The True Value Rewards program periodically offers coupons to draw customers into your store. These discounts are often for a dollar value off of specific merchandise. They may also be an incentive for your customers to obtain double reward points during a predefined timeframe.

We will go over the process to download these coupons, and how to add them to your Eagle inventory manually while reviewing the various types of coupon discounts that are available.

When coupon skus are brought into your system via your telecom queue, you can review them in the ‘FIL’ program.

You will use the ‘Finalize’ button to add them to your inventory file. This triggers the ‘RFL’ report to run.

However, many users queue this finalization process, or the running of the RFL, to happen automatically.

You can confirm your set up with your Epicor trainer or the Eagle Advice Line.

If you have the True Value catalog you can simply add the coupon sku from that function and make any needed adjustments in IMU.

If you have multiple locations, you will need to indicate which stores the sku should be added to.

When customers receive their copy of the coupons, they will bring them in to your store and redeem them at POS.

The cashier will simply scan the coupon and the item to which it applies.

You can find more information about the type of coupons currently being offered on the True Value Rewards web site.

All of your monthly coupon sku and UPC combinations are also listed in the ‘True Value Rewards News and Updates’ email.

If a coupon sku has not been added electronically, you may need to manually load it into your inventory.

If you have multiple locations, you will need to indicate which stores it is to be added to.

There are several types of coupons and we’ll begin by adding one that offers a ‘Dollar Amount Off’.

In IMU, enter the six-digit SKU provided by True Value.

Now enter the description provided.

Assign the SKU to your designated TVR department and add the SKU to your store’s inventory.

Add the UPC code provided by clicking the UPC hot link and entering it in the ‘New UPC’ field.

Now click ‘Add’.

Go to the ‘Load’ screen and find the ‘Location field. Type ‘CRED’ here. Doing this identifies the sku as a credit.

Enter the retail value of the credit in the ‘Retail’ field.

For example you may be offering ‘$5.00 Off’.

Update the ‘Replacement Cost to .001.

Verify the ‘Tax Status’ and Click ‘Change’ to save your entries.

Now move to the ‘Codes’ screen and verify that the ‘Discountable’ field and ‘Keep Stock Info’ are set to ‘N’.

‘Keep Prices’ will be ‘Y’ for a Dollar Off Coupon.

Update the ‘Promo Sales Code’ to ‘C’ and save your changes.

Scanning the coupon in POS or manually entering this sku number will deduct the specified amount from the customer’s invoice.

Now we will create a ‘Percentage Off and/or Double Points’ coupon sku.

A coupon such as this could allow customers 10% of their next rental or give double points on purchases made over the weekend.

Enter the sku and UPC provided and assign it to your designated TVR department.

On the Load screen, set the ‘Location’ field for this coupon to ‘NOCHG’.

Doing this tells the Eagle system that there is No Charge for this sku.

Verify the Tax Status and click ‘Change’ to save your entries.

On the Codes screen, ‘Discountable’ , ‘Keep Stock Info’ and ‘Keep Prices’ should be set to ‘N’.

Set the ‘Promo Sales Code’ to ‘C’ and save any changes.

Click on the ‘Additional Codes’ hyperlink on the bottom right hand corner of the codes screen to display the pop-up box.

Adjust ‘Decimal Quantity Allowed’ to ‘N’, set ‘POS No Charge Sku’ to ‘Y’, ‘Sellable in this Store’ to ‘Y’ and ‘Gift Card SKU’ to ‘N’

Click ‘Change’ to save your entries.

Open POS to test this SKU and make sure it’s working properly.

After scanning the item to be discounted, hit the ‘Discount’ button and enter the percentage amount on the coupon.

For example 25 percent.

Then scan the coupon and this should display as [$0.00] a zero dollar item.

Complete the sale as usual.

Finally we will review the instructions to add a coupon sku for a ‘Free Product’.

As an example, you might offer a Free 4PK of True Value Light Bulbs.

In Inventory Maintenance enter the six-digit SKU provided, the description and assign the SKU to your designated TVR department.

Add the SKU to inventory and enter the UPC provided.

Click “Change” to save your entry.

Select the Load screen and update the ‘Location’ with the letters ‘CRED’.

Enter the retail value of the free item in the ‘Retail’ field.

Keeping our example, enter the retail value of the light bulbs you are offering.

Update the ‘Replacement Cost’ with the value .001 and click ‘Change’ to save your entries.

On the Codes tab confirm that the ‘Promo Sales Code’ field is set to ‘C’.

The ‘Discountable’ and ‘Keep Stock Info’ fields will be set to ‘N’.

‘Keep Prices’ will be Yes since we are indicating a retail amount on this sku.

And the Tax Status should be verified with your accountant.

Click Change to save your entries.

Open Point of Sale and test the SKU to make sure it’s working properly.

Scan the free item and then scan the coupon.

The item will post as the amount of the light bulbs and then the coupon will post as that same amount as a credit.

This results in a zero charge to the customer.

Either entering them manually or downloading them through telecom, True Value Rewards coupons are easy to use.

By verifying that the correct fields are updated in the inventory record, you can offer your customers various types of discounts and incentives.

Make sure your staff is well prepared by testing any new coupon skus and training them on the steps needed to redeem them at Point of Sale.