MAG CARD OPTIONS AND FAQ

Mag cards can be purchased from Plastic Printers.
- Please contact Pat Roberts at 800-808-7472 for more information

If a customer wishes to get the cards from another company, they must follow these steps:
- Send RTS an e-mail including the theatre's information as well as how many card numbers they are requesting.
  - support@rts-solutions.com
    - Our card numbers are provided in the following format:
      - Track 1, human readable CR-LF
      - Cards need to be encoded on ABA Track 1 only, nothing on Track 2, or 3. Cards can be lo-co or hi-co. (lo-co is preferred and is usually cheaper) If is strongly recommended that the card number be printed on the cards due to normal wear of the magnetic strip. (above information is for manufacturer)

GENERAL MAG CARD USUAGE AND REPORTING INFORMATION:

Requirements-
- Numbers for Mag Cards must be generated by RTS

Types of Mag Card Servers-
- Local
  - Only used by one location
- Remote
  - Used by multiple locations

ADDING MONEY TO MAG CARDS

1. At the selling screen, select "Menu", "Add Money"
2. Swipe the card you wish to add money to and enter the amount of money you wish to add and select "Ok"
3. A prompt will appear- "Add $xx.xx to the card<Card#>", if the amount and number are correct, select "Yes" if they are not select "No" to cancel.

4. When you have selected "Yes", the transaction amount will be moved to the tender window and you can complete the transaction as needed, cash, credit, etc.

VOIDING MONEY TO MAG CARDS

1. At the selling screen, select "Menu", "Void On", "Menu", "Add Money".
2. Swipe the card that you wish to remove money from
3. Enter the amount you wish to remove, select "Credit Off", "Ok"
4. A prompt will appear- "Warning you are removing money from this card. Are you sure?" Select "Yes" to complete or "No" to cancel.
5. A prompt will appear- "You must verify the amount you wish to remove from this card on the next window". Enter the amount and select "Credit Off" and select "Ok".
6. A prompt will appear- "Remove $xx.xx from card <Card#>", if the amount is correct select "Yes" to complete or "No" to cancel.
7. Once you select "Yes", the transaction amount will be moved to the tender window and you can complete the transaction as needed; cash, credit, etc.

ADDING CONCESSION ITEMS TO MAG CARDS

1. In RTS, go to: "Set-up", "Mag Cards", "Add Concession"
2. Enter a password with appropriate permissions.
3. Select an item listed under "Concession Bonus" and enter amount.
4. If needed, set an expiration date, or leave as "Never"
5. If this item will be added to a series of card, enter the number of cards, or leave at 1
6. Select "Add Credits", Swipe the card(s), and select "Close".

ADDING PASSES TO MAG CARDS

1. At the selling screen, select "Menu", "Print Passes"
2. Enter a password with appropriate permissions.
3. Add a reason if needed, and set validation dates.
4. Add the correct number of passes and set restrictions if needed.
5. Select, "Add Passes to Card"
6. Swipe the card you wish to add the pass to, select "Ok" to the "Pass Added" prompt.
7. Repeat steps 2-6 for all cards you wish to add passes to.

SETTING UP BONUS POINTS TO MAG CARDS

1. "Set-Up", "Mag Cards", "Bonus Points"
2. At "Tickets" Tab, (this page allows you to enable ticket points and define the number of points rewarded by each ticket type.)
   a. Click "Enable Ticket Points"
   b. Earn Per Ticket Class: Enter the number of points earned per ticket class

    c. Price Category: Change this option to set ticket reward points for other price categories.

3. Choose the "Concession" tab (this page allows you to add concession points)
   a. Click "Enable Concession Points"
4. Choose the "Reward" tab (this page allows you to configure what rewards will be issued and at what level they are issued)
   a. Click "Add"
   b. Enter the number of points required to earn this reward, select "Ok"
   c. Select either "**Tickets**" or "**Concessions**"
   d. "**Tickets**" if a ticket reward is being configured
      i. Under the "Bonus Ticket Type", select "Add"
      ii. Choose which price category the ticket is in
      iii. Chose the ticket class you wish to reward.
   e. "**Concessions**" if a concession reward is being configured
      i. Highlight the concession item you wish to reward.
      ii. Select "Ok"
   f. "Earn Point Limit Per Day" option allows you to configure how many possible points a customer can receive in one day. (0 is Limitless)
      i. Click "Save"
5. After enabling Concession Points you will need to assign which concession items will be rewarded with concession points.
   a. "Set-Up", "Concessions", "Items"
   b. Highlight an item that you wish to issue reward points.
   c. Select "Set-Up", Check the "Earn Points" option & "Save"
   d. Repeat for each item that will be rewarded

*Please note that concession points are earned at a rate of 1 Point/$1.00 spent

6. To Manually add points to the Mag Card:
   a. "Set-Up", "Mag Cards", "Add Concessions"
   b. Enter a password with high enough permissions to enter bonus points
      i. Enter a reason if needed
   c. Select "Add Points" and swipe the Mag Card, when "Added" appears, select "Ok" and "Close"

In order to redeem mag cards the customer will need to present their card at the time of sale:

1. Customer steps up to the counter and presents the card
2. Cashier selects "Enter Card" on the selling screen, and swipes the customer's card, a summary with then appear.

Summary:

C#1507 $10.00
1 Free Kissable No Exp.

1 Free Ticket
No Exp. Any Title

This means:
C#1507 = last 4 digits of the card number

$10.00 = money available on the card

1 Free Kissables No Exp. = 1 Free Concession Item (Kissables) on the card with no expiration date. If this item is rung up, RTS will prompt you to redeem the free one. You then have the option to use it or not.

1 Free Ticket = 1 Free Ticket available. RTS will prompt you to redeem the free one. You then have the option to use it or not.

OTHER MAG CARD FUNCTIONS:

- Transferring the contents of one card to another. "Set-Up", "Mag Cards", "Transfer Card"
- Registering Cards: Allows card to be registered with name, address, and phone.
- Bonus Points: This is a loyalty/rewards program feature. This allows the theatre to assign point values to ticket sales, and to enable 1 point for $1 spent on concessions. These points are redeemable via configured rewards. * If you need help configuring please contact support@rts-solutions.com

REPORTS VIA MAG CARDS

- **THESE ARE ALL LOCATED UNDER "REPORTS", "MAG CARDS"**
- Daily log: Allows you to see all transactions related to Mag Cards for a specific date
- Individual Log: Allows you to see all transactions related to a specific Mag Card Number.
- System Total: Shows number of cards in the system and a total of money remaining on those cards.
- Look-Up Registered Card: Allows you to search for a name, address, etc and see the card registered to that person
- Transaction List: Allows you to see all transactions relating to Mag Cards between specific dates.
- Marketing Builder: Allows you to generate information regarding Mag Card usage for marketing purposes.

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