



**GETTING STARTED WITH
SAS EUROBONUS**

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A STAR ALLIANCE MEMBER 



WELCOME AS A PARTNER IN SAS EUROBONUS.

This guide will take you through all the practical aspects of the partnership and answers to the most common questions.

It is quite simple for members to earn EuroBonus points in your business. All they have to do is run their EuroBonus card through your payment terminal before making their payment. This identifies the member to the system so that the member earns EuroBonus points on the purchase. Then the member just pays in the normal way with credit card or cash.

HOW THE CARD WORKS:

This is what happens in your business when the customer earns points:

A. Integrated cash register and payment terminal:

1. Enter the purchase into the cash register.
2. When the amount is ready for the payment terminal, the member runs his/her EuroBonus card through the terminal. Display and receipt show “Rejected” and “Card/Amount Reg” in the payment field/text, because it is a registration and not a payment.

The reason the display says “Rejected” is to make it clear for all employees (including any temps) that it is NOT a payment.

3. The customer then pays as usual, with a card or cash.

B. PAYMENT TERMINAL IS NOT INTEGRATED WITH CASH REGISTER

1. Key in the amount on the payment terminal.
2. The member runs his/her EuroBonus card through the terminal. Display and receipt show “Rejected” and “Card/Amount Reg” in the payment field/text, because it is a registration and not a payment. The reason the display says “Rejected” is to make it clear for all employees (including any temps) that it is NOT a payment.
3. The customer then pays as usual, with a card or cash.

How you can see that EuroBonus points have been registered

If the EuroBonus card is valid and the transaction registered, the terminal answers “Rejected” and “Card/Amount noted”.

This means the transaction is registered and EuroBonus points recorded. The customer then pays as usual, with a card or cash. The reason the display says “Rejected” is to make it clear for all employees (including any temps) that it is NOT a payment.

If the card is not valid, the terminal will answer “Rejected” and “Rejected” or “Card cannot be used”. The customer will not accumulate points. This could be because the EuroBonus card has been blocked.

MANUAL ENTRY OF EUROBONUS POINTS

If you have customers you would like to give points to, e.g. in connection with birthdays, complaints or customers who invoice you, you can easily simply add points to the customer cards. N.B. only employees with “Administrator” status can do this.

What you do:

1. Log on to <https://eb.customerloyalty.dk/service>. This address and the log-in will be sent separately.
2. Enter the log-in and password.
3. Add EuroBonus points to an individual customer or upload a file with several. This must be in our fixed format, which is a comma-separated file. When you save in Excel, you choose “Save as” and save the data as a .csv file.
4. The file must contain the following:

In the first column – the customer’s EuroBonus membership number
In the second column – the customer’s additional points.
5. The program will validate the file.
6. You can upload as many times as you wish.

INTERNET SHOP

If you have connected your Internet shop, all entries will take place automatically. Depending on your system, a customer will either have to enter their EuroBonus membership number when he/she makes a purchase or it is already in the customer profile. If you have connected your Internet shop, you will find enclosed with this folder an explanation of exactly how your Internet shop module works.

BOOK-KEEPING

Book-keeping and reconciliation is just as simple as with a normal account.

What happens when customers earn EuroBonus points:

1. The system calculates the points earned by the customer based on the current bonus rate. Campaign points are also calculated, but are shown separately on the customer account.
2. All entries are shown on the online statement and the monthly statement sent by e-mail from Loyal Solutions: eurobonus@loyalsolutions.eu

Your statement

All the above activity will be shown on your own account, where you can follow and reconcile posts in much the same way as you do with online banking.

Monthly statement and invoice

The monthly invoice will be sent out on the first weekday after the end of the calendar month, including a complete statement and specification of the purchases members have made and the EuroBonus points accumulated and transaction costs. Payments will take place automatically via NETS Leverandørservice.

Book-keeping

1. We recommend you set up a balance sheet in your accounting system “EuroBonus”
2. This can be used as a “bank account” for the posts.
3. It can be regularly reconciled with your online account, just as you do with your bank.



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 *Loyal Solutions*

We are ready to help if you have any questions.

Technical support

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