The till on your phone

What this page is for

The till on your phone is where a store redeems: the register desk of the Stores & Loyalty Center, made for the phone in your hand at the counter. You sign in once - with your own account, or with a PIN on a phone your manager has paired with the store - scan or type what the shopper shows you, and redeem it exactly once. It opens in a moment, even on a weak signal, because it is a simple web page with nothing to install. Open it on your phone at go.rcsbuilder.com/redeem/, or scan the QR code that the Portal's **Redeem at the register** page shows, and add it to your home screen. A store that keeps a computer at the counter can use **Redeem at the register** in the Portal instead - the same desk, with the same checks and the same rules.

What you see

- *The top bar.* It shows the store you are working at and your name. At its right edge are two small buttons: the globe, which changes the till's language, and the door, which signs you out.
- **Change store**: switch to another store you redeem for. The till remembers your store on this phone.
- **Who is at the till?**: the one field where you scan or type what the shopper shows you, with **Look up** and **Scan** beside it.
- *The shopper.* After a look-up, you see their name, their member number, their points balance, their tier and how many visits they have made. Their phone, email and birthday stay private.
- **What they hold**: everything in the shopper's wallet, judged for your store right now, with what can be used first.
- *The coupon you are using.* A large banner says **Ready to redeem**, **Check at the till first** or **Can't be used here now**, with the reasons in plain words and how much it gives.
- *The receipt.* After you redeem, you see what was used, where and when, how it was shown, the discount, the basket, the code and your receipt number, and what happened to the member's points - for example, "500 points spent on the reward" and "+90 points for the purchase".
- **Today at this store**: every redemption at your store since midnight, on the store's own clock, with the latest at the top. An undone one is struck through and marked **Undone**.

What you can do

Sign in

1. Enter your **User Name** and **Password**. Use the same account you sign in to the Portal with.
2. Select **Sign in**.
3. If you have more than one phone or email on your account, choose where to send your code and select **Send my code**.
4. Enter the code you received and select **Verify**.
5. If your account belongs to more than one workspace, choose the one whose stores you redeem for.

The till stays signed in while this page is open. When you close the page, or select the door at the top right (**Sign out**), the till forgets you. Your password is never kept on the phone.

Pair this phone with your store

A manager can pair a phone with one store, so the till opens straight into that store with no account on the phone. The manager starts it on **Devices** in the Portal, which shows a pairing code and its QR.

1. On the till's sign-in screen, select **Pair this phone**.
2. Select **Scan the QR** and point the camera at the manager's QR, or type the code into **Pairing code**. Scanning the QR with the phone's own camera app opens this screen with the code already filled in.
3. In **Name this phone**, type what your team calls it, such as Front counter. This is optional.
4. Select **Pair this phone**.

A code works once, for ten minutes. If it says "That code did not work", ask your manager for a new one. From then on the phone opens the till for its store whenever you open the page.

Sign in with your PIN

When the store has clerks of its own, a paired phone asks who is at the till first. If the screen says nobody can sign in yet, the store's clerks were all taken away - ask your manager to add you on **Devices**.

1. Under **Sign in to the till**, tap your name.
2. Type your PIN in **Your PIN** and select **Sign in**.

Every redemption you make, and every one you undo, then records your name and the phone. The door at the top right signs you out and leaves the phone paired for the next clerk. After too many wrong PINs, the till asks you to wait a few minutes; your manager can set a new PIN on **Devices**.

Unpair this phone

1. Select **Unpair this phone**, below your store's name.
2. Select **Unpair** to confirm.

The phone stops redeeming until a manager pairs it again. A manager can also revoke the phone from **Devices** in the Portal, and the till says so the next time it is used.

Choose your store

1. The first time you sign in, the till asks **Which store are you at?** Select your store.
2. To change it later, select **Change store**.

You only see the stores you are allowed to redeem at. A paired phone has no **Change store** - it redeems at its one store.

Look up a shopper or a coupon

1. In **Who is at the till?**, scan the shopper's coupon with a handheld scanner, or the member card in their phone's wallet, or type their member number, their phone number or the coupon code.
2. Select **Look up**, or press Enter.

To use the phone's camera instead, select **Scan** and point the camera at the code. The till reads it by itself and looks it up. It reads a member's QR code and printed barcodes on both iPhone and Android phones. If a code will not read, hold the phone a little further back so the whole code fits inside the frame, or type the number printed under it.

If the till finds nothing, it may offer other ways to read what you typed, such as looking it up as a member number instead of a coupon code. Select one to try it.

Show shoppers the code

A paired phone can show shoppers a QR code that brings their coupons to them at your register.

1. Select **Show shoppers the code**, under **Scanned here just now**.
2. Turn the phone to the shopper. They scan the QR code with their phone's camera, and it opens their messages with a code already written - they just press send.
3. Select **Back to the till** when they are done.

Converse checks the member in at your register and answers in their own conversation with everything in their wallet they can use at your store right now, each with the code to show you. The code on the screen changes every minute, so a photo of it stops working. If your workspace texts shoppers on more than one channel, choose **By text**, **By WhatsApp** or **On the web** to pick what the QR code opens.

See who scanned just now

Scanned here just now lists the members who scanned your register's code in the last five minutes, with their first name and the last four digits of their member number. A member who checked in from their messages is listed when your workspace's messaging checks every message it receives; a member who checked in on the web wallet is always listed. Select **Look up** beside a member to look them up as if you had typed their number, then redeem as usual. Select **Refresh** to see the latest.

Redeem a coupon, deal or reward

1. After a member look-up, find the item in **What they hold** and select **Use this**. When you scanned a coupon, the till shows it at once.
2. Check the banner. **Ready to redeem** means it can be used now.
3. If the offer has a minimum spend, type what the basket comes to in the basket total field and select **Check**.
4. If the banner says **Check at the till first**, check the basket at your till, then tick **I checked at the till: the basket meets the conditions above.**

5. Add your till's **Receipt number** if you have one, so you can find this redemption later.
6. Select **Redeem**. The phone gives a short buzz and shows the receipt.
7. Select **Next shopper** to start again.

The till uses each coupon exactly once. If the signal drops while you redeem, select **Try again**. The till sends the same request again, and if the coupon was already used, it shows you that first receipt instead of using it twice.

Take an amount from a gift certificate

1. Scan the barcode or QR code on the gift certificate, or type its code. The till shows **Gift certificate** and what is left on it. No shopper is named, because whoever holds the code spends it.
2. Under **Amount to take**, type how much to take, or leave it blank to take the smaller of what is owed and the balance.
3. Select **Redeem**. The receipt says what is **Left on the certificate**.

A gift certificate earns no points. If the shopper is a member, scan their own member card as well.

Record a use made at another till

1. Look up the coupon and select **Used at another till?**
2. Type the discount your other till gave, if it shows one.
3. Select **Record the use**.

Converse records the use so the coupon cannot be used again, and it gives no discount of its own.

Undo a redemption

1. On the receipt, select **Undo**. You can undo a redemption at the till for 10 minutes. After that, your Loyalty manager can still undo it.
2. In **Why**, say what happened, for example "scanned the wrong coupon".
3. Leave **Put the coupon back in the member's wallet** ticked to give the shopper their coupon back.
4. Select **Undo the redemption**.

The redemption stays on the record, marked as undone. The points it wrote are reversed: the purchase's points are taken back and the points a reward spent are given back. The till undoes from the receipt; to undo a redemption after you have moved on, your Loyalty manager opens it from **Redemptions** in the Portal.

Add the till to your home screen

1. Open the till in your phone's browser.
2. On an iPhone, tap the share button and choose Add to Home Screen. On an Android phone, open the browser menu and choose Add to Home screen, or Install app.

The till then opens from its own icon, like an app.

Try the demo till

Listrak Stores & Loyalty, the Showcase's page for the whole loyalty system, carries a demo till you can try with no account. It is this till's own screen in a demo mode: it opens the wallet of the shopper the page plays - your own made-up GregMart shopper for the visit, or Jordan R., the store's shared sample member - and reads a coupon's code for real, but its **Redeem** button stays off, so nothing is ever used up. GregMart is a made-up store.

1. Open Listrak Stores & Loyalty from the Showcase, or go to go.rcsbuilder.com/discover/stores-and-loyalty, and find *At the till*.
2. Select **Open the demo till**. On a phone it opens on a page of its own.
3. Open a coupon in the wallet on the page and select **Read the code the wallet is showing**, pick one of the shopper's codes, or type a code in and select **Look up**. To look the shopper up instead, type the made-up phone number the till shows under the field (a 555 number - *To try it, type* ...) and select **Look up**.
4. Read the banner and the reasons, just as a clerk would, and select **Check**.
5. Select **Pick another** to try another code.

The demo till reads only that shopper's wallet, and it judges a code from what the wallet knows: used, not started, ended, online only, or no uses left. A real till also asks about the store and the basket. In the demo **Redeem** stays off; on a real till, that one tap uses the coupon exactly once.

How it fits

Your Loyalty manager sets up the program, the stores and the offers in the Stores & Loyalty Center. Shoppers collect coupons, deals and rewards in their conversations with your business and on your own website, and can carry their member card in their phone's wallet. At the counter, the till on your phone is where those offers turn into real savings, and every redemption you make appears in **Redemptions** in the Portal, ready for your reports.

Good to know

- You need the Store redeemer or Loyalty manager role in your workspace, and the redeemer role at your store's merchant. If you do not have it, the till says so and tells you who to ask.
- The till speaks English, Spanish, German and French. It follows your phone's language, and you can change it with the globe in the top bar. The till remembers your choice on this phone.
- The till works in light and dark mode, following your phone's setting.
- A paired phone redeems at its one store only, and does nothing else: no settings, no other store. Clearing the browser's data on the phone unpairs it.
- The till needs the network for every look-up and every redemption, by design: a use must be recorded exactly once. If the signal drops, keep the page open and select **Try again**.
- A voided code - one your Loyalty manager switched off because it leaked - is refused at every till. Your Loyalty manager gives the member a new coupon.

Related pages

- Redeem at the register: the same desk in the Portal, on a computer at the counter.
- Redemptions: every use made at your stores, with totals and a download.
- Paired phones and clerks: where a manager pairs a store's phone and gives its clerks a PIN.
- Stores: the stores you redeem at, and their opening hours and time zones.
- The Stores & Loyalty Center: where your Loyalty manager runs the program.