POS RELEASE NOTES

- **Tips on NRS Pay PAX Terminals**
- **One Click Items ABC Sort**
- **Loyalty Enhancements, Including Pay with Points**

Accepting Tips on NRS Pay PAX Terminals

Customers can now enter the tip amount on the PAX for merchants using NRS Pay. This feature makes tipping more discrete and efficient.

Note: This feature is available only for NRS Pay customers and requires configuration of the Pax device by the NRS Pay team. You will have to call NRS Pay support. This number can be found on the bottom sticker of your Pax credit card terminal.

This new feature includes:

1. **Automated tip prompts**: For credit card transactions, the PAX terminal prompts customers to enter a tip amount **before** the card is swiped.

2. **Choosing whether or not to tip**: Your customers can select whether or not they want to add a tip by using the PAX.

3. **Entering a tip on the PAX**: Your customers can enter the tip amount directly on the PAX terminal before swiping their card. This removes the need for the cashier to manually input the tip and saves your customer from having to say out loud that they don't want to tip or how much they want to tip.

   The entered tip amount and updated total are sent back to the POS, which closes the transaction with the updated data. **NOTE**: **GPI is not calculated on the tip amount if you are part of the Cash Discount program.**

4. **Manual Tip Entry**: Tips can still be entered manually on the POS for cash transactions, and also for credit card transactions if required. For credit card transactions where a tip is manually entered on the POS before, the PAX terminal will not prompt for a tip again.

To set up this feature on your POS you will need to enable Tip handling in the Register Settings in Store Configuration.

Pax Tipping
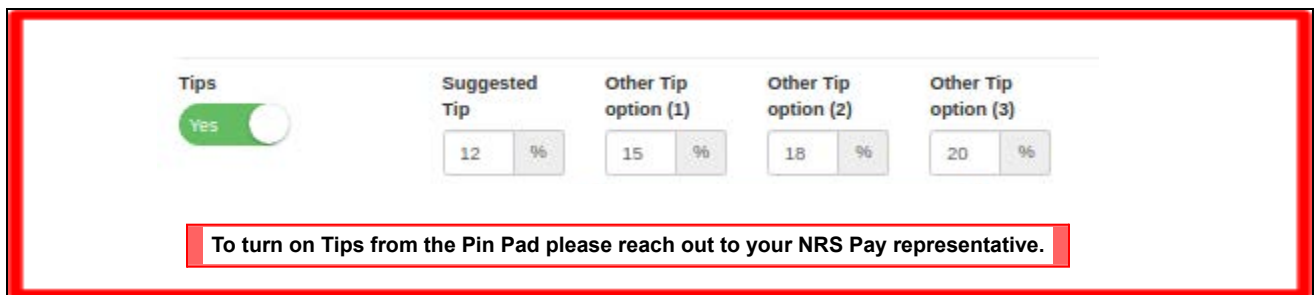
Tipping on the Pax terminal

Your Cashier hits CC button and POS sends PAX terminal the command to ask for tip as long as the **cashier has not yet entered a tip via the POS directly**

Depending on the Pax device will depend on what comes up on the screen. Below is the screenshot of what tipping will look like on the Pax S300

Below is a screenshot of what tipping will look like on the Pax A35
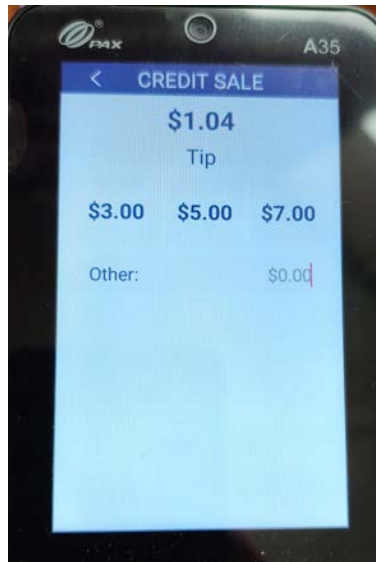

Consumer enters tip option & swipes card. PAX sends success to POS and includes the tip and the final total amount. POS updates the basket data and closes the transaction. The payment is now complete.

Enhanced One Click Tile Sorting

Sorting for One Click Items has been improved to allow you to order One Click buttons in a way that makes it easy for cashiers to find and select commonly sold products.

The enhanced One Click button functionality includes:

- **ABC Sort Toggle:** The **ABC Sort Toggle** in settings allows users to switch between alphabetical sorting and manual arrangement of One Click items. When selected, ABC Sort applies to all One Click categories and will place buttons with the category in alphabetical order.
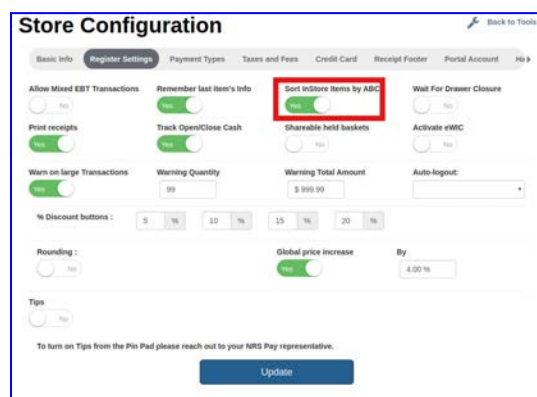
- **Manual placement:** If you have selected the ABC toggle on you can manually move buttons within a category to specific positions. Their placement is maintained when new items are added. New items added are automatically sorted alphabetically leaving the manually placed items in their selected position.

- **Turning the ABC Sort Toggle on and off:**
  - If ABC Sort is turned off, items remain in their current positions and any new items are added to the end of the list.
  - If ABC Sort is turned back on, the entire list is reordered alphabetically and loses any previous manual placements.

The example on the following page shows the order for One Click tiles as new buttons are added and automatically sorted alphabetically, with some buttons being manually reordered.

In the example you can see that:

- As new One Click tiles are added they are automatically placed in the correct alphabetical order when ABC Sort is on.

- If a One Click button is manually moved to a new placement, the alphabetical sorting ignores this One Click button and continues to add new One Click buttons in the correct position relative to other buttons that have not been moved.

Pay with Points

If you are subscribed to the Loyalty premium feature, you can now offer your customers the ability to pay for their purchases using BOSS Club loyalty points rewards.

NOTE: The enhanced Pay with Points feature allows you to offer $X off a basket as a reward for points (in addition to offering free items).

You can configure points levels and redemption rules within the Merchant Portal, the POS, and the Merchant App.

Currently, loyalty offers you two options to offer your customers to redeem rewards.

- **Clubs** - Points are earned toward a reward of a product when purchase requirements of a set of products have been met.
- **Points** - Points are earned toward the reward of a product when the points level has been met. This means that your customers can earn points with each purchase and can redeem these points for specific products defined by you once they accumulate enough points.

The Pay with Points feature includes:

- **Generating a Pay with Points Reward**: Your customers can generate a payment reward with a specific dollar value (for example $5 or $10) based on their accumulated points as defined by you. This reward can be used for partial payment of a basket. **Note: Pay with Points rewards are applied post-tax to the basket.**

- **Setting up Pay with Points requirements**: To redeem a pay with points reward, the total value of items in the basket must be at least equivalent to the value of the reward. You can specify a minimum basket value before the reward can be redeemed. For example your customer must purchase $20 or more to redeem a $12 reward. To set this up you must navigate to the Promotions tile and select Points.
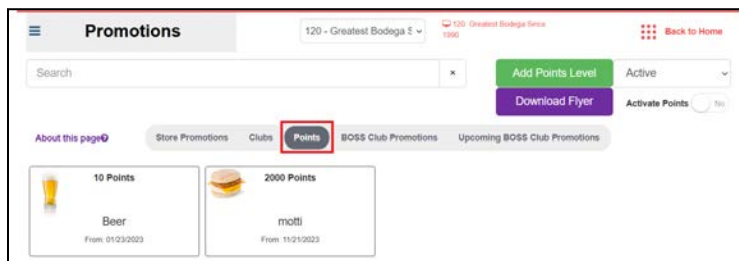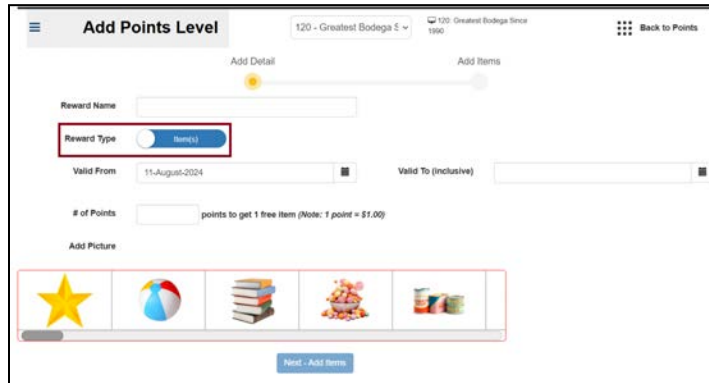

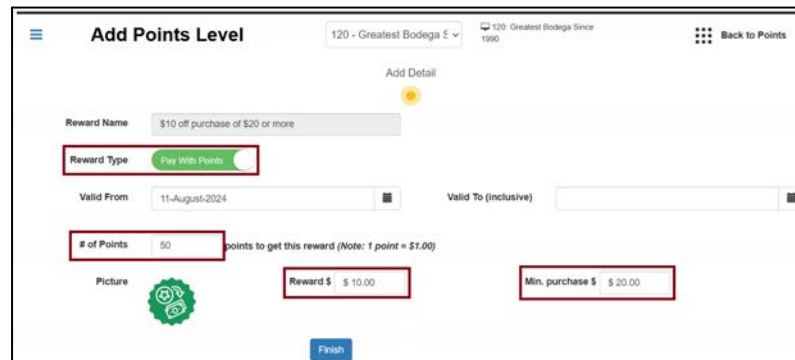Click **Add Points Level**, this navigates to the **Add Points Level** screen.
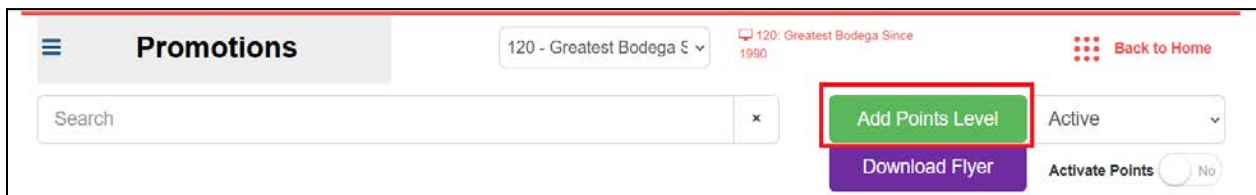
NOTE: If you are adding a points level reward for pay with points, do not fill in "Reward Name". It will auto populate when you fill in the rest of the criteria for the reward level.

Initially, the **Add Points Level** screen defaults to **Reward Type = Items**.

Change **Reward Type** to **Pay with Points**, this changes the screen layout as follows:

Number of Points (**# of Points**): The points balance the customer needs to be eligible for this Pay by Points reward. You must select the spend level for your customer in order for this reward to apply. **NOTE: 1 point = $1.00**

Reward $: The reward amount in dollars you offer to be taken off a basket.

Minimum Purchase $: This field is optional. If you do not populate the minimum purchase field with an amount, a warning will display that the system will use the reward amount as the minimum purchase. (see below) It is recommended that this field **NOT** be left blank.

NOTE: You can edit all promotions in the points section of the promotion tile. In addition you can create multiple levels of rewards to allow your customers more flexibility with redemption. Please see below.

Exclude Departments from Earning Points

You can turn off earning points for departments on which you have a very narrow margin or no margin at all, such as cigarettes or lottery tickets. **Note: Additionally, there may be legal restrictions on awarding points for items such as tobacco and alcohol.**

- By default, all departments allow earning points. This can be turned off as needed for each department. In Pricebook you can select departments where earning loyalty points that you want to be disabled by setting the "No points earning" toggle to "yes".

The customer receipt includes text explaining that points were not earned for items from the non-eligible departments.

Printed Receipt   **SMS Receipt**

## Rewards Redemption: Redeeming Rewards at the POS - 2 ways

1. **The customer provides the redemption code from the Boss Local App**

2. ****NEW*** Redeem rewards without Boss Local App (aka "Appless redemption). You offer the redemption of pay with points by sending an SMS to the registered phone number asking the customer to provide you with the verification code**

SMS Verification for Redemption

- ○ To prevent fraud, the **first** time for the transaction, a cashier redeems an item for a BOSS Club customer phone number in a basket, an SMS verification code is sent to that number.

- ○ The cashier enters the verification code to confirm the redemption. Once verified, additional items can be redeemed without re-verification (unless the basket is canceled).

When a transaction is started and the loyalty phone number has been entered, qualifying loyalty rewards will display. The POS will only show rewards that the customer has enough points to redeem. This alerts you to offer the option to your customer to pay (or redeem) with points - if the minimum transaction amount is met.

The customer's points balance is displayed at the bottom of the customer facing screen and updates in real time when rewards are redeemed.
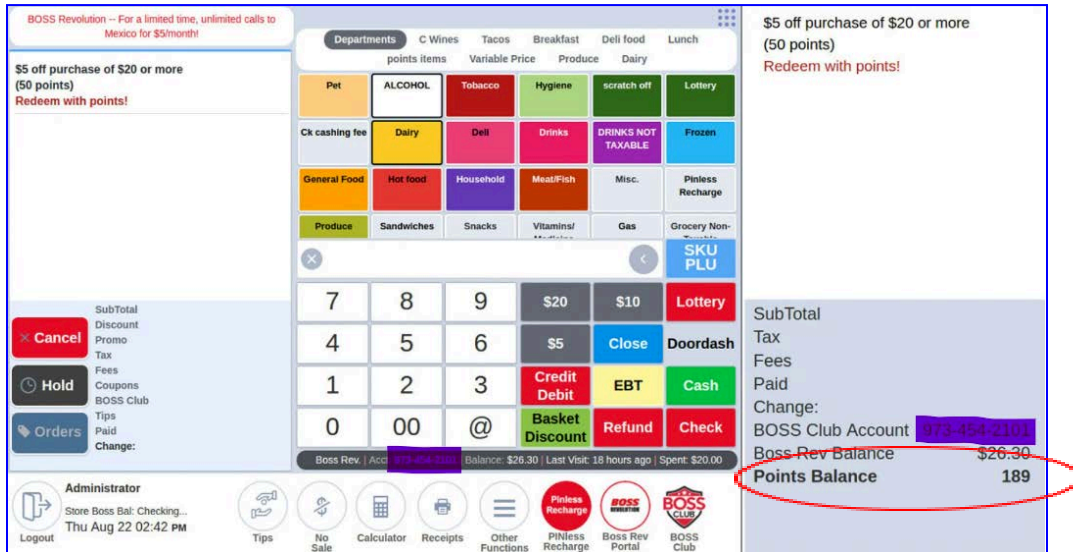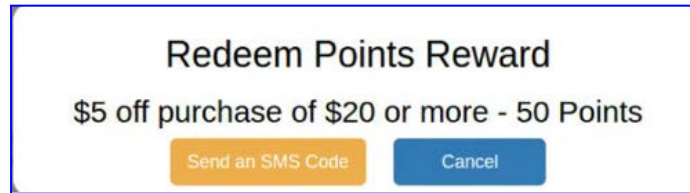

The POS displays **Redeem with Points** and **Redeem Free Club Item** options where relevant.
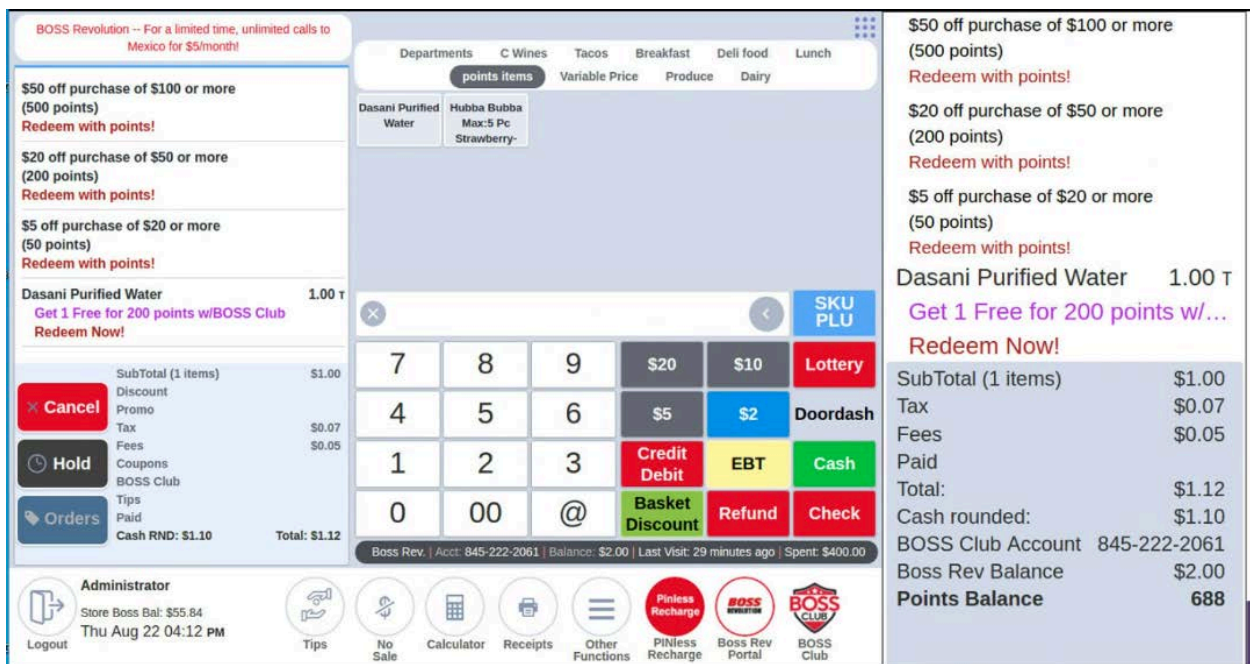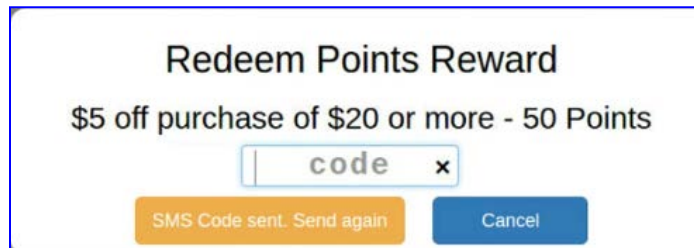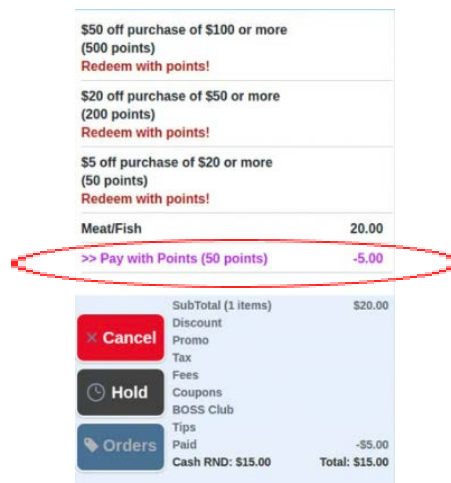
For Appless redemption

To redeem a **PWP reward**, you must double tap the rewards level notification on the register after the minimum has been rung up.
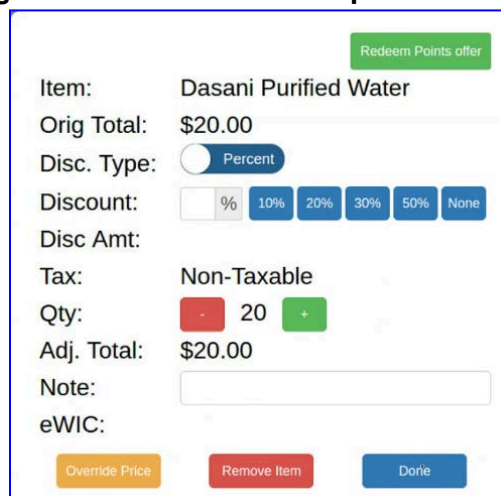
Redeem Points Reward
$5 off purchase of $20 or more - 50 Points

Send an SMS Code   Cancel

Select Send an SMS code. Your customer will receive an 8 digit code that must be entered below.

Redeem Points Reward
$5 off purchase of $20 or more - 50 Points

| code ✕ |

SMS Code sent. Send again   Cancel

Entering the code will post the reward payment to the transaction.

$50 off purchase of $100 or more
(500 points)
Redeem with points!

$20 off purchase of $50 or more
(200 points)
Redeem with points!

$5 off purchase of $20 or more
(50 points)
Redeem with points!

Meat/Fish   20.00

>> Pay with Points (50 points)   -5.00

| ✕ Cancel | SubTotal (1 items) | $20.00 |
	Discount	
	Promo	
	Tax	
⏱ Hold	Fees	
	Coupons	
	BOSS Club	
	Tips	
🏷 Orders	Paid	-$5.00
	Cash RND: $15.00	Total: $15.00

NOTE: To redeem for a free item with points or with club rewards you must double tap on the ITEM. On the following screen select "Redeem points offer".

Redeem Points offer

Item: Dasani Purified Water
Orig Total: $20.00
Disc. Type: ( ) Percent
Discount: [ ] % 10% 20% 30% 50% None
Disc Amt:
Tax: Non-Taxable
Qty: [-] 20 [+]
Adj. Total: $20.00
Note: [   ]
eWIC:

Override Price   Remove Item   Done

When redeem points offer is selected, the option to send an SMS Code appears. You must enter the code sent to your customer's phone to redeem the free item.
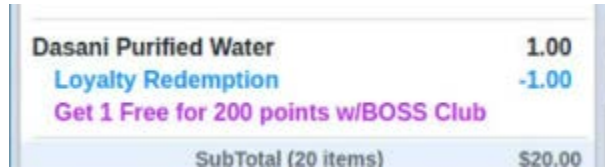
Once the item is redeemed, the price for the item is discounted to zero in the basket. The free item will be displayed as a loyalty redemption line on the transaction receipt. The points level balance will be reduced in real time during the transaction.
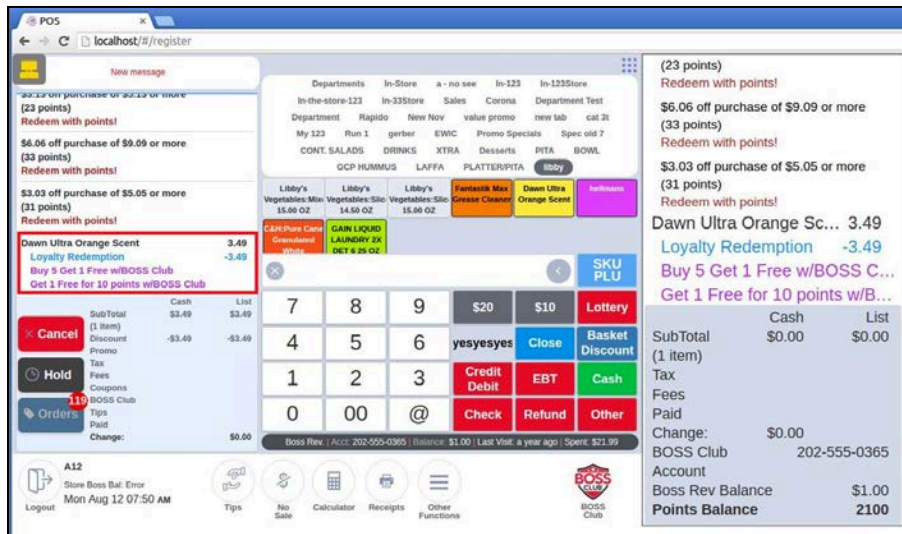
If after the reward has been posted to the POS, your customer decides to cancel an item that brings the total purchase below the minimum required for the reward, you will see the following pop up on the POS. In order to remove the item, you must first cancel the reward (also called a payment) from the basket. Only then will you be able to remove the unwanted item from the transaction.
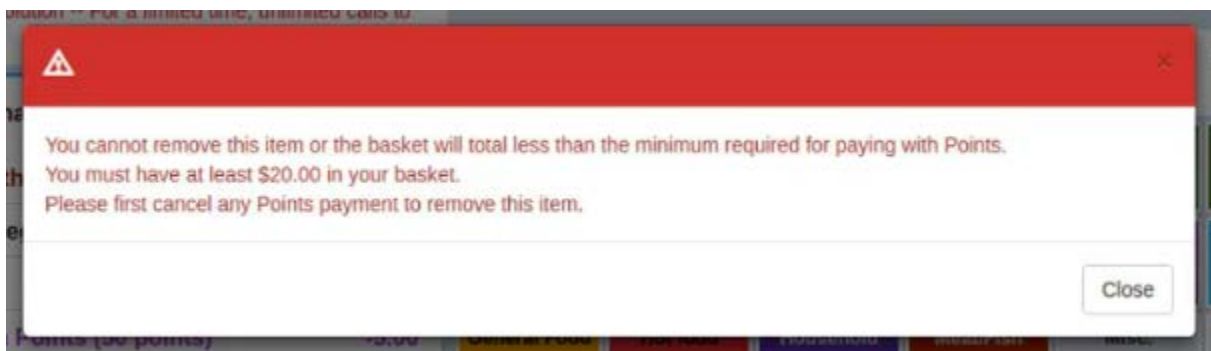
New points earned from any purchase are not applied to your customer's account balance until the sale is completed. The customer printed receipt and the SMS receipt will display the points earned, used and current balance.

The POS applies relevant redemption rules, such as not allowing discounts to result in a negative balance and checking minimum purchase requirements.

NOTE: The system will allow your customer to redeem more than one reward during the transaction as long as they have enough points. If you wish to limit, as a store policy, to only allow one redemption per transaction, you must post this information on your countertop.

CUSTOMER RECEIPTS AND REPORTING

Points redemption is displayed on printed customer receipts as a single line item, showing the points used and the total reward amount.

In statistics the terminal report and shift report will provide a line item indicating points redeemed for cash value.

The loyalty report tab will include a summary view on points earned, points used and rewards redeemed.