

Linking a loyalty card to a member

Membership cards, from the POS

ESTIMATED TIME 5 minutes

A physical loyalty card has to be attached to the member's account before it does anything. This is done at the POS, on the member's record.

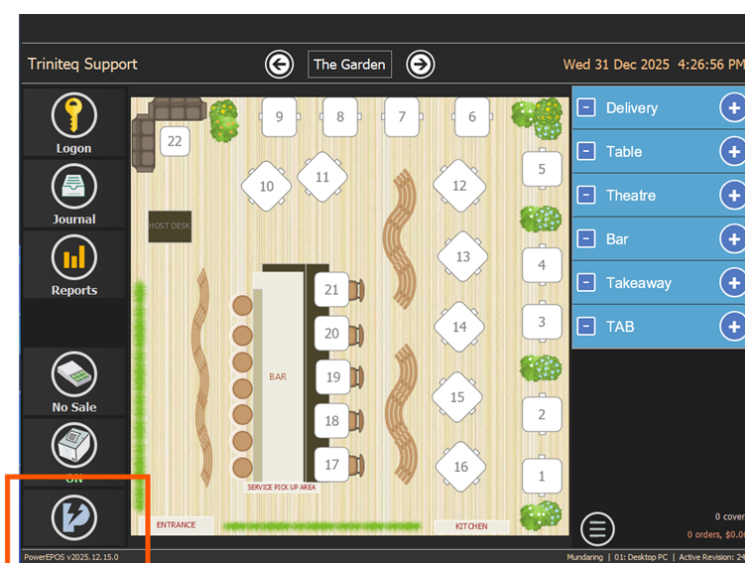
Before you start

- The physical loyalty card, to scan.
- Something to find the member by: their name, email address or phone number.

1

Open the PowerEPOS menu

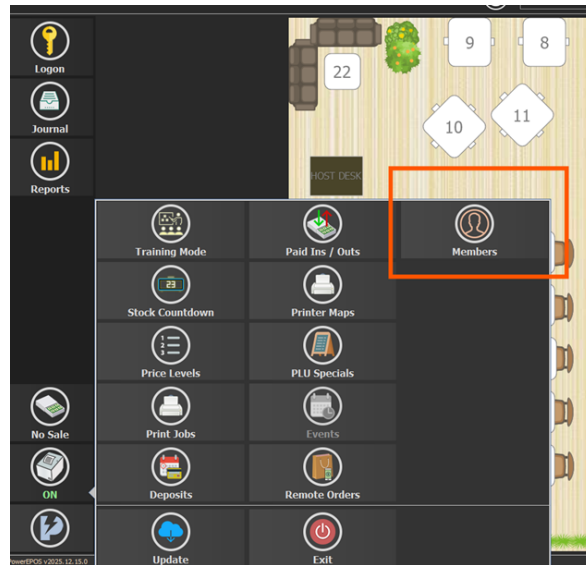
From the POS home screen, press the **PowerEPOS** menu button.



2

Open Members

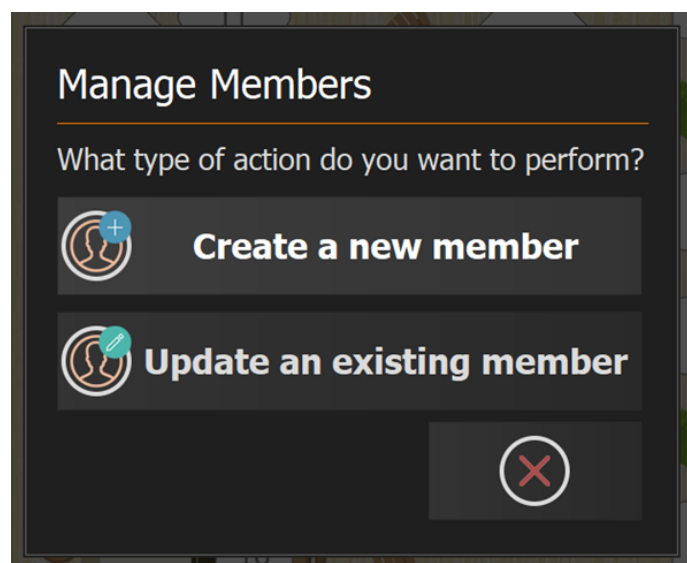
Choose **Members**.



3

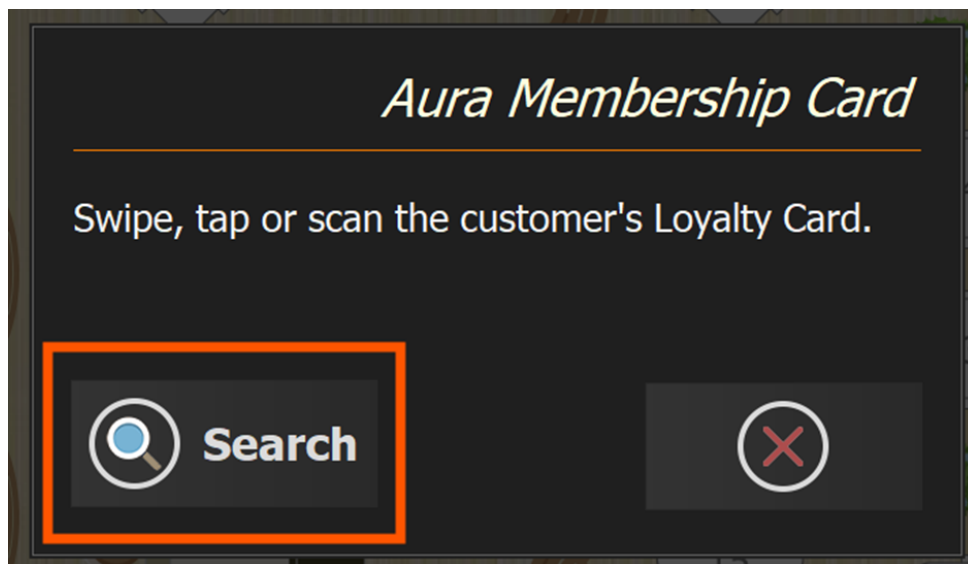
Choose Create or Update

Press **Update** for a member who has already signed up online, or **Create** for one who has not. This guide follows **Update**.



4 Search rather than scan

The POS asks you to swipe or scan the card. Do not scan it yet — press **Search** and look the member up instead.



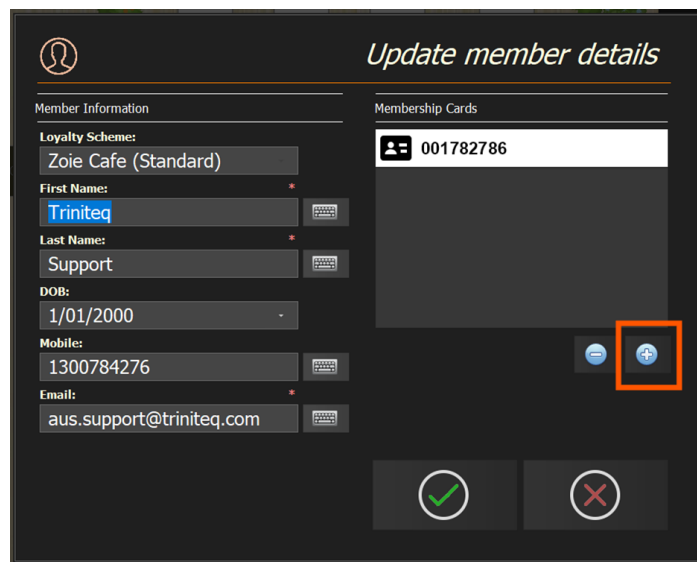
5 Find the member

Search by name, email address or phone number. Only one field can be used at a time. Matches appear on the right: select the right member and press the tick to continue.

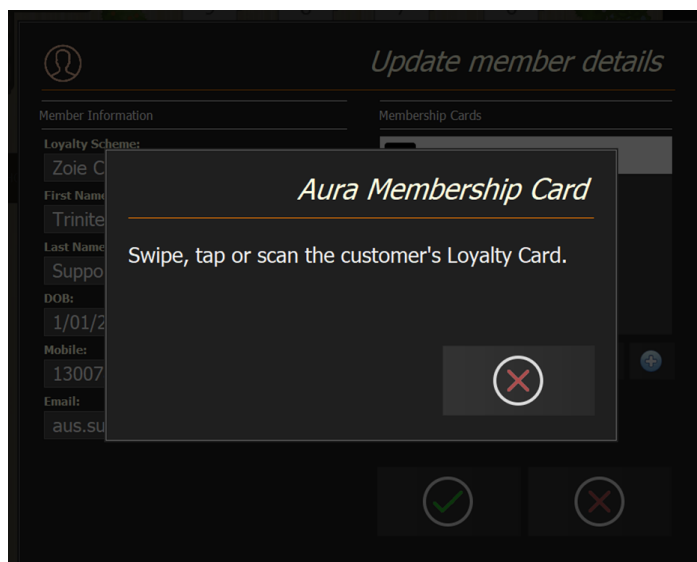
6

Add the card

On the **Member Update** screen, press **+** under **Membership Cards**, and scan the physical card when the POS asks.



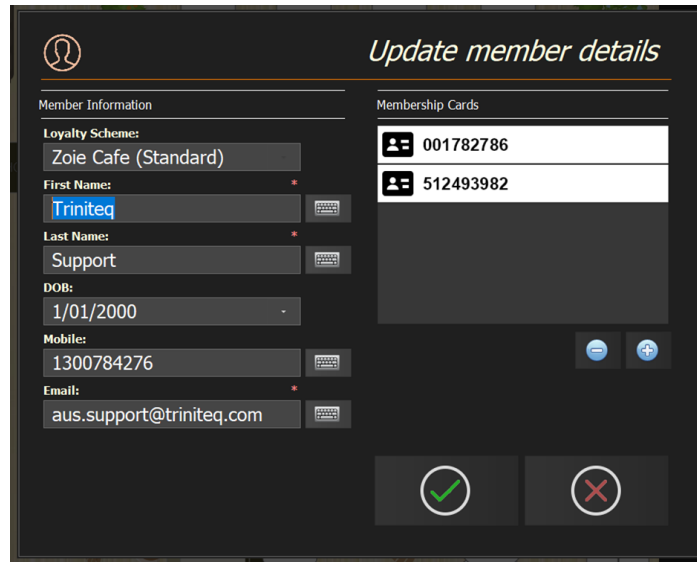
The screenshot shows the 'Update member details' screen. On the left, under 'Member Information', there are fields for Loyalty Scheme (Zoie Cafe (Standard)), First Name (Triniteq), Last Name (Support), DOB (1/01/2000), Mobile (1300784276), and Email (aus.support@triniteq.com). On the right, under 'Membership Cards', there is a card with ID 001782786. A '+' button is highlighted with an orange box. At the bottom, there are two circular buttons: a green checkmark and a red X.



The screenshot shows the 'Update member details' screen with an overlay titled 'Aura Membership Card'. The overlay contains the text 'Swipe, tap or scan the customer's Loyalty Card.' and a red X button. The background shows the same 'Update member details' screen as the previous image, but the 'Membership Cards' section is partially obscured by the overlay. At the bottom, there are two circular buttons: a green checkmark and a red X.

7 Save

The card number appears in the membership card list. Press the tick again to save.



The card now identifies the member at the POS, links their transactions to their account, and applies whatever loyalty benefits are configured.

8 Need a hand? Contact Triniteq Support

NEED A HAND? CONTACT TRINITEQ SUPPORT

Phone **1300 784 276**

Email **support@triniteq.com**

Our support team is here to help.