The True Value Rewards program allows your customers to build up points, earn rewards certificates and to receive valuable information on special ‘Member Saver’ deals.

The Eagle system works in conjunction with True Value to sign customers up for the program and to capture sales data. This process

Requires some initial system set up within Options Configuration, System Security and a few other functions.

Today we will review the first steps needed to begin using True Value Rewards, [pause] review the correct Vendor Record set up, [pause] and cover how to create a coupon sku.

Soon after your enrollment in the True Value Rewards Program, Epicor is notified of your Launch Date.

Epicor will connect to your Eagle system and make sure that the appropriate licensing flags are enabled and verify that you have a level of software that will support all of the features of the True Value Rewards program.

If it has been a while since you have upgraded you may want to take that action now.

If you are using Eagle N Series software you can easily determine your current level by clicking ‘File’ [pause] and then choosing ‘About Eagle N Series’.

The option ID’s that need to be reviewed are covered in detail in the document titled ‘True Value Rewards Set Up Checklist’. This can be found in the Course Materials for this Training on Demand class.

Please review each setting in your system and contact the Advice Line if you have any questions on how a specific setting relates to your store environment.

The security flags that need to be addressed have also been provided in that separate document.

If you need to review how to change security bits, be sure to watch the class titled ‘Security Concepts’ along with the other related courses.

To communicate between your Eagle system and True Value, we need to identify your account number within the vendor record.

Open MVR and find the vendor you use when placing your True Value orders.

Make sure that your 5 digit True Value store number is in the ‘Assigned Customer Number’ field.

Do not include any dashes.

If you have a 6 digit member number, you will need to convert it to an alpha numeric value.

If you are unclear as to what this value should be, reference the ‘True Value Conversion Chart’ found in the Online Help and in this courses’ documentation. You can also check with the Advice Line before making a change or entry.

Before you begin using the True Value Rewards program you will need to establish a ‘generic’ coupon sku in your Eagle inventory file.

The SKU should be the letters ‘TVR’ and you can set the description to ‘True Value Rewards Coupon’.

It’s a good idea to have a separate department established for your coupon SKUs. This department should also be identified in the ‘Coupon Sku Department’ field in COTUTL.

The Location Code field will need to be set to CRED to work along with the Promo Sales Code.

Press the ‘Add’ button to add this sku to inventory.

Moving on to the Pricing Tab, you will want to make sure that the ‘Desired GP%’ is set as low as it will go, [pause] which is ‘.01%’.

Press ‘Change’ to save your entry.

For this coupon, you will set ‘Keep Prices’ and ‘Keep Stock Info’ to ‘N’ on the Codes tab.

Tax status for coupons is typically set to ‘No’ but that depends upon your state and local laws so be sure to check with your accountant.

You will also need to make sure that the ‘Promo Sales Code’ is set to ‘C’

Make sure to press ‘Change’ to save your work.

There are other types of reward coupons that can be utilized during various sales and events.

These types of coupons can be activated in Eagle by adding it to inventory from the True Value Catalog.

You do not need to have Dynamic Promotions to use these reward coupons.

As you have seen, with some minimal set up you can be ready to integrate your True Value Rewards program with your Eagle Point of Sale system.

Be sure to review the attached documentation on Options ID settings and the related Security Bits. Once these are in place you will be ready to move on to the next class in this series.

Following that, you can quickly be on your way to tracking Rewards Customers purchase history and begin offering them various incentives to remain loyal, frequent shoppers.