You must perform the following steps *before* you launch your **True Value Rewards** program.

If you have any questions on any of the required configuration, please contact the Epicor Help Desk or use the Eagle Online Help.

1. Set the receipt printers to print at the End of the Transaction. See '**Device Configuration'**.
2. Review the options listed and save any needed changes. Contact Epicor for any options that require a password. See **'Options Configuration'**.
3. On Eagle Software Release 25.1 and higher, review the True Value Web Services Options Configuration. See **'Web Services'**.
4. Establish a generic 'TV Rewards' coupon SKU in Inventory Maintenance.*
5. Enter a 'Default Customer' in MCR.**
6. Specify a 'Default Customer' for each POS terminal in your store.**
7. Review the listed Security Bits and assign to Roles accordingly. See **'Security Bits'**.
8. Discuss the procedure to add TVR numbers to In-house Charge and Commercial accounts. **
9. Train and review with your staff the steps to process a True Value Rewards transaction at POS.**
10. Print out the RLC report monthly and review with staff to ensure your store is working toward 50% or greater loyalty transactions.**
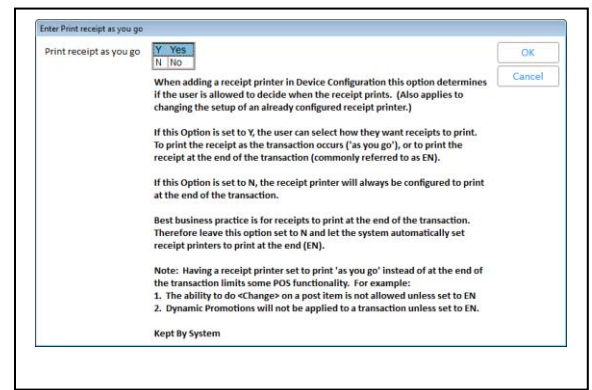
*See *'True Value Set Up'* Training on Demand class for more information on this step.

**See *'True Value Rewards Customer Maintenance & Quick Add'* Training on Demand class for more information on these steps.
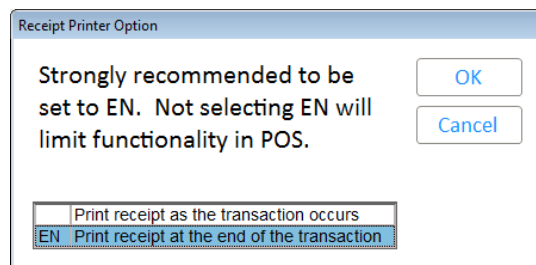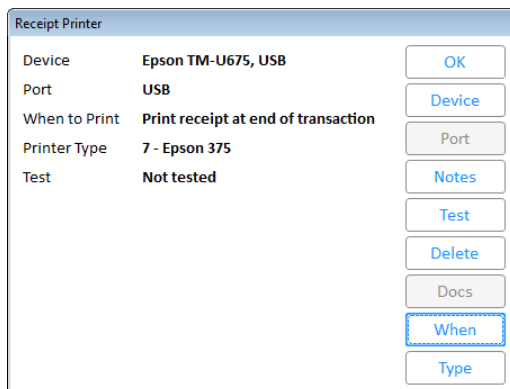
Device Configuration

Receipt Printers should be set to print at the End of the Transaction.

1. Open Options Configuration, (OPT from the Eagle Launch Bar) and press the 'ID' Button.
2. Enter **9959** in the 'Access Option by ID' box and press Enter.
3. Verify your setting in the 'Current Value' column.

- If you have Option ID 9959 set to **No**, your system will set any Receipt Printer to 'Print Receipt at end of transaction'. No further action is needed.
- If you have Option ID 9959 set to **Yes**, Open Device Configuration under the Eagle 'Utilities' menu.
  - o Double Click the 'Receipt Printer' line in the grid to launch the 'Receipt Printer' dialog box.
  - o Click the 'When' button and update the 'Receipt Printer Option' setting to 'EN Print receipt at the end of the transaction' and press 'OK'.

Options Configuration

ID	SubSystem	Description	Reccomended Value	Password?
15	SYSTEM	Member of True Value	Yes	Yes
81	SYSTEM	True Value Telecomm on System	Yes	No
100	POS	Vendor Code	TRU	No
110	POS	Next Cash Customer Number	Needs Set	No
120	POS	Next House Customer Number	Needs Set	No
130	POS	Coupon SKU	TVR	No
140	POS	POS Link Window	S=Transaction start	No
150	POS	Link to Cash Customer	Yes	No
162	POS	Receive customer updates	Yes	No
320	POS	Print Savings Line on Receipt Printer?	Yes	No
1044	A/R	Enhanced TVR Loyalty on System	Yes	No
1157	CATALOG	Catalogs On System	C	Yes
1182	SYSTEM	Loyalty Program	True Value Rewards	Yes
3250	TELECOMM	True Value - Coupon SKUs are added as taxable?	No*	No
3251	TELECOMM	True Value EFM - Always add TVR coupon SKUs?	Yes	No
3253	TELECOMM	True Value EFM - Always add NTL coupon SKUs?	Yes	No
3255	TELECOMM	True Value EFM - Always add TDM coupon SKUs?	Yes	No
3509	A/R	Allow access to customer contact fields in Customer Maintenance	Yes	No
3533	A/R	Include the loyalty number in the alternate customer ID lookup (=)?	Yes	No
5010	POS	Change customer when entering loyalty # at end of transaction	Change customer	No
5011	POS	Prompt for loyalty ID at 'end' should display when?	All customers	No
5432	POS	Allow quick add of customers/jobs in POS	Yes	No
9107	POS	Allow change of customers/jobs in POS Customer QuickAdd	Yes	No
9129	POS	Require specific fields when adding account using POS Customer QuickAdd	ACSZL	No
9130	POS	Additional fields to include in POS Customer QuickAdd	8	No
9137	POS	Build reverse sort name in POS Customer QuickAdd	Yes	No
9139	POS	Copy customer name into auth to charge name in POS Customer QuickAdd	Yes	No
9197	POS	Display TVR Customer Attribute in POS Customer Details Window	No	No
9555	POS	TV Rewards - lookup by loyalty customer name in POS/Accounts Receivable	Yes	No
9782	POS	Ask loyalty customers for email address?	Yes	No
9892	A/R	Log True Value Rewards (TVR) customer changes from MCR?	Yes	No
9899	TELECOMM	True Value Data Collection (TVR) in new format?	No	No
9996	POS	Display Loyalty Level in POS	None	No

*Check with your accountant and state.

Web Services

ID	SubSystem	Description	Reccommended Value	Password?
1663	SYSTEM	True Value Universal Account Lookup on System	Yes	No
1664	SYSTEM	True Value Card-Less Account Entry on System	Yes	No
1680	POS	True Value Limited Use Coupon Offline Action	Valid	No
9923	POS	True Value Limited Use Coupon enabled	Yes	No
9924	SYSTEM	True Value Limited Use Coupon Prefix	LU%	No

Security Bits

Number	Capability
10	View Customer Loyalty constants
11	Change Customer Loyalty constants
134	Add customers in MCR and also Active Viewer
135	Change customers in MCR and also Active Viewer
314	View Customer Loyalty information (ARCM, TVR, CLI)
315	Add/Change/Delete Customer Loyalty information (ARCM, TVR, CLI)
707	Allow adding/changing main accounts in POS Customer QuickAdd
733	Ability to add/change/delete customer contacts (names)
756	Allow Loyalty by Clerk Report