

DataCandy Gift & Loyalty Transaction Guide for the Global Payments CounterTop – Desk/5000 and Wireless – Move/5000 Quick Start Guide

NOTES:

The Terminal home screen will have the DataCandy app in the app list. The payment app can be started by clicking on the **Global Payments logo** at the bottom.

Following a power interruption or re-initialization of the terminal, you will be prompted to enter the default Admin password.

All DataCandy functionality can be accessed directly through the DataCandy app. It is possible to access some transactions in the regular terminal payment flow:

- Redeem loyalty points or a gift cards prior to a payment
- Accumulate loyalty points after a payment has been made through the payment app.

Adding or Removing Employees

1. Start the **DATA CANDY** app. *To access the app screen, press the silver button with a black circle.*
2. Tap on the gear icon (bottom right).
3. Enter the default Admin Password (12345) then click the green button.
4. Select permissions.
5. Select Employee List.
6. If needed, select the **Add** icon or select the Employee to remove.

Getting Started

1. Select **DATA CANDY**.
2. You may be prompted to enter an EMPLOYEE ID and an EMPLOYEE PASSWORD.
 - a. Enter your EMPLOYEE ID and press the **Green Button**.
 - b. Enter your EMPLOYEE PASSWORD and press the **Green Button**.
3. You are now in the DataCandy menu where you can swipe the gift/loyalty card.

Checking the balance of a gift or loyalty card

1. Verifies the balance on a card.
2. Swipe the DataCandy card.
3. Select **BALANCE**.
4. A receipt will print displaying the card balance.
5. To go back to the DataCandy menu click on the **red button**.

Activating a gift card

1. Activates a gift/prepaid card with a specific amount.
2. Swipe the DataCandy card.
3. Select **ACTIVATE**.
4. Enter the transaction amount and press the **Green Button**.
5. Enter an invoice number or press the **Green Button** to generate a generic invoice number automatically.
6. A receipt is printed. You can select the printer button to print a second copy.
7. To go back to the DataCandy menu click on the **red button**.

Reloading a gift card

1. Adds an amount to a previously activated gift card. This function is only available on prepaid/gift cards that are reloadable.
2. Swipe the DataCandy card.
3. Select **RELOAD**.
4. Enter the transaction amount and press the **Green Button**.
5. Enter the invoice number and press the **Green Button**.
6. A receipt is printed. You can select the printer button to print a second copy.
7. To go back to the DataCandy menu click on the **Red Button**.

Reimbursing a gift card balance

Where required by law (Ex. Province of Quebec). Cardholders with a remaining balance of 5.00\$ or less who request it must be reimbursed in cash. This transaction will empty the card.

1. Swipe the DataCandy card.
2. Select **CASH REMITTANCE**.
3. Press the **Green Button**.
4. A receipt is printed. You can select the printer button to print a second copy.
5. To go back to the DataCandy menu click on the **Red button**.

Adding loyalty points (without items)

Accumulates points on a loyalty card.

1. Swipe the DataCandy card.
2. Select **ACCUMULATE**.
3. Enter the transaction amount before taxes and press the **Green Button**.
4. Enter the invoice number and press **Green Button**.
5. When prompted to select items, tap **NO**.
6. A receipt is printed. You can select the printer button to print a second copy.
7. To go back to the DataCandy menu click on the **Red Button**.

Adding loyalty points with items

Accumulates points on a loyalty card.

1. Swipe the DataCandy card.
2. Select **ACCUMULATE**.
3. Enter the transaction amount before taxes and press the **Green Button**.
4. Enter the invoice number and press the **Green Button**.
5. When prompted to select items, tap **YES**.
6. Scroll and select the item.
7. Enter quantity.
8. The app will let you choose another item. If you have multiple items, tap **YES** to add them.
9. Once all items have been entered, tap **NO**.
10. A receipt is printed. You can select the printer button to print a copy.
11. To go back to the DataCandy menu click on the **Red Button**.

Paying with a gift or loyalty card

Allows a cardholder to pay for a purchase with the amount on the prepaid/gift card or to pay with their accumulated dollar/point.

1. Swipe the DataCandy card.
2. Select **REDEEM**.
3. Enter the transaction amount and press the **Green Button**.
4. Enter the invoice number and press the **Green Button**.
5. A receipt is printed. You can select the printer button to print a second copy.
6. To go back to the DataCandy menu click on the **Red Button**.

Paying with a gift or loyalty card AND another form of payment

Allows customers to pay using more than one card.

1. From the Global Payments home screen, click on the **Global Button**.
2. Select **SALE**.
3. Enter the total invoice amount and press the **Green Button**.
4. Tap the **DataCandy Button** (i.e. option 2).

5. Swipe the DataCandy Card.
6. Enter the transaction amount (you can erase the current amount by pressing the **Yellow Button**) and press the **Green Button**.
7. Enter the invoice number and press the **Green Button**.
8. A receipt is printed. You can select the printer button to print a second copy.
9. If the full balance was not paid, the remaining balance is printed on the receipt and the terminal will display "Continue with New Card".
10. Select **YES** to continue, or **NO** to make other payment arrangements.
11. If you selected **YES**, swipe the next card when prompted. Both Prepaid and Loyalty are accepted.
12. Repeat steps 3 – 9 as required.
13. A receipt is printed. You can select the printer button to print a copy
14. To go back to the DataCandy menu click on the **Red Button**.

Redeem Reward

Allows cardholder to redeem their earned rewards.

1. Start the **DATA CANDY** app.
2. Swipe the DataCandy card
3. Select Redeem Reward.
4. Select the reward.
5. Press **OK**.
6. A receipt is printed. You can select the printer button to print a copy.
7. To go back to the DataCandy menu click on the **Red Button**.

Cancelling part of a transaction

Partially cancel a previous gift or loyalty card transaction.

NOTE:

You must have the original receipt with the Confirmation and Invoice Numbers

1. Start the DATA CANDY app.
2. Swipe the DataCandy card.
3. Scroll down and select **PARTIAL CANCEL**.
4. Enter the partial transaction amount and press the **Green Button**.
5. Enter the Confirmation Number found on the original receipt and press the **Green Button**.
6. Enter the Invoice Number of the transaction found on the original receipt and press the **Green Button**.
7. A receipt is printed. You can select the printer button to print a second copy.
8. To go back to the DataCandy menu click on the **Red Button**.

Cancelling an entire transaction

Completely cancel a previous gift or loyalty card transaction.

NOTE:

You must have the original receipt with the Confirmation and Invoice Numbers

1. Start the DATACANDY app.
2. Swipe the DataCandy card.
3. Select COMPLETE CANCEL.
4. Enter the transaction amount and press the **Green Button**.
5. Enter the Confirmation Number found on the original receipt and press the **Green Button**.
6. Enter the Invoice Number of the transaction found on the original receipt and press the **Green Button**.
7. A receipt is printed. You can select the printer button to print a copy.
8. To go back to the DataCandy menu click on the **Red Button**.

Daily Reports

These reports are organized by employee. They allow employees to balance their cash at the end of their workday.

1. Start the DATACANDY app.
2. Select the reports button on the bottom left of the screen.
3. Select the report you wish to print. There are 3 reports: Employee Summary, Employee Detail and Merchant Summary.
 - The employee reports include all the transactions for the employee logged into the terminal, including any made on other terminals.
 - The merchant report includes the transactions for all employees on all terminals.
4. Select the date for which you want to print this report.
 - All reports are based on a 24-hour day running from 00:00:00 to 23:59:59.

Support

For DataCandy support, contact:

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