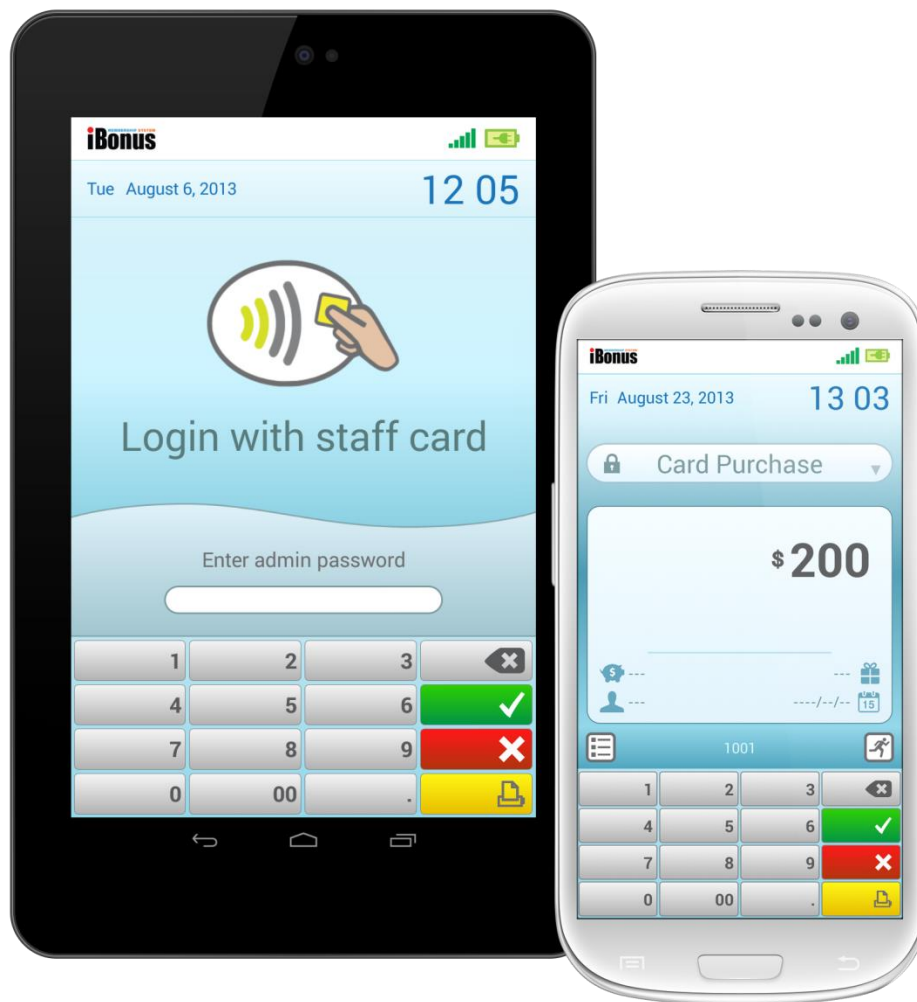


# iBonus® NFC Payment Terminal for Android Devices User's Manual



Android app version: 1.0.2

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## Introduction

iBonus Limited has been working on iBonus contactless smart card payment and loyalty system since 2001. It is a field proven and secure platform with standalone terminal and server software. iBonus team brought NFC payment to a new level. Now you can use your NFC-ready phone or tablet as a terminal to deploy your own loyalty programs.

**iBonus NFC Payment Terminal** is an Android based application which performs smart card payment and bonus point transactions. Its intuitive user interface design facilitates staff to perform member card and card management transactions easily with their fingertips. With the mobility gained from the 3G and WIFI connection of the mobile device, your Android device can carry out transaction anywhere.

iBonus System is suitable for many industries including:

- Hotels & Resorts
- Food & Beverage
- Retail
- Casino
- Cruise
- Government
- Education
- Stadium and Arenas
- Concert and Entertainment
- Theme Parks

## Compatibility

### Android Device

Compatible with Google Nexus 7 (2012, 1<sup>st</sup> Generation), Samsung Galaxy S3 and Android devices with NXP based NFC controller and android OS 4.1 or above.

### Smart Card

Mifare Classic 1K (S50)

### Receipt Printer

Printer sharing supported:

- Compatible with Bixolon SPP-R200

Printer sharing not supported:

- Sprinter SP-RMTIII BTA

## Getting Started

In order to make the iBonus NFC Payment Terminal securely and properly operate for business purpose, all the steps in this chapter should be followed before the deployment.

### Point to Note Before Issuing Member Card

If you wish the card to be able to be blacklisted in the future, expiry mode of Terminal has to be set properly before creating member card. Otherwise, once the ever valid card (card with no expiry date) is issued to customer, there will be no chance to blacklist the card.

iBonus Terminal is designed to include only card with expiry date, which is still not yet expired, into blacklist. The card can be excluded from blacklist once it is expired. It will prevent the blacklist from growing indefinitely.

### Obtaining License

License is required in order to properly run the app. Once a license is purchased, the following information will be sent to the merchant by email:

Client ID	Client Name	Order Code	Type	Start Date	End Date	Licensed Company	Licensed Project	Device ID	Authorization Code	Claimed
1234	Apple Café	2	Full	2013/06/18		AppleCafe	*		1234-5678-9012-3456	0
	Total									0

Device ID is not defined until the license is downloaded by the Android device the first time. Once the license is downloaded, it can then be used by the same device only.

The Android device has to be connected to the Internet in order to download the license.

Steps:

1. In idle menu, enter password (default 123)
2. Press ✓ button to open iBonus Administrative Tools
3. Select License Management
4. Next to Auth Code enter the Authorization Code from the above table.
5. Click Activate Button
6. If the license is first downloaded, Client ID and Order Code will be prompted. Enter the information accordingly.

**iBonus**

1. License Management Back

Device ID: AD1B-30AD-68D0-58A5

Auth Code: 1234-5678-9012-3456 ✕

Activate

**Licensed To**

Apple Cafe

Licensed Build: AppleCafe-\*

License Type: Full

License Start: 2013/07/01

License End: Unlimited License

Last update: 2013/08/28 15:27:36

## Reading Master Card

iBonus Master Card stores the merchant key, company code, prepaid balance limit and decimal mode. The information is loaded on to the Android app by Read iBonus Master Card function.

### Prepaid Balance Limit

For most ordinary smart card prepaid application, the prepaid balance limit should be not far from 2-3 times the money that people would normally put into their wallet.

### Decimal Mode

Decimal Mode defines number of decimal places which can be held by prepaid balance and accumulated spending fields. It can either be 2 decimal places or integer only.

For some currencies that do not have decimal places, it is advisable to order a master card having integer mode. That will allow largest possible prepaid values.

Maximum prepaid value in integer mode and decimal mode:

Integer mode:

Maximum Possible Prepaid balance: 8,388,607

Maximum Possible Accumulated Spending: 2,147,483,647

Decimal mode:

Maximum Possible Prepaid balance: 83,886.07

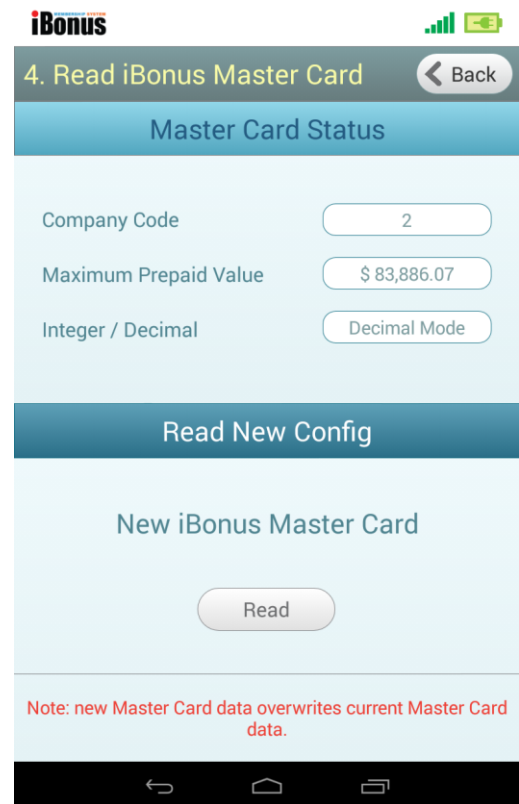
Maximum Possible Accumulated Spending: 21,474,836.47

Note that, the key protecting iBonus Master Card used in iBonus NFC Payment Terminal (Android app) is not the same as that of iBonus Master Card for iBonus Terminal. They cannot be used interchangeably

Steps:

1. In idle menu, enter password (default 123)
2. Press ✓ button to open iBonus Administrative Tools
3. Select Read iBonus Master Card
4. Press the Read button.
5. Keep your iBonus Master Cards in a safe place and keep it from unauthorized access.

Note: License has to be downloaded before reading iBonus Master Card.

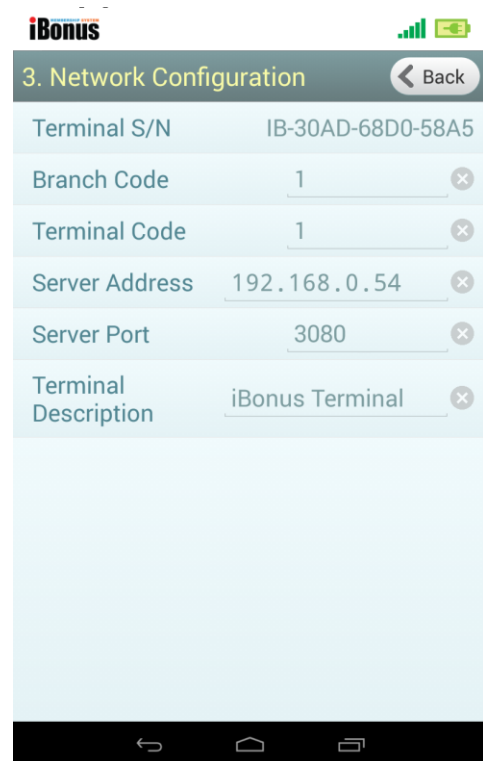


## Setting Network, Branch Code and Terminal Code

Server Domain Name/ IP, Branch Code, Terminal Code and Terminal Description can be set by Network Configuration setting.

Steps:

1. In idle menu, enter password (default 123)
2. Press ✓ button to open iBonus Administrative Tools
3. Select Network Configuration
4. Enter all necessary information
5. Click Back button
6. Click Save button



## Printer Setup

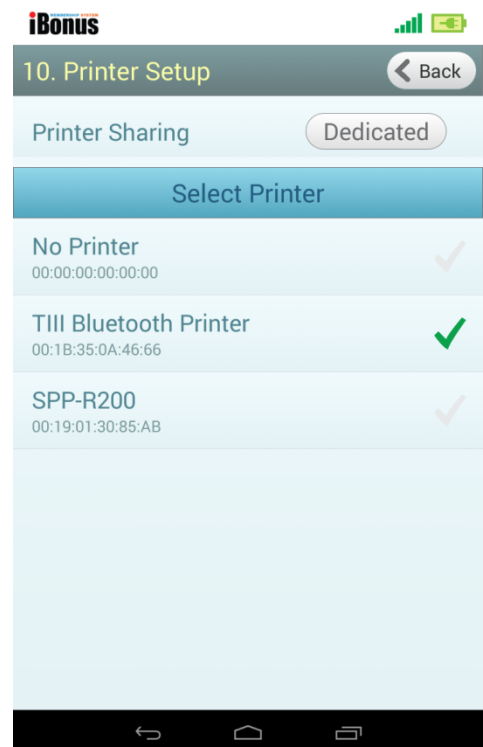
iBonus NFC Payment Terminal app supports printing VIA Bluetooth® printer.

Printer requirement:

- Support Bluetooth SPP protocol
- 32 character per line

Steps:

1. Pair/bond the Bluetooth printer in Android's system setting.
2. In idle menu, enter password (default 123)
3. Press ✓ button to open iBonus Administrative Tools
4. Select Printer Setup
5. Select printer sharing mode to be either dedicated or shared.  
Setting dedicated should yield faster printer response.  
Some printer does not support printer sharing.  
Selecting dedicated mode yields best compatibility.
6. "No Printer" should be selected if printing is not intended. Otherwise, warning will be shown.

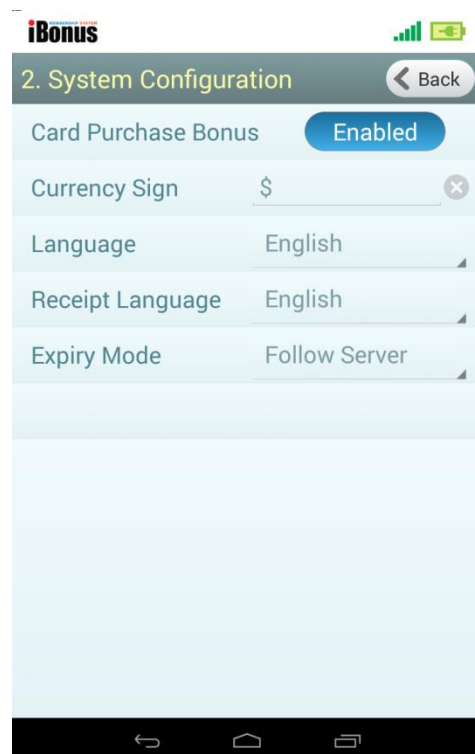


## Expiry Setting and System Configuration

iBonus Terminal is designed to include only card with expiry date, which is still valid, into blacklist. The card can be excluded from blacklist once it is expired. It will prevent the blacklist from growing indefinitely.

Steps:

1. In idle menu, enter password (default 123)
2. Press ✓ button to open iBonus Administrative Tools
3. Select System Configuration
4. Enter all information accordingly. Particularly, Card Purchase Bonus means that during card purchase transaction, 1 point will be added for every 1 dollar or currency unit of purchase.
5. For expiry mode setting if Follow Server is selected, iBonus Terminal will download expiry setting from server periodically, but not necessary immediately. please follow the steps below to download setting from server immediately:
  - a. Click Back button and save the changes
  - b. Select Update Blacklist & Settings at administrator's menu.
  - c. Click Synchronize button underneath Global Parameter.
  - d. Click Back button to confirm.



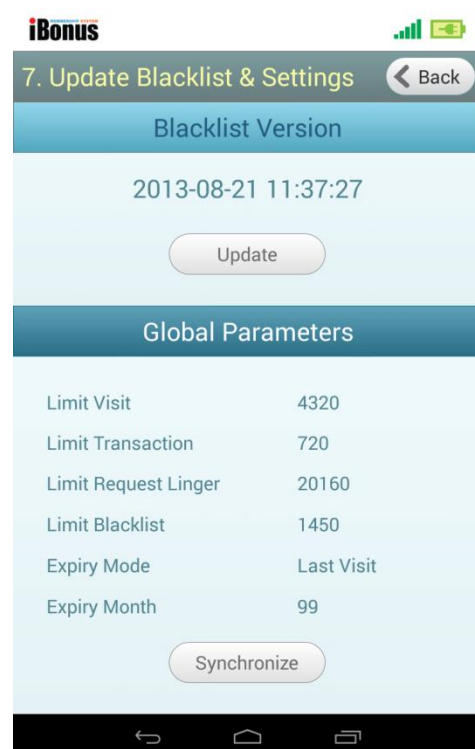
## Expiry Modes

The Expiry Date defines as the last date which the Member Card can be used. Expiry Date has to be set at member card in order to be able to be blacklisted in future. So it is a must to set up the expiry mode properly before creating member card.

There are 3 different choices of Member Card expiry schemes:

1. Fixed Month
2. Relative to Card Initializing Date
3. Automatic expiry extension based on the last visit.

In scheme 1, Fixed Month, you simply decide which month of the year you want the Member Card to be expired. For example, the current month is February and the expiry month is set as January. The Member Card will not be able to use after January of next year i.e. valid till 31 Jan.





In scheme 2, Relative to Card Initializing Date, you have to define the number of months relative to the Member Card creation date or card renew date. For example, if you set 12 months and the Member Card is created from brand new card on January 2012, the Member Card will be valid till 31 January 2013.

In scheme 3, Automatic Expiry Extension Based on the Last Visit, the expiry date will be automatically extended by the administrator defined periods (months) if Members purchase, redeem, or reload before the card expires.

Some points to note about the calculations of expiry date

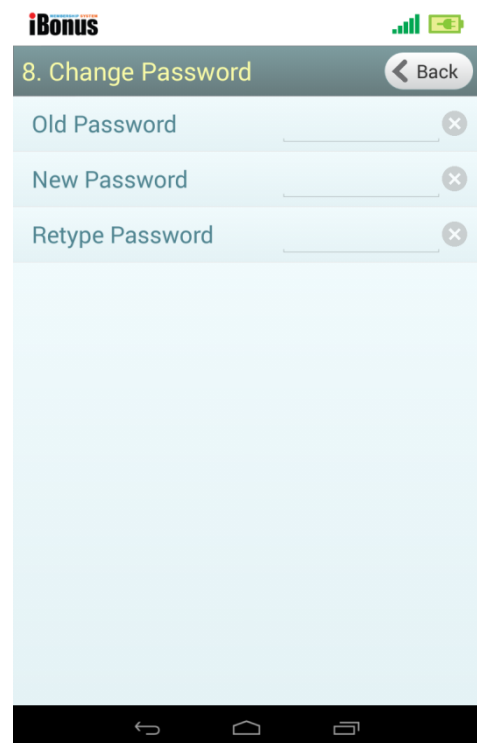
If the mode of expiry is set to be fixed month mode, for example month of expiry is set to December, (i.e. the exact date of expiry is 31 Dec.), and the expiry date on the card is 31 Dec 2004, within the period between two months before the expiry day to two months before the expiry date of the next year, (i.e. 1 Nov 2004- 31 Oct 2005), the date of expiry of the card will be extended to 31 Dec 2005. If the card renewal is earlier than two months before the date of expiry (i.e. 31 Oct 2004 or before), the card won't be extended.

## Password Setting

System administrator password can be set to protect the system administrator menu. Please follow the steps below to change the password

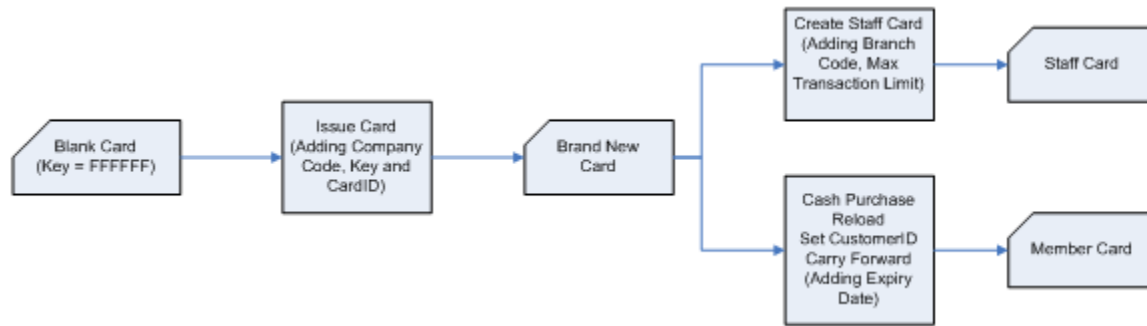
Steps:

1. In idle menu, enter password (default 123)
2. Press ✓ button to open iBonus Administrative Tools
3. Select Change Password
4. Enter old password (default 123)
5. Enter new password and retype the password at the corresponding fields.



## Creating Cards

iBonus System supports Mifare Classic 1K card (\$50). Every blank card has to go through issue card procedure, which loads the key and company code into the card, before it can be later on be converted into staff card or member card. Issue card has to be done by iBonus Terminal (counter top version). It cannot be done by iBonus NFC Payment Terminal (Android version). For each project, merchant or reseller has to order at least one iBonus Terminal (Counter Top Device) for card formatting.



### Card Initialization with iBonus Terminal (Counter Top Device)

Before iBonus Terminal can initialize blank card, the followings has to be done:

Read Master Card : master card key, company code, prepaid limit and decimal mode has to be loaded into terminal.

Read Quota : card formatting quota has to be read from master card into terminal beforehand.

***Read Master Card***

Steps to perform master card operation in iBonus Terminal: (Please note that the master card operation can ONLY be operated with a Terminal which has zero quotas in it)

While in Standby Mode, press the <b>Func</b> key to enter the Setup Menu. You will be prompted to enter the Administrator Password as shown	TUE 07 SEP 15:45 Bonus Terminal
Enter the Administrator Password and press <b>Func</b> (default password: 123).	Enter Password: ***
Enter <b>B</b> to select the <b>Master Card</b> menu. Enter <b>1</b> to read the information from master card. Enter <b>2</b> to fetch member card formatting quota.	Read Key/ Get Quota (1/2) ?
Choose <b>1</b> to read the key, company code, prepaid balance limit from Master Card. Present Master Card.	Read MasterCard Waiting Card...

***Read Master Card Quota***

Card formatting quota is stored in iBonus Master card which controls the quantity of the card to be formatted. It needs to be read into the iBonus Terminal at quantity of 100 at a time.

When getting quota, iBonus Terminal will not response to the card with different company code.

After getting card formatting quota it is suggested that the quota should be used up for formatting card as soon as possible in order to avoid losing quota by accidentally resetting the terminal.

While in Standby Mode, press the <b>Func</b> key to enter the Setup Menu. You will be prompted to enter the Administrator Password as shown	TUE 07 SEP 15:45 Bonus Terminal
Enter the Administrator Password and press <b>Func</b> (default password: 123).	Enter Password: ***
Enter <b>B</b> to select the <b>Master Card</b> menu. Enter <b>1</b> to read the information from master card. Enter <b>2</b> to fetch member card formatting quota.	Read Key/ Get Quota (1/2)?
Choose <b>2</b> to get 100 quota from the Master Card at a time. Present Master Card.	Get Quota Waiting Card...

### Init Card (Issue Card)

New Member Card has to be initialized before it can be used. Only blank card with key FFFFFFFF can be initialized. The initialization process adds the necessary security key, data structure, Company Code, and a unique Card ID onto a blank card. After initialization, a “brand new card” is created. If any member card transaction is done on the card, like reloading money or adding bonus point, the card will be changed to a member card. A brand new card can be formatted to be a staff card as well. Only before any member card transaction is made, can the brand new card be converted to be a staff card.

Before any card initialization can be done, card formatting quotas have to be loaded from Master Card first. 100 quotas are loaded at a time.

While in Standby Mode, press the <b>Func</b> key to enter the Setup Menu. You will be prompted to enter the Administrator Password as shown	TUE 07 SEP 15:45 Bonus Terminal
Enter the Administrator Password and press <b>Func</b> (default password: 123).	Enter Password: ***
Enter <b>1</b> to select the <b>Init Card</b> menu. The number of card formatting quota and the card ID of the next formatted card is shown on the screen.	Quota: 100 ID: 0000000100
Present a blank card. Do not pick up the card until the writing is finished.	Writing.....
You can see a decrement and an increment in the value of quota and ID respectively. Present the next blank card again until the quota are used up or all card are formatted. Press <b>←</b> to exit.	Quota: 99 ID: 0000000101

### Creating Member Card form Initialized Card (By Android App)

Member card can be created from Brand New Card. Member Card can be created by the following functions:

- Assign Customer ID (Recommended)
- Reload
- Cash Purchase

- Carry Forward

Expiry Mode configuration should be defined before creating member card. Once member card are mass distributed to customer, there will be no chance to update the card's expiry date if it is not set.

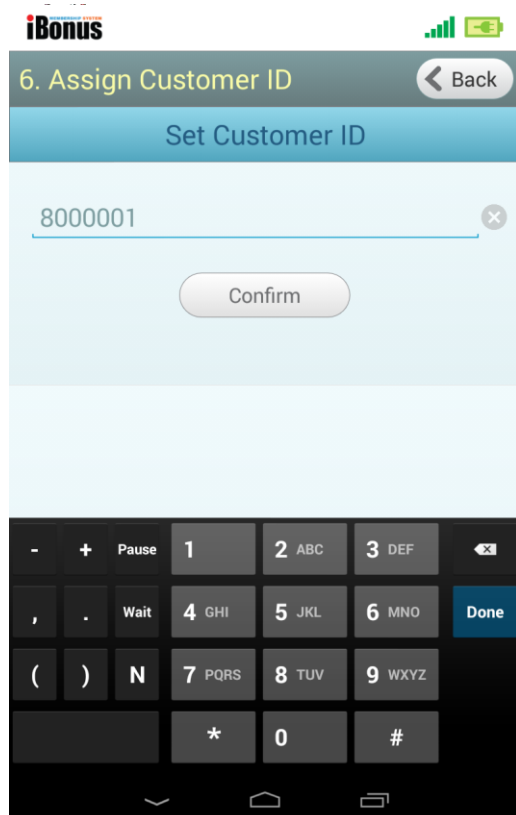
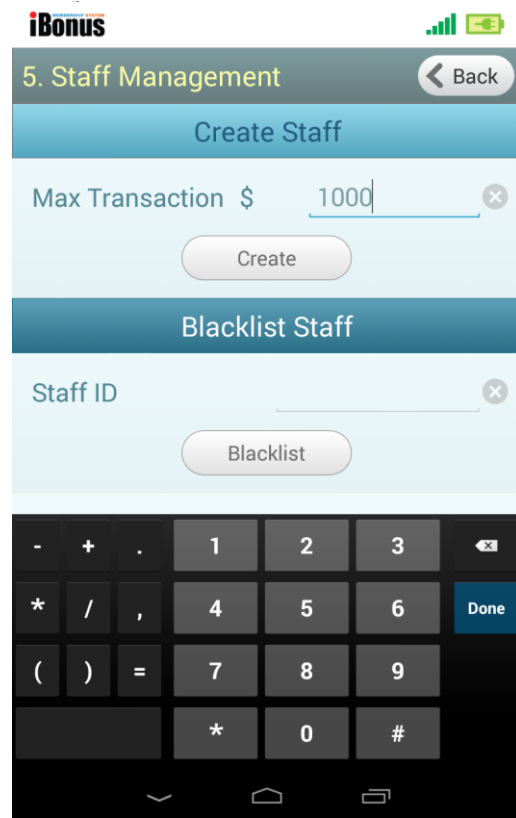
## Creating Staff Card form Initialized Card (By Android App)

In order to identify the person in charge of all staff transactions, a staff card is needed to login the iBonus Terminal before any such transaction can be done. The staff card can only be used in the different Terminals in the same branch.

Staff Card is converted from Brand New Card. You need to initialize a blank card first. The Set Staff Card function will also define the maximum transaction allowed (maximum value: 83,886.07 in decimal mode: 8,388,607 in integer mode).

### Steps

1. In idle menu, enter password (default 123)
2. Press ✓ button to open iBonus Administrative Tools
3. Select Staff Management
4. Underneath Create Staff, enter maximum transaction amount
5. Click Create
6. Present Brand new card or existing staff card. (If existing staff card is presented, branch code, maximum transaction will be updated)



## Other Administrator's Function

### Assign Customer ID

Card ID is normally used as a unique identification of each Member, but some companies prefer to use their existing ID nomenclature. The existing Customer ID (maximum 16 digits) can be entered through Terminals. There is a transaction record stored in the Terminal for this assign Customer ID action.

As the Customer ID is typed manually, duplication might occur. If it happens, warning message will be shown when the card with duplicated customer ID is presented to the Terminal. Card Replacement by Customer ID for those cards will be denied until the customer ID of those cards is corrected. Please use Set Customer ID function with care.

#### Steps

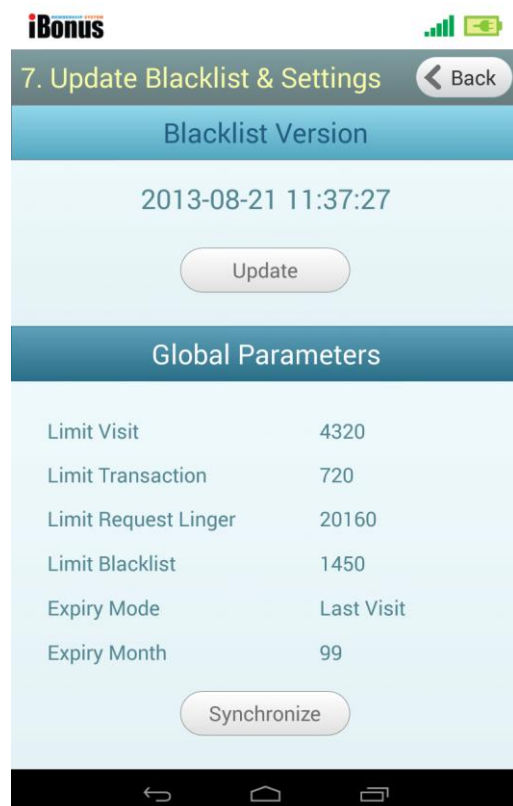
1. In idle menu, enter password (default 123)
2. Press ✓ button to open iBonus Administrative Tools
3. Select Assign Customer ID
4. Key in the customer ID of the card
5. Press confirm button.
6. Present Member Card
7. The customer ID will be increased by 1. You can optionally modify the customer ID and press confirm button again and present card.

### Update Blacklist and Server Settings Immediately

iBonus NFC Payment Terminal downloads blacklist and setting periodically from server. You can use Update Blacklist & Settings function to download the blacklist and server setting including period of data process and expiry mode (if enabled) immediately.

#### Steps

1. In idle menu, enter password (default 123)
2. Press ✓ button to open iBonus Administrative Tools
3. Select Update Blacklist & Settings
4. To download blacklist immediately click "Update" button





5. To download Settings immediately, press Synchronize button underneath Global Parameters immediately.  
Please note that Expiry setting will be updated only when it is set to follow server setting at System Configuration.

## Receipt Header and Footer

It is possible to modify the receipt header and footer by Receipt Configuration function. If the receipt header is left blank, "Receipt" will be printed.

### Steps

1. In idle menu, enter password (default 123).
2. Press ✓ button to open iBonus Administrative Tools.
3. Select Receipt Configuration.
4. Key in the Receipt Header and Receipt Footer.
5. Click Back button to save changes.

**iBonus**

9. Receipt Configuration

Back

Receipt Header

Apple Cafe  
500 Beechwood Parkway  
Emerald Shore, CA  
18300

Row: 3 / 10 Word: 56 / 200

Receipt Footer

10% discount is offered  
till 30 April

Row: 2 / 10 Word: 38 / 200

## Blacklist Staff Card

### Steps

1. In idle menu, enter password (default 123)
  2. Press ✓ button to open iBonus Administrative Tools
  3. Select Staff Management.
  4. Underneath Blacklist Staff key in the staff ID.
  5. Press Blacklist button.
- When the Android device is connected to server, the system guarantees the blacklist to be applied within Limit Blacklist which can be set in server settings.

**iBonus**

5. Staff Management

Back

Create Staff

Max Transaction \$

Create

Blacklist Staff

Staff ID

1001

Blacklist

Done

## Deregister Terminal

Deregister Terminal can be used to ask iBonus Server to forget this terminal. iBonus NFC Payment Terminal app guarantees that all transaction has to be sent back to server before it deregistered.

### Steps

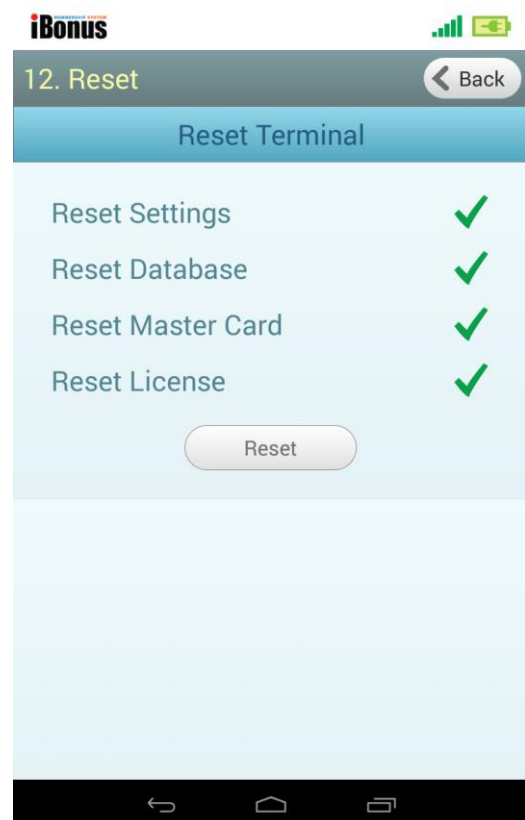
1. In idle menu, enter password (default 123)
2. Press ✓ button to open iBonus Administrative Tools
3. Select Deregister Terminal
4. Click Deregister button.  
It shows how many records are not yet sent to server. Terminal will be deregistered as soon as all records are sent.



## App Reset

### Steps

1. In idle menu, enter password (default 123)
2. Press ✓ button to open iBonus Administrative Tools
3. Select Reset
4. Choose the item to be reset and press Reset button.




## Staff Operations

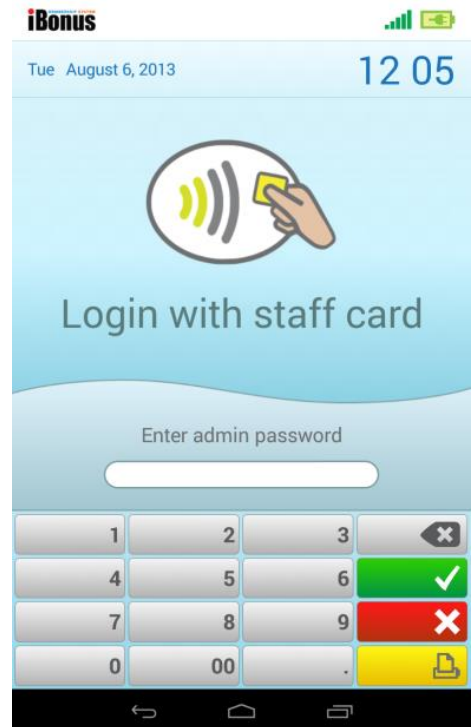
### Staff Login/Logout

At idle screen, present staff card to login.

To log out, you can do the followings:

- present the same staff card
- press the  button
- press the android's back button

If you present another staff card in staff login mode, the first staff will be logged out and the second staff is logged in.



## Card Purchase

Card purchase is for the staff keying in the sales value on the key pad and deduct the amount from the card. If bonus rate is on, every dollar of purchase brings one bonus point. The sales value is rounded and added to the field bonus point.

Field(s) changed in the member card:

Deducted: Prepaid Balance

Increased: Accumulated Spending, Bonus Balance (if Bonus Rate is on)


Action sent back to iBonus Server:

Card Purchase

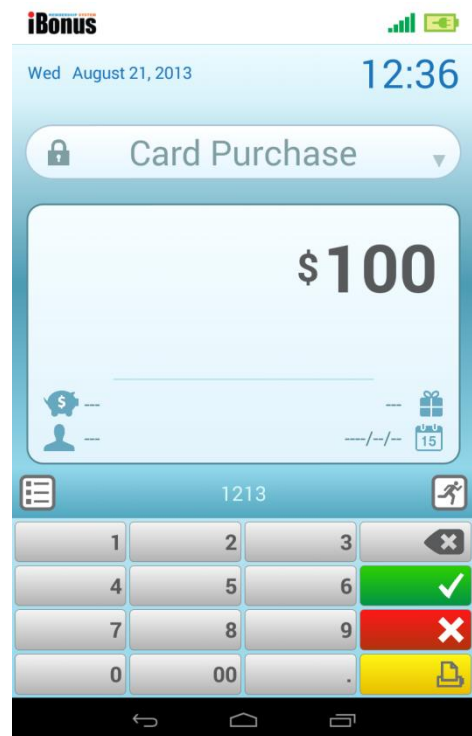
Steps:

- In staff log in mode, make sure "Normal" is chosen in Change Staff Mode Menu. If it is not in "Normal" mode,



click  button and select "Normal".

- Select Card Purchase at the scroll wheel at the top of the screen.
- Enter purchase amount.
- Press ✓ button.
- Present member card.



## Reload

Reload charges up the prepaid balance of the member card.


Field(s) changed on the member's card:

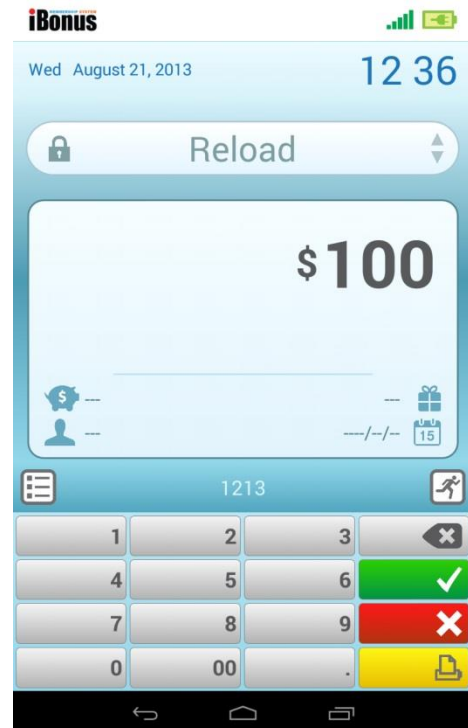
Increased: Prepaid Balance.

Action sent back to iBonus Server:

Reload

Steps:

- In staff log in mode, make sure "Normal" is chosen in Change Staff Mode Menu. If it is not in "Normal" mode, click  button and select "Normal".
- Select Reload at the scroll wheel at the top of the screen.
- Enter reload amount.
- Press ✓ button.
- Present member card.



## Cash Purchase

Cash purchase is for the staff keying in the sales value on the key pad and the bonus point calculated from rounding the amount is added to the card.

Field(s) changed on the member's card:


Increased: Accumulated Spending, Bonus Balance

Action sent back to iBonus Server:

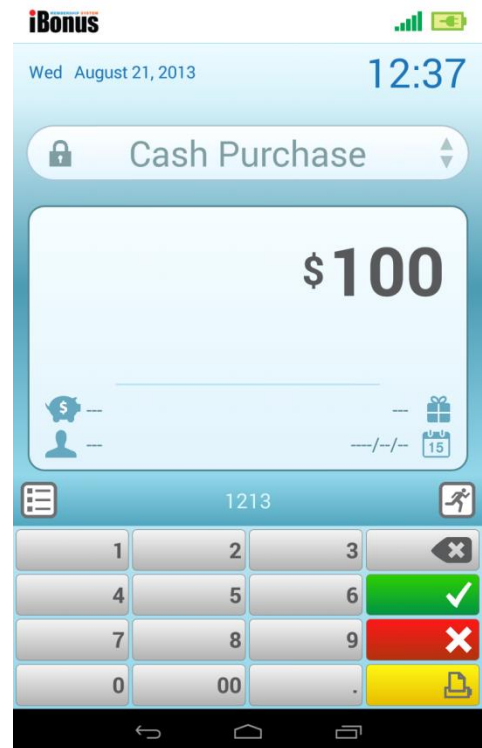
Cash Purchase

Steps:

- In staff log in mode, make sure "Normal" is chosen in Change Staff Mode Menu. If it is not in "Normal"

mode, click  button and select "Normal".

- Select Cash Purchase at the scroll wheel at the top of the screen.
- Enter purchase amount.
- Press ✓ button.
- Present member card.



## Redeem

Redeem deducts the bonus point by manually key in the bonus point value.


Field(s) changed on the member's card:

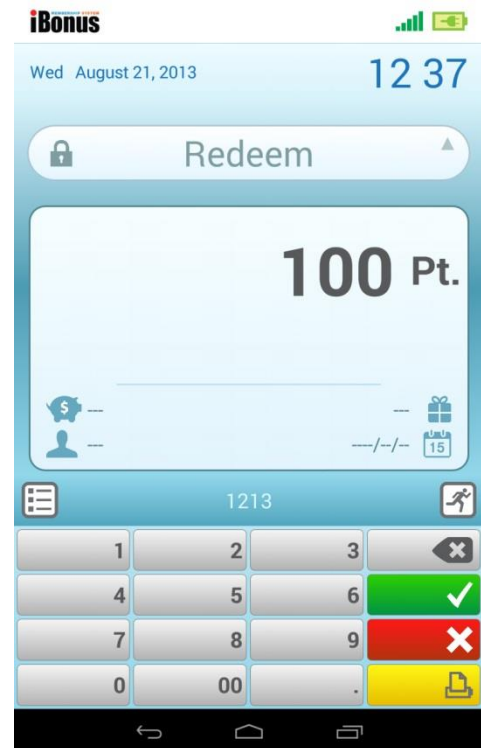
Deducted: Bonus Balance

Actions sent back to iBonus Server:

Redeem

Steps:

- In staff log in mode, make sure "Normal" is chosen in Change Staff Mode Menu. If it is not in "Normal" mode, click  button and select "Normal".
- Select Redeem at the scroll wheel at the top of the screen.
- Enter redeem amount.
- Press ✓ button.
- Present member card.





## Undo Card Purchase

Undo Purchase reverses the action of Card Purchase. In case, the customer wants to get a refund or there is a mistake when entering the Card Purchase value, undo purchase can be used.

Field(s) changed on the member's card:


Increased: Prepaid Balance.

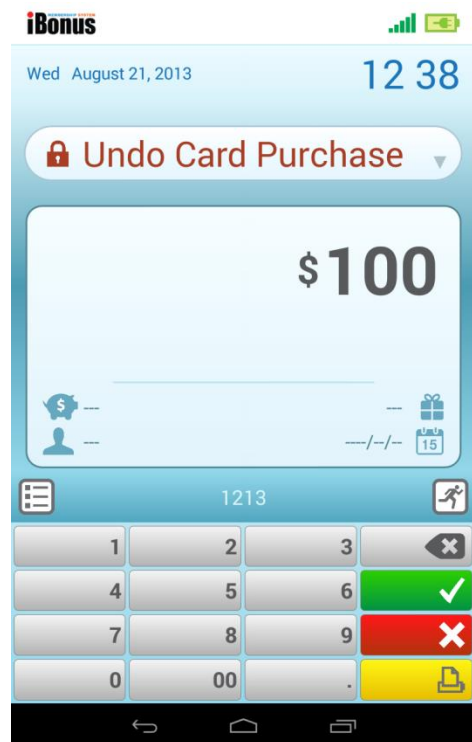
Deducted: Accumulated Spending, Bonus Balance (if Bonus Rate is on)

Action sent back to iBonus Server:

Undo Purchase Card

Steps:

- In staff log in mode, make sure "Undo" is chosen in Change Staff Mode Menu. If it is not in "Undo" mode, click  button and select "Undo".
- Select Undo Card Purchase at the scroll wheel at the top of the screen.
- Enter undo amount.
- Press ✓ button.
- Present member card.



## Undo Reload

Undo Reload reverses the action of Reload. In case the customer wants to get a cash-refund or in case of a mistake when entering the Reload value, undo Reload can be used.


Field(s) changed on the member's card:

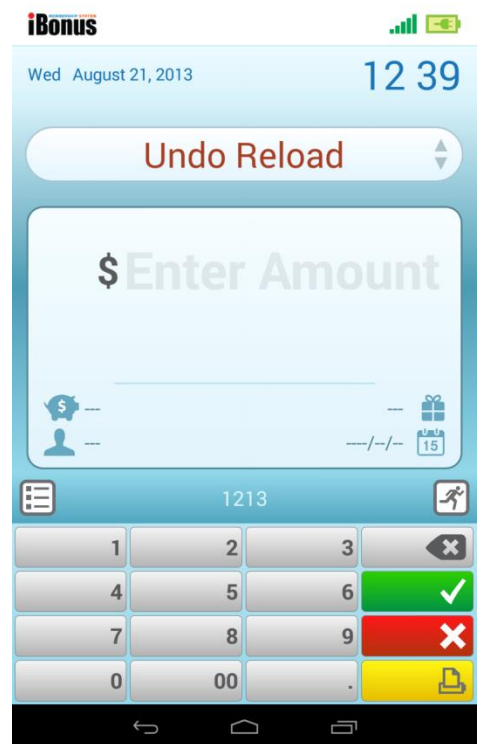
Decreased: Prepaid Balance.

Action sent back to iBonus Server:

Undo Reload

Steps:

- In staff log in mode, make sure "Undo" is chosen in Change Staff Mode Menu. If it is not in "Undo" mode, click  button and select "Normal".
- Select Undo Reload at the scroll wheel at the top of the screen.
- Enter undo amount.
- Press ✓ button.
- Present member card.



## Undo Cash Purchase

Undo Cash Purchase reverses the action of Cash Purchase. In case the customer wants to get a refund or in case of a mistake when entering the Cash Purchase value, undo cash purchase can be used. Staff can enter the value to be refunded on the keypad, and present the member's card. The corresponding value is deducted from accumulated spending. The same value is rounded and deduced from bonus point.

Field(s) changed on the member's card:

Deducted: Accumulated Spending, Bonus Balance


Action sent back to iBonus Server:

Undo Purchase Cash

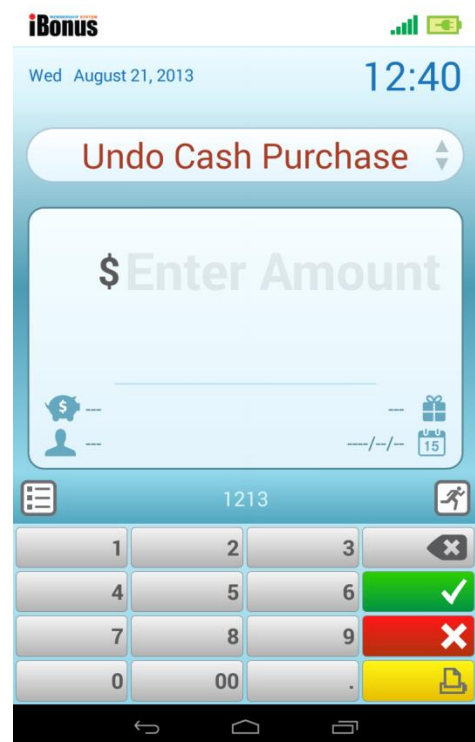
Steps:

- In staff log in mode, make sure "Undo" is chosen in Change Staff Mode Menu. If it is not in "Undo" mode,



click  button and select "Undo".

- Select Undo Cash Purchase at the scroll wheel at the top of the screen.
- Enter undo amount.
- Press ✓ button.
- Present member card.



## Undo Redeem

Undo Redemption reverses the action of Redemption. In case the member wants to get back the bonus point or in case of a mistake when entering the value of Manual Redeem, Undo Redemption can be used. Staff can enter the bonus to be returned to the member and present the member's card. The corresponding value will be added back to the bonus point.


Field(s) changed on the member's card:

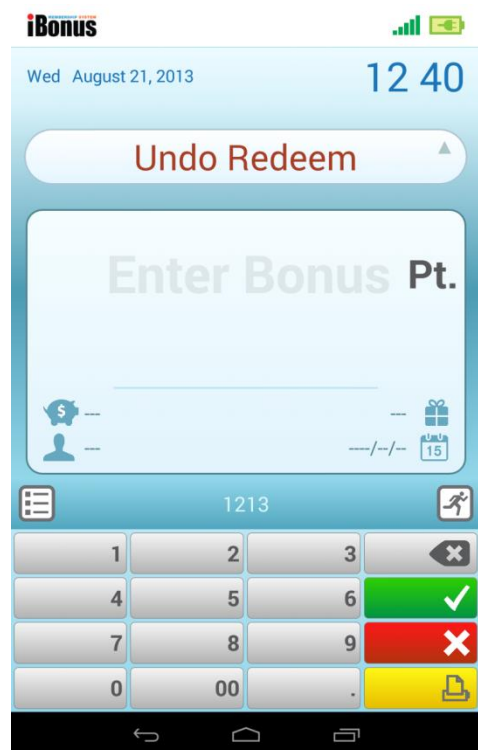
Increased: Bonus Balance

Action sent back to iBonus Server:

Undo Redeem

Steps:

- In staff log in mode, make sure "Undo" is chosen in Change Staff Mode Menu. If it is not in "Undo" mode, click  button and select "Undo".
- Select Undo Redeem at the scroll wheel at the top of the screen.
- Enter undo amount.
- Press ✓ button.
- Present member card.



## Carry Forward

Carry Forward is used for setting up the value of the member card. It is useful when an end user want to replace the member cards in the legacy system into iBonus System. Carry Forward can assign bonus point and prepaid value into the brand new card or member card which has not done any value transaction, e.g. cash purchase, reload before.

Field(s) changed on the member's card:


Increased: Prepaid Balance, Bonus Balance

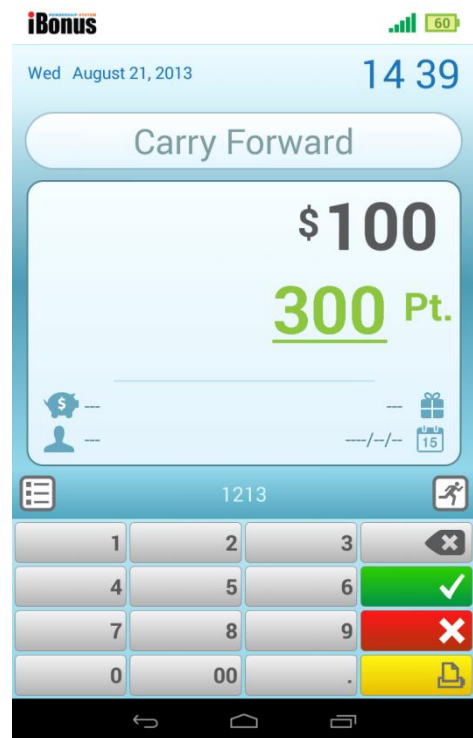
Set to 0: Accumulated Spending

Action sent back to iBonus Server:

Carry Forward

Steps:


- Click  button and select "Carry Forward".
- Enter prepaid balance and bonus point.
- Press ✓ button.
- Present member card.

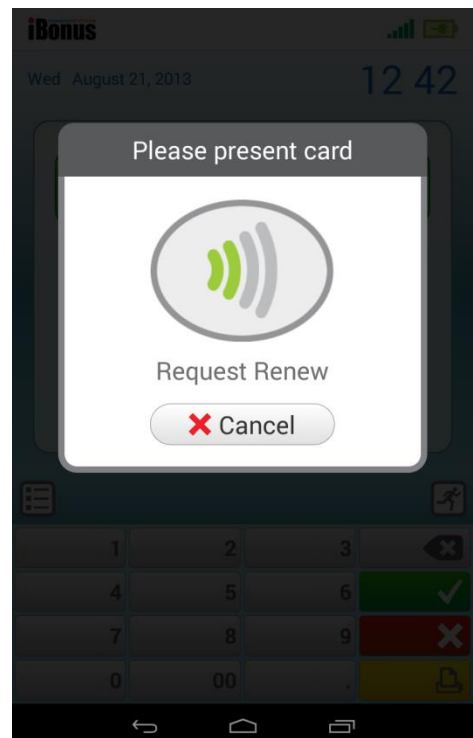


## Renew Card

Renew transaction is to let iBonus Terminal to recalculate the expiry date based on current expiry mode and write it onto the member card.

Steps:


- Click  button and select "Card Services".
- Choose Renew Card
- Present Member Card. iBonus Terminal will check with the iBonus Server to make sure the card is not blacklisted.
- Present Member Card again to complete the Renew Process.




## Repair Card

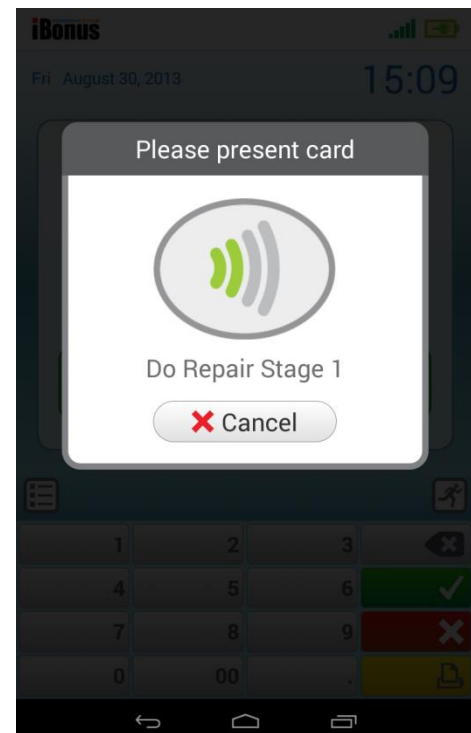
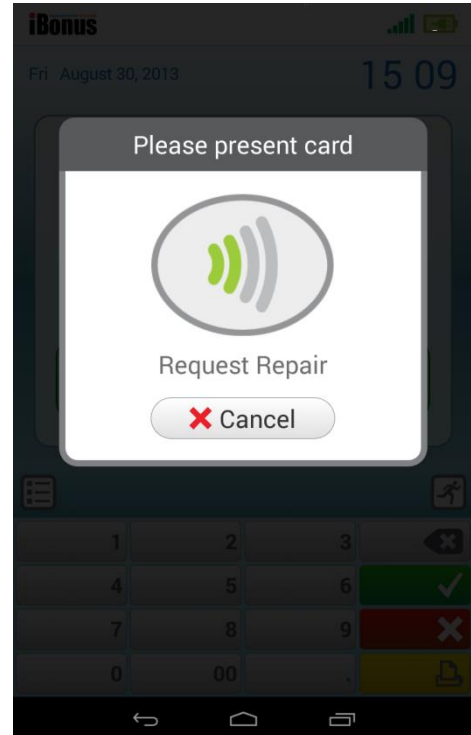
Repair Member Card fixes the data corruption problem of the card. To repair a card the staff chooses the request repair function and presents the corrupted card to the Terminal. The Terminal tries to read the serial number of the corrupted card. Once successful, the Terminal sends to the iBonus Server a `Request Repair` with the card serial number. The server waits for the data sent from the other iBonus Terminals so that the most updated transaction on the card is collected. It sends back the card information to the request initiating iBonus Terminal. The next day, the staff chooses the repair function and presents the corrupted card again. The Terminal tries to write the most updated information to the card. If it is successful, the action `Repair` is sent back to server.

Steps:

- Click  button and select "Card Services".
- Choose Repair Card
- Choose Request
- Present the corrupted card
- Press ✓ button to send repair request to server
- Jot down the reference no. or ask the customer to keep the receipt printed.

Do Replace

- Wait for Minimum Replace/Repair time which is configurable at server before doing do replace
- Click  button and select "Card Services".
- Choose Repair Card
- Choose Do Repair
- Present Member Card Twice to repair the card



## Replace Card

Replace Member Card reissues a lost member's card. To replace a member card, the staff chooses request replace member card function, enter the customer ID or card ID. The reference number is displayed on the LCD screen and jot down by the staff. If a printer is connected, a receipt with the reference number is printed. The reference number is for referring the replacement process. After receiving the request, the iBonus Server waits for a day for the data synchronization from all terminals. If the most updated card information shows that there is only one matching entry and the card is not blacklisted, the card information will be sent back to the origin iBonus Terminal. The staff chooses the do replace function, enters the reference number and presents the brand new card. The card information is written back to the card.

To enable the replacement function, the following condition has to be met.


1. There is an expiry day on the lost card.
2. Either unique customer ID is stored on the card or unique card ID associate with the lost card is stored in the iBonus Server's database.

iBonus Terminal does not write anything to disable the card. Whenever a staff finds that a member card is marked as blacklisted when trying to present it to an iBonus Terminal, the staff is supposed to confiscate the card.

Steps:

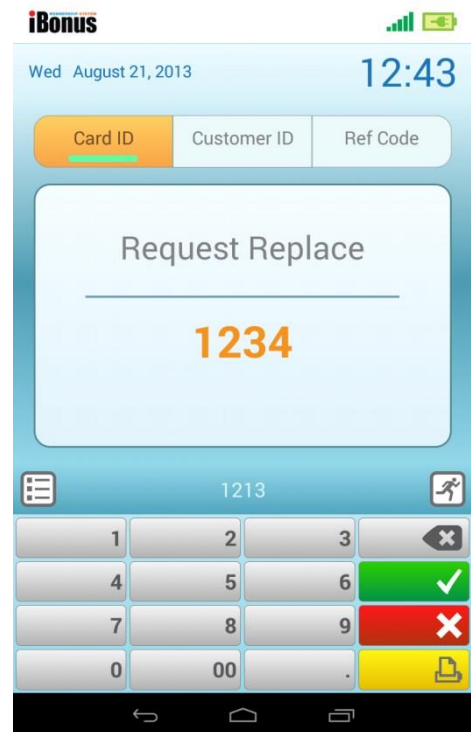
Request Replace




- Click  button and select "Card Services".
- Choose Replace Card
- Choose Request
- Enter Card ID or Customer ID
- Press ✓ button to send replace request to server
- Jot down the reference no. or ask the customer to keep the receipt printed.

Do Replace

- Wait for Minimum Replace/Repair time which is configurable at server before doing do replace





- Click  button and select “Card Services”.
- Choose Replace Card
- Choose Do Request
- Enter Card ID, Customer ID or Reference No
- Press ✓ button to send replace request to server