

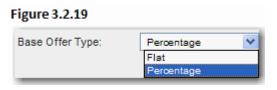
Figure 3.2.17



17. Enter the pre-tax transaction amount without dollar signs or commas (e.g. 200) in the *Pre-Tax Trans Amt* field shown in Figure 3.2.18. If the field is left blank or contains invalid data, the errors shown in Figures 3.2.36 and 3.2.35 will display.



18. Select the appropriate Base Offer for this transaction by clicking the **Base Offer Type** pull-down shown in Figure 3.2.19 and selecting one from the list (e.g. *Flat* or Percentage).



19. If a Base Offer Type of "Percentage" is selected, you must enter the percentage amount in the **Percent Amount** field shown in Figure 3.2.20. After entering a percentage in the *Percentage Amount* field, the *Base Rewards* and Total Rewards fields shown in Figure 3.2.21 will display with the applicable rewards based on the Base Offer Type, Percentage Amount and Transaction Amount entered.

20. If a Base Offer Type of "Flat" is selected, you must enter the flat amount in the *Flat Amount*Figure 3.2.22

must enter the flat amount in the *Flat Amount* field shown in Figure 3.2.22. After entering an amount in the *Flat Amount* field, the *Base Rewards* and *Total Rewards* fields shown in Figure 3.2.23 will display with the applicable rewards based on the Base Offer Type, Flat Amount and Transaction Amount entered.

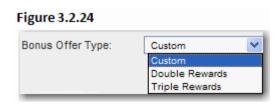
Flat Amount * 5

mount in the Rewards fields

Figure 3.2.23

Base Rewards: 5.00
Bonus Rewards: 0.00
Total Rewards: 5.00

21. Select from the 3 types of optional Bonus Offers available (e.g. Custom, Double Rewards and Triple Rewards), by clicking the *Bonus Offer Type* pull-down shown in Figure 3.2.24 to select the appropriate Bonus Offer from the list.



22. If a *Bonus Offer Type* of "*Custom*" is selected (default), you can optionally enter the bonus value in the *Bonus Rewards* field shown in Figure 3.2.25 or leave the field blank or enter a 0



(zero) and no bonus will be calculated. If a Bonus Rewards value is entered, the *Bonus Rewards* and *Total Rewards* fields shown in Figure 3.2.23 will recalculate.

- **23.** If a *Bonus Offer Type* of "Double Rewards" or "Triple Rewards" is selected from the list shown in Figure 3.2.24, the *Bonus Rewards* and *Total Rewards* fields shown in Figure 3.2.23 will recalculate based on the Base Rewards and Bonus Offer Type values.
- **24.** The *Internal Reference* field shown in Figure 3.2.26 is an optional field that can contain an identifier to help track reward activity (e.g. invoice #, "Tires" or "Toyo") by transaction.



You could use the same type of identifier for all transactions to simplify reporting or a different one for each transaction.

25. Click the *Add Another Transaction* link shown in Figure 3.2.27 and review your transactions in the *Transaction List*. All of your transactions will be listed as shown in Figure 3.2.28, so that you can not only see the individual transactions, but the transaction totals. If you find any transactions that are not correct, then delete them.

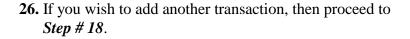


Figure 3.2.27 Add Another Transaction Figure 3.2.28 TRANSACTION LIST: Trans Amount: \$200 Base Offer: Percentage Base Rewards: Bonus Offer: Custom Bonus Rewards: 1 Work Order: Service SUB TOTAL: 3 Remove: \$500 Trans Amount: Base Offer: Percentage Base Rewards: 5 Bonus Offer: Custom Bonus Rewards: 0 Work Order: Tires SUB TOTAL: 5 Remove: TOTAL Rewards: 8

27. If you wish to cancel the entire *Credit Rewards* transaction and start over, you can click the *Reset* button shown in Figure 3.2.29 at any time.



- **28.** You must press the *Submit* button shown in Figure 3.2.29 to send the transaction for processing.
- **29.** After clicking the *Submit* button shown in Figure 3.2.29 you will receive a confirmation box like the one shown in Figure 3.2.30. If you are satisfied with the transaction(s), click the *Yes* button to submit the transaction record for processing, otherwise press the *No* button to cancel the transaction.

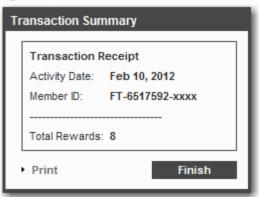
Confirm Transaction

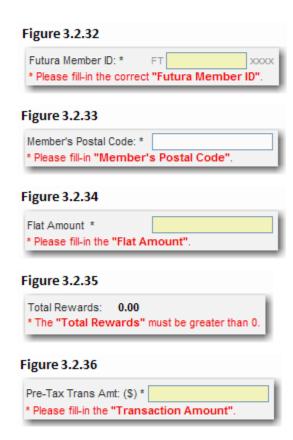
8 Futura Rewards will be credited.
Are you sure you wish to proceed?

Yes No

30. The confirmation message shown in Figure 3.2.31 will display confirming the record has been submitted for processing. You must click the *Finish* button to close the window.

Figure 3.2.31

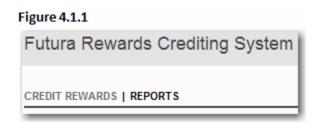




4. REPORTS

4.1 TRANSACTION HISTORY REPORT

1. Select *Reports* from the menu shown in Figure 4.1.1 and the Transaction History screen shown in Figure 4.1.2 will display.



2. The *Transaction History* screen shown in Figure 4.1.2 allows you to view, print or export your Transaction History.

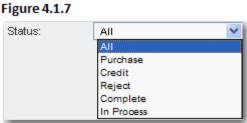


- **3.** If the *Search By* or *Configuration* fields are not visible as shown in Figure 4.1.2, then click the *Down Arrow* shown in Figure 4.1.3 to display the fields.
- Figure 4.1.3
- **4.** If you wish to hide the *Search By* or *Configuration* fields, then click the *Up Arrow* shown in Figure 4.1.4 to hide the fields.

Figure 4.1.4

5. You can use the *Entry Date From* and *Entry Date To* fields shown in Figures 4.1.5 and 4.1.6 to filter the results to only those records that have an *Entry Date* that falls between the two dates. To change the date, click the *Calendar Icon* and select the day from the pop up calendar

6. If you wish to view transactions with a specific transaction status, then click the Status field drop-down shown in Figure 4.1.7 and select one from the list.



7. You can use the *Transaction ID* field shown in Figure 4.1.8 to enter a specific Transaction ID to view the details on that specific transaction.

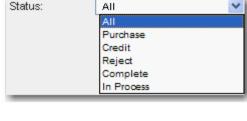


Figure 4.1.8

Transaction ID:

8. To view all transactions for a specific member, enter their Member ID in the Member ID field shown in Figure 4.1.9.



9. If you are looking for all transactions that have a specific value in the Internal Reference field, you can enter that value in the *Internal Ref* field shown in Figure 4.1.10.



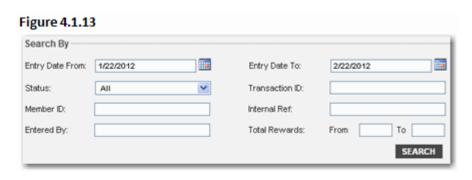
10. You can view all transactions entered by a specific staff member, by entering their Staff ID in the *Entered By* field shown in Figure 4.1.11.



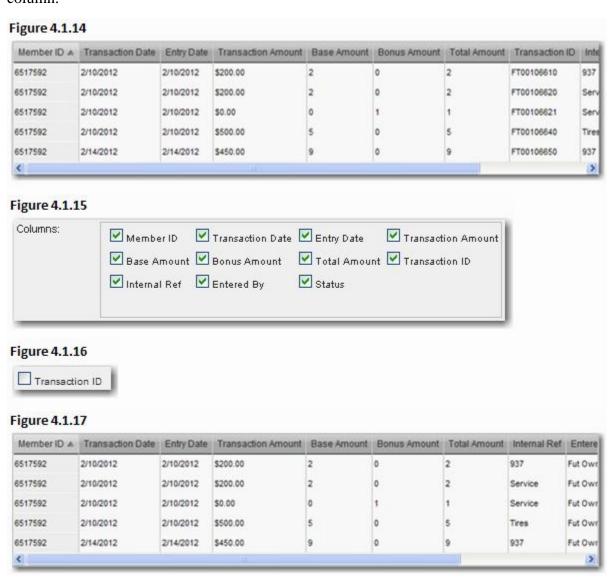
11. To view all transactions that meet a specific Total Rewards range, enter the From and To range in the respective Total Rewards From and **Total Rewards To** fields shown in Figure 4.1.12.



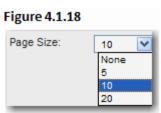
12. When you have finished selecting your *Search By* criteria, click the Search button shown in Figure 4.1.13 to filter and display your data.



- **13.** After your data has been displayed in the grid at the bottom of the screen as shown in Figure 4.1.14, you can choose the fields to display by *Checking / Un-Checking* the individual fields shown in Figure 4.1.15. For example, if you wish to remove the Status field from the data, uncheck the *Transaction ID* field check box shown in Figure 4.1.16 and the Transaction ID Field vanishes from the report as shown in Figure 4.1.17.
- 14. You can sort your data by clicking the column names in the report header shown in figure 4.1.14. For example, you will notice that the *Member ID* field has an *Up-Arrow* beside it, which denotes that this field is the sort field and it is sorted in *Ascending* order. If you were to click the *Member ID* field again, the *Up-Arrow* would change to a *Down-Arrow* meaning that the sort order is now *Descending*. You may click any column name in the report header and the program will sort the data based on the data in that column.



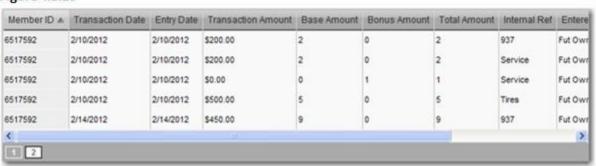
15. The number of records that display on a report defaults to 10 records as shown in Figure 4.1.18, but you can change it by clicking the *Page Size* field drop-down and selecting a value from the list.



16. You can choose to display scroll bars at the bottom of the report by clicking the *Scroll* field check-box as shown in Figure 4.1.19. If you turn on the Scroll bars, then they will appear at the bottom of the screen as shown in Figure 4.1.20.



Figure 4.1.20



17. You can make all of your configuration selections the default by clicking the *Save* button shown in Figure 4.1.22.

Figure 4.1.21

4.2 PRINTING YOUR TRANSACTION HISTORY REPORT

Figure 4.2.1

1. You can print your data by clicking the *Print* button shown in Figure 4.2.1.



2. The *Print* dialog box will appear like the one shown in Figure 4.2.2 and from there, you can select your printer and print options. Click the *Print* button shown in Figure 4.2.2 after making your changes to print your data.

Figure 4.2.2 🌢 Print General Options Select Printer Microsoft Office Live Meeting 2007 Document Writer b Microsoft XPS Document Writer 為 Send To OneNote 2007 < Status: Ready Print to file Preferences Location: Find Printer... Comment: Page Range All Number of copies: 1 Selection Current Page Pages: ✓ Collate Enter either a single page number or a single page range. For example, 5-12 Print Cancel Apply

4.3 EXPORTING YOUR TRANSACTION HISTORY REPORT

1. If you wish to export your data to Excel or to a CSV file, click the *Export* button shown in Figure 4.3.1.



2. When you click the *Export* button, you will receive the *File Download* dialog box shown in Figure 4.3.2 and you have the option to "*Open*" or "*Save*" the file.

