

## Gift Cards in FBT using QCash

This document serves as a quick reference of how to create, sell, and redeem gift cards in Conqueror X.

### **QCASH PRICE KEY SETUP:**

Price keys for QCash gift cards must be set up once in the center. It is suggested to make a few of these price keys for different denominations.

1. From Conqueror X home screen click on Setup, POS Setup, Price Keys.
2. In the Trust main department locate the "QCash" sub-department. Double click on QCash to go into that sub-department.
3. Click "New" to create a new price key.
4. Name the price key "QCash \$1.00."
5. Click in the price field and enter \$1.00, then click "Apply."
6. Click the red "X" in the upper right of the screen to return to the price key setup screen.
7. Set the Recharge amount, which will be the same amount as the price key itself (\$1.00 for this example).
8. Click "Save."
9. Repeat Steps 3 through 8 to create other denominations.
  - a. It is recommended to create a \$1.00, \$5.00, \$10.00, \$20.00 and \$50.00 denomination.
10. Click the red "X" in the upper right of the screen to exit the Price Keys Module.

### **QCASH PAYMENT TYPE:**

A payment type will need to be set up on order for gift cards to be redeemed when performing a transaction. This will only need to be done once as part of the system preconfiguration.

1. From Conqueror X home screen click on Setup, POS Setup, Denominations.
2. Under the "Special Payments" column, click "New."
3. Name the payment type "Gift Card."
4. In the Payment type dropdown select the option "QCash."
5. Click OK to create the payment type.
6. The list of payment types can be sorted by clicking the up/down arrow.
7. Click the red "X" in the upper right of the screen to exit the Denominations Module.

### **CREATE A GIFT CARD:**

This procedure is used to create gift cards that are “not active” and ready to be handed out when a customer wants to buy a gift card. They are not pre-loaded with funds, but they do streamline the process of selling a card.

1. From the Conqueror X home screen click on Front Desk, General, Frequent Bowlers.
2. Click on “New Member.”
3. In the “Last Name” field type in “Card XXXX” where XXXX is the last four digits of the number on the physical gift card.
4. In the “First Name” field type in “Gift.”
5. If any other fields are mandatory (email or phone) use an established “fake” email address or phone number created solely for this purpose.
6. Click on the tab at the top of the screen labeled “Cards.”
7. Click the “Add Card” button to add a new card.
8. Leave the card type as “Generic” and leave the status as “To be activated.”
9. Swipe the card on the card reader. If the swipe was successful, Conqueror X will generate a “Free entry code” and the status bar will turn green.
10. Click “Save” to save the card to the account.
11. Click “Save” a second time to save the FBT account.
12. Repeat steps 2 through 11 to create a batch of new cards.
13. Click the red “X” in the upper right of the screen to exit the Frequent Bowlers Module.

### **TO SELL A GIFT CARD:**

This procedure is for when the customer wants to purchase a gift card at the center. It can be done from any screen in Conqueror X.

1. From any Conqueror X screen, swipe one of the cards that was created in the previous procedure.
2. Click “Yes” when asked to activate the card.
3. The card screen will be displayed with the appropriate preloaded card number.
4. Click in the yellow box under “QCash.”
5. Click on the combination of price keys to total the amount being loaded on the card.
6. Click “Payment” to proceed to the payment screen.
7. Collect payment for the gift card using the appropriate payment type. Note that it is not possible to pay for a gift card using another gift card.
8. Click “Receipt” to finalize the transaction and print a record for the customer.

### **TO REDEEM A GIFT CARD:**

This procedure is for when the customer wants to use a gift card for payment for goods in Conqueror X.

1. Ring up the items normally through the All Lanes Screen or through the POS module.
2. Click on "Payment" to proceed to the payment screen.
3. In the list of payment types on the right of the screen click "Gift Card."
4. Swipe the gift card to be used.
5. The amount of QCash in the gift card's account will be displayed. The entire amount or a portion of the amount on the gift card can be applied to the purchase.
6. Click "OK" to return to the payment screen.
7. Apply any additional payment types if needed. Click the "Pay" or "Receipt" button to finalize the transaction.

### **CHECK BALANCE ON A CUSTOMER CARD:**

This procedure will allow the center to check the balance of a gift card.

1. From any Conqueror X screen swipe the gift card.
2. The account page associated with the gift card will be displayed and it will show under "QCash" the amount of money on that card.