

# WEB TERMINAL GUIDE



THE LEADING LOYALTY AND GIFT SOLUTION BY EMS

# LOGIN AND PASSWORD

## Instructions

1. Go to: <https://mywebterminal.com/sign-in>
2. Login using your Client ID, Merchant DBA, Altus Premier ID, Terminal ID, Web Terminal Password, Employee Number, and/or Employee Password.
3. Select a transaction type from the tabs on the top right of screen
4. Selections include:
  - **Gift:** ability to issue, redeem value, add tips and transfer value
  - **Reward:** ability to issue, redeem, and transfer points
  - **Promo:** ability to issue, redeem and transfer promo's
  - **Report:** ability to pull account/card history, pull employee reports and/or terminal reports
  - **Advanced:** ability to renew cards, issue a batch of cards, perform returns or voids on cards
5. Follow the prompts for the transaction selected:
  1. Enter Account: account is the card number
  2. Select Transaction type from drop down menu
  3. Enter data in the appropriate fields for the transaction selected
    - Example: Redemption of Gift Card
      1. Account Number: 123456789
      2. Gift Redemption: \$20
      3. Hit Go and transaction will be complete. You may reprint a receipt at this time.

For further instructions on the web terminal please refer to the instructions and the quick reference guide that has been included with this booklet.

Please contact EMS with any questions at 800.615.1330.

# SIGN IN

Sign in to the Web Terminal at: <https://mywebterminal.com/>

The first time you sign-in you will be prompted for 6 different identifiers. Once you have signed in the first time, you may sign-in from the same computer with only the Employee Id and Employee Password. Please contact EMS at 800.615.1330 for login information.

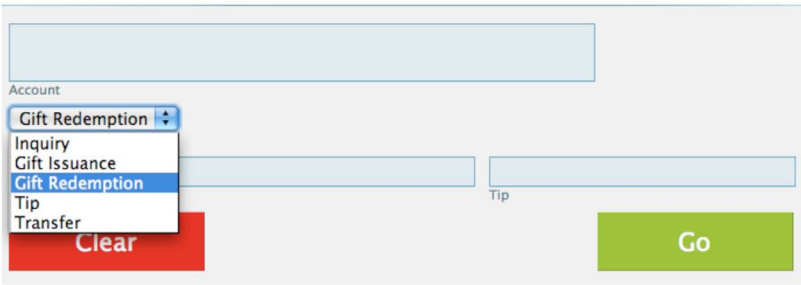
The screenshot shows the 'MY WEB TERMINAL' sign-in page. It features a blue header with the logo and title. Below the header, the text 'Please Sign-in' is displayed. The form contains six input fields: 'Client' (3681), 'Location' (123456), 'Terminal' (1), 'Terminal Password' (masked with dots), 'Employee' (1234), and 'Employee Password' (masked with dots). At the bottom left is a red 'Reconfig' button, and at the bottom right is a green 'Sign-in' button with a blue triangle pointing to it.

Once you have filled in your sign-in credentials, click Sign-in.

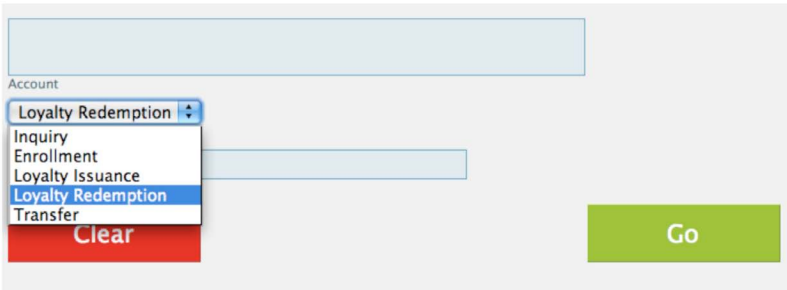
# TRANSACTION TYPES

Once you have logged in you will have access to all of the transaction types you have chosen to provide for the merchant. The web terminal organizes these transaction types into tabs.

The currency related transactions can be found under the gift tab. The transactions available are: Inquiry, Gift Issuance, Gift Redemption, Tip and Transfer.



The rewards tab is used for any points related transactions. The transactions available are: Inquiry, Enrollment, Loyalty Issuance, Loyalty Redemption and Transfer.



The promo tab is used for any transaction that will be using a value type other than currency and points. The transactions available are: Inquiry, Enrollment, Loyalty Issuance, Loyalty Redemption and Transfer.

# TABS

## TABS

The Report tab allows you to run reports on an individual card, employee, or terminal.

Account History ▾  
Account History  
Employee Report  
Terminal Report

Account

Summary  Detailed   
Report Type

Minimum Date  Maximum Date

Offset  Max Records

Clear Go

The Advanced tab has the remaining transaction types that are not often used: Renew, Multiple Issuance, Return and Void.

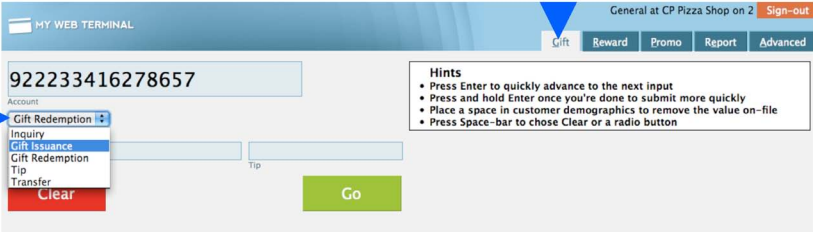
Account

Renew ▾  
Renew  
Multiple Issuance  
Return  
Void

Clear Reprint Go

# RUNNING TRANSACTIONS

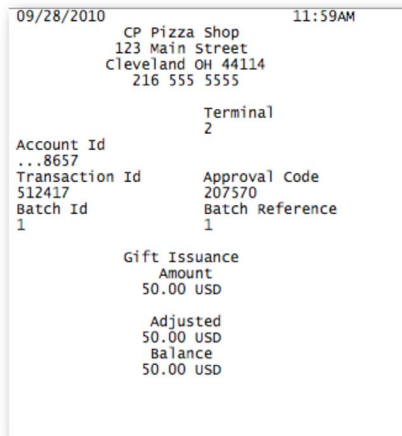
To run a transaction, you will begin by clicking on the appropriate tab. Swipe or type in the card number, then, select the transaction type from the drop down menu.



Type in the amount of the transaction, then click Go.



A receipt will appear in the window with the option to print.



# DEFINITIONS

## DEFINITIONS

The process of running a transaction will remain the same for any type of transaction you run. See below for a list of transaction types and their functions.

Transaction Type	Function
Gift Issue	Adds currency onto a card
Gift Redeem	Removes currency from a card
Inquiry	Prints the balances of the card
Quick Transaction	Custom transaction designed to bypass prompts for faster service
Loyalty Issue	Adds points onto a card
Loyalty Redeem	Removes points from a card
Loyalty Enroll	Adds points to a card and prompts for customer demographics that can be entered into the terminal
Promo Issue	Adds to a custom value type (may be a custom item or reward currency)
Promo Redeem	Removes a custom value type from a card
Multi Issuance	Adds value onto multiple cards
Renew Card	Renew a card expiration date
Return	Adds currency onto a card when merchandise is returned to the location
Tip	Adds a tip to a Gift Redeem transaction
Balance Transfer	Transfers funds from one card to another
Void	Void a previously run transaction
Report Menu	Account, Employee and Terminal Reports available (Account Reports print a card history report, Employee Reports prints a report of the transactions run by a specific employee in the given date range, Terminal Reports print out all transactions performed on that specific terminal)
Reprint Last	Reprints that receipt for the last transaction performed

For instructions on running each type of transaction see the Web Terminal QRG on the next page.

# QUICK REFERENCE GUIDE

The web terminal can be accessed at <https://mywebterminal.com>  
The log-in credentials needed will be provided by your agent. After logging in for the first time you will only need your employee ID and password to log in. Please contact EMS at 800.615.1330

Pressing Enter allows you to advance from one field to the next. Press and hold Enter when done with.

NOTE: Not all menu options may be available based on your selected program package or customization. While performing transactions some or all of the following prompts may be displayed:

**Employee ID:** Please contact EMS at 800.615.1330 for your Employee ID.

**Password:** Please contact EMS at 800.615.1330 for your password.

**Card PIN:** Key in the PIN # assigned to card (typically located on back of card but location may vary).

**Custom Questions:** Key in answers for up to three custom prompts configured upon request.

**Demographic Questions:** Key in answers for a series of up to 18 questions, which will allow you to log customer data with the card number.



# QUICK REFERENCE GUIDE

## GIFT TAB

### **Inquiry (Print all card balances)**

- Swipe or Key-in card number
- Select Inquiry from drop down menu
- Press and hold Enter, or, click Go
- Terminal will transmit then print a receipt

### **Gift Issuance**

#### **(Add \$ value to card)**

- Click on the Gift Tab
- Swipe/Key in card number, press Enter
- Select Gift Issuance from the drop down menu, press Enter
- Key in \$ value to be added then press and hold Enter or press Go
- Transaction will process and receipt will be shown in a pop-up box with print options

### **Gift Redemption**

#### **(Take \$ value from card)**

- Click on the Gift Tab
- Swipe/Key in card number, press Enter
- Select Gift Redemption from the drop down menu, press Enter
- Key in \$ value to be removed then press Enter
- Key in a tip amount if applicable, press and hold Enter or click Go
- Transaction will process and receipt will be shown in a pop-up box with print options

### **Tip (Add tip to a Gift Redeem transaction)**

- Click on Gift Tab
- Swipe/Key in card number, press Enter
- Select Tip from the drop down menu, press Enter
- Enter in amount of tip
- Key in transaction ID from original transaction, press Enter
- Key in approval # from original transaction press Enter
- Key in Batch Id from original transaction, press Enter
- Key in Batch Reference from original transaction, press and hold Enter or click Go
- Terminal will transmit then print a receipt

### **Balance Transfer**

#### **(Transfer card balance)**

- Enter into Gift Tab
- Swipe/key in card number of old/ from card
- Select Balance Transfer from drop down menu, press Enter
- Type in amount to be transferred
- Swipe/key in card number of new / to card
- Select balance transfer reason, press and hold Enter or click Go
- Terminal will transmit then print a receipt

# QUICK REFERENCE GUIDE

## **Inquiry (Print all card balances)**

- Enter into Rewards Tab
- Swipe or Key-in card number
- Select Inquiry from drop down menu
- Press and hold Enter, or, click Go
- Terminal will transmit then print a receipt

## **Enrollment**

### **(Add a loyalty customer)**

- Enter into Rewards Tab
- Swipe/key in card number
- Select Enrollment from the drop down menu, click Enter
- Key in points to be added (optional) then press Enter
- Key in additional demographic information when prompted, pressing Enter when each field is complete, press and hold Enter or click Go
- Terminal will transmit then print a receipt

## **Loyalty Issuance**

### **(Add points to card)**

- Enter into Rewards Tab
- Swipe/key in card number
- Select Loyalty Issuance from the drop down menu
- Key in dollar amount spent then press and hold Enter, or click Go
- Terminal will transmit then print a receipt

## **Loyalty Redemption**

### **(Take points from card)**

- Enter into Rewards Tab
- Swipe/key in card number
- Select Loyalty Redemption from the on-screen menu, press Enter
- Key in # of points to be removed then press and hold Enter or click Go
- Terminal will transmit then print a receipt

## **Balance Transfer**

### **(Transfer card balance)**

- Enter into Rewards Tab
- Swipe/key in card number of old/ from card
- Select Balance Transfer from drop down menu, press Enter
- Type in amount to be transferred
- Swipe/key in card number of new / to card
- Select balance transfer reason, press and hold Enter or click Go
- Terminal will transmit then print a receipt

# QUICK REFERENCE GUIDE

## PROMO TAB

### Promo Issuance (Issue custom items/values)

- Enter into Promo Tab
- Swipe/Key in card number
- Select Promo Issue from drop down menu, press Enter
- Enter amount, press Enter
- Select the type of Value you are issuing, press and hold Enter or click Go
- Terminal will transmit then print a receipt

### Promo Redemption (Redeem custom items/values)

- Enter into Promo Tab
- Swipe/Key in card number
- Select Promo Redeem from on-screen menu
- Enter value to be removed then press Enter
- Select which Value type to redeem, then, press Enter or click Go
- Terminal will transmit then print a receipt

### Balance Transfer (Transfer card balance)

- Enter into Promo Tab
- Swipe/key in card number of old/ from card
- Select Balance Transfer from drop down menu, press Enter
- Type in amount to be transferred
- Swipe/key in card number of new/to card
- Select balance transfer reason press and hold Enter or click Go
- Terminal will transmit then print a receipt

# QUICK REFERENCE GUIDE

## Account History (Card history Report)

- Enter into Reports Tab
- Choose Account History from drop down menu
- Swipe/key in card number then press Enter
- Select a Summary or Detailed report
- Type in a beginning and end date, or, leave blank to print a full history, press Enter
- Enter in the offset (number of transactions to skip before report) press Enter
- Enter in max number of records to show in report, press and hold Enter or click Go

## Employee Report (View transactions ran by an individual employee)

- Enter into Reports Tab
- Choose Employee Report from drop down menu
- Enter in employee number to report on, then press Enter
- Select a Summary or Detailed report
- Type in a beginning and end date, or, leave blank to print a full history, press Enter
- Enter in the offset (number of transactions to skip before report) press Enter
- Enter in max number of records to show in report, press and hold Enter or click Go

## Terminal Report (View transactions ran by an individual terminal)

- Enter into Reports Tab
- Choose Terminal Report from drop down menu
- Enter in batch to report on, then press Enter
- Select a Summary or Detailed report
- Type in a beginning and end date, or, leave blank to print a full history, press Enter
- Enter in the offset (number of transactions to skip before report) press Enter
- Enter in max number of records to show in report, press and hold Enter or click Go

# QUICK REFERENCE GUIDE

## ADVANCED TAB

### Renew

(Renew a card expiration date)

- Enter into Advanced Tab
- Swipe/key in card number
- Select Renewal from drop down menu, press Enter
- Enter new expiration date then, press Enter
- Terminal will transmit then print a receipt

### Merchandise Return

(Return sale)

- Swipe/key in card number
- Select Return from drop down menu
- Enter amount of return then press Enter
- Select return value type from drop down menu, press and hold Enter or click Go
- Terminal will transmit then print a receipt

### Void

(Reverse a previous transaction)

- Swipe/key in card number
- Select Void from the drop down menu
- Key in transaction ID from original transaction, press Enter
- Key in approval # from original transaction then press Enter
- Type in Batch Id from original transaction, press Enter
- Type in Batch Reference from original transaction, press and hold Enter or click Go
- Terminal will transmit then print a receipt

### Multiple Issuance

(Add value to multiple cards)

- Enter into Advanced Tab
- Select Multiple Issuance from drop down menu, press Enter

### For Individual Cards

- Swipe/key in card number to be issued
- Press the "+" button to add another card to be issued
- Repeat until all cards to be issued are added

### For Range of Cards

- Swipe/key in card number of first card to be issued
- Swipe/key in card number of last card to be issued
- Key in amount to be issued to each card, press Enter
- Choose the type of value to add onto the card, press and hold Enter or click Go
- Terminal will transmit then print a receipt



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