

Skupos Engage

Step by Step Instructions to Ensure Discounts are Triggered on a Verifone

You will need to prompt the customer to click “Loyalty ID” or “Engage” button on the pin pad and then enter their phone number in order to trigger discounts

1

Scan the eligible products. The discount will populate **after** the payment option is selected

a) If the UPCs are entered manually, the discount will not be given

2

Have the customer select “Loyalty ID” or “Engage” on the pin pad. If prompted for “Barcode” or “Manual” after this is selected, have the customer select “Manual”

3

Customer enters their phone number on the pin pad as a Loyalty ID

a) If you have any additional loyalty program proprietary or fuel rewards, in most cases, the customer will need to add a 1 in front of their phone number. If the customer inputs their phone number and the discount does not appear, you will need to cancel the transaction and start over. This time, have the customer enter in a 10-digit phone number (i.e. xxx-xxx-xxxx)

4

The customer will select “Yes/No” if they wish to opt-in to text messages. If they select “No,” they will still receive the discount

a) Customers can opt-out at any time by replying STOP

5

Choose the payment type on the register

6

The discount will now appear on the screen

7

Finalize the transaction