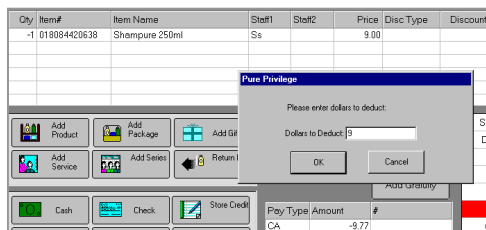
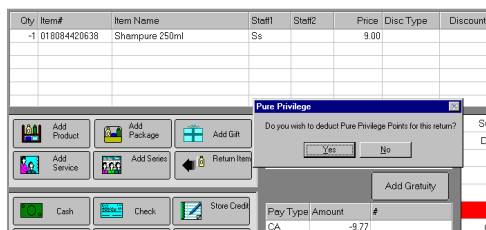
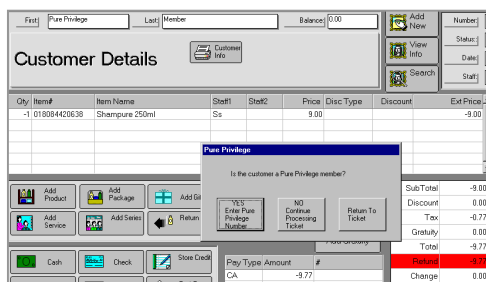


returning points

Use this as a guide to returning points and voiding tickets for Pure PrivilegeSM members.

Returning Points On A Sales Ticket

Returns may be made for items, which earned reward points. At the time of the return, you will be asked to enter the dollar amount of the return to reduce the member's point balance. Returns cannot be done for items, which were purchased by using a reward. Returns of reward items will have to be manually adjusted by calling the Pure Privilege customer service line.

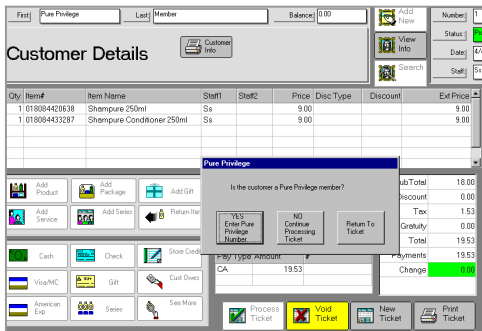


1. From an open ticket in SalonBiz[®]/SpaBiz[®].
2. Type in the guest's name in the name field.
3. Add the items to be returned onto the ticket.
4. Select the appropriate payment type for the return.
5. Click the Process ticket button.
6. Membership status:
 - If the guest on the ticket IS a Pure Privilege Member, select YES, Enter a Pure Privilege Number button. From the Pure Privilege pop up screen, swipe, scan or manually type in the member's Pure Privilege card number. Click the OK button.
 - If the guest on the ticket is NOT a Pure Privilege Member, select NO, Continue Processing Ticket button. This will complete processing the ticket.
 - If you need to return to the ticket before processing for any reason click the Return To Ticket button.
 - If the guest on the ticket IS an existing Pure Privilege Member in your system you will not see a prompt to swipe the member card. The points awarded will automatically be credited to the member's account.
7. Answer the message "Do you wish to deduct Pure Privilege points for this return?"
 - Yes. Enter the dollars to deduct. Click the OK button. The ticket will then be processed.
 - No. The ticket will process.
8. The receipt will print the member's point information for their records.



Voiding A Sales Ticket

Voiding a sales ticket will automatically reduce the customer's point balance by the amount of points awarded for the ticket when it was processed. You may also void a ticket on which rewards were redeemed to return used points to the customer.



1. From the SalonBiz®/SpaBiz® menu bar, click on the Ticket icon.
2. Choose Ticket in the View List drop down menu.
3. Choose Today's Tickets in the Filter by drop down menu.
4. Select the ticket that needs to be voided from the list. Double click on the ticket to access the ticket.
5. Click the Void Ticket button.
6. Answer Yes to the message "You are in the process of Voiding this Ticket. WARNING: If there are Gift Certificates or Packages on the Ticket they will be automatically voided. Are you sure you wish to Void this ticket?"
7. Select a void ticket reason from the list.
9. Membership status:
 - If the guest on the ticket IS a Pure Privilege Member, select YES, Enter a Pure Privilege Number button. From the Pure Privilege pop up screen, swipe, scan or manually type in the member's Pure Privilege card number. Click the OK button.
 - If the guest on the ticket is NOT a Pure Privilege Member, select NO, Continue Processing Ticket button. This will complete voiding the ticket.
 - If you need to return to the ticket before voiding for any reason click the Return To Ticket button.
 - If the guest on the ticket IS an existing Pure Privilege Member in your system you will not see a prompt to swipe the member card. The points awarded will automatically be appropriately adjusted on the member's account.
10. The ticket will be voided; any points earned will be reversed.
 - ❖ Tickets can only be voided on the same day they were processed.

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