The True Value Rewards program allows you to add new customers at POS, modify their existing data and receive data for new accounts added online or through means outside of your Eagle system.

We will review some important fields in Maintain Customer Records,   take a look at the Quick Add screen in Point of Sale and discuss some important reports related to the TVR process.

The customer record or MCR, has a field in which you may enter and link a True Value Rewards number to the customer.

Make sure to press the 'Change' button after updating this field.

If you have any questions on limiting point accumulation for In-House or Commercial accounts, contact the True Value Rewards Help Desk.

You can also access the 'Customer Add/Change' dialog box window by clicking on the hyperlink labeled 'TVR ID'.

Once opened, with proper security, you can make changes and access other hyperlinks.

This 'Quick Add' window is the same one that we will see in Point of Sale

From this window you will be able to add your loyalty customer's birth month,   here.

Make sure to enter this information if it is available. By populating this field, the information will be transmitted to True Value and used in future promotions.

Posting a True Value Rewards sale in Point of Sale is easy. When the TVR prompt displays, simply scan the bar code or key in the Rewards Number.

If the customer doesn't have their TVR number, you can select 'Clear' and look up the customer in the customer field by entering their phone number, or entering 'ZZ' followed by the last name.

At this point you could also locate their customer record by entering an equal sign in the customer field followed by the TVR number. This search uses the MCR, 'Alternate ID' information.

For users of Eagle Software Release 25.1 or higher, 'Universal Lookup' is available to quickly and easily locate True Value Rewards Customers.

Using a universal database for all participating rewards stores, you can enter basic consumer information such as their last name or zip code.

Point of Sale will return the loyalty customer information and initiate a True Value Rewards transaction even if that member does not exist in your Eagle database.

To modify information or to add a new Rewards customer, you can use the 'Quick Add' feature at Point of Sale.

You will need to set a default template customer.

First, add a Cash Customer in the Customer Maintenance window that has all the fields and flags set for a Rewards account.

Make sure the asterisk prefixed number of this account has a wide open range of available numbers higher than itself.

This will function as the starting point when the system searches for the next available account number.

Now, from Customer Maintenance, select 'Tools' from the Menu Bar and then select 'Options'.

Enter your default template customer number.

Select 'Y' to Calculate the Next Customer Number and enter the number 1 in the 'Increment Customer Number By" field.

The 'Next Slash Previous By' field should be set to 'C'.

Now click 'Accept' to save the changes.

Do this at each PC that is using Point of Sale.

In Point of Sale, make sure the cursor is in the 'Customer' field and then select 'Menu' by pressing the keypad minus key or click on the tool bar button, here.

Now choose option number '8', 'Add/change customer or job'.

Supply as much information as you can when you add a new rewards customer.

Also, clerks should make sure to use 'All Capital Letters' when entering customer's names for system consistency.

If the default cash customer is displayed in the 'Customer' field when you access the 'Quick Add' screen, you should see the 'default template customer' record that you set up in MCR.

 Tab to 'Sort Name' and press Enter to blank out this field.

Press Tab again to move the cursor to the 'Name' field and enter the customer's first and then last name, or the business name.

Update the address, city, state, zip, phone, e-mail and birth month if provided.

Enter the valid True Value Rewards number in the 'Loyalty ID' field.

Now select 'Add' or press F4.

If you are on Eagle Software Release 25.1 or higher you can utilize 'Card-Less Enrollment'. Web Services will automatically provide a Loyalty ID number when you click the link, here.

Based on your Options Configuration settings, certain fields of data may be required before the customer can be added. Refer to the document titled 'True Value Rewards Setup Checklist' for more detail on setting those options.

As you roll out your True Value Rewards program, you will want to make sure that the cashiers are involved in enrolling new members and asking for existing member Rewards Cards as they start each transaction.

The 'Loyalty By Clerk' report can help you track cashier involvement and dedication to this program.

It is easy to run, just type 'RLC' at the Launch bar of the Eagle Browser.

Select the printer.

Make sure to check the 'From/To' setup page. The report can by run by clerk   and/or by date range.

Your customer updates from True Value will be spooled and you can view them in MSP.

Locate the 'TVRU' report.

As new customers are electronically added, they will use the defaults that you have established in Options Configuration.

If you notice customers are being added with incorrect tax or terms codes, please verify your options.

Adding and modifying True Value Rewards customers and locating them in Point of Sale is simple and can be accomplished with a few easy steps.

Following up with a few important reporting features, allows your business to ensure that new accounts are being added properly and that you are continuing to create a loyal relationship with your customers.