



The business builder that takes loyalty to the next level.



Processing, Gift/Loyalty/Rewards, Ecommerce

altus premier

THE LEADING LOYALTY AND GIFT SOLUTION BY EMS

"As a customer's relationship with the company lengthens, profits rise. And not just by a little. Companies can boost profits by almost 100 percent by retaining just 5 percent more of their customers" - F.P. Reichheld

EMS Arizona
www.ems-arizona.com
Office: 623-523-3671
Cell: 440-360-3537

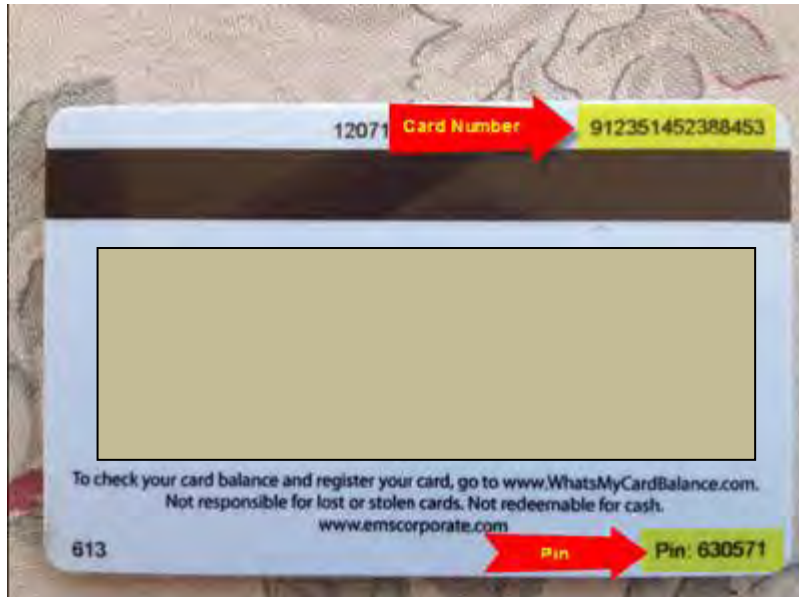


Congratulations and welcome to Altus Premier, the country's most robust Gift/Loyalty/Rewards Card Program.

Please look over this information to become familiar with all of the features/tools available to your business. This will allow you and your customers to take full advantage of this powerful customer retention/attraction tool.

Registering Cards can be completed: (1) in your store by your staff online, (2) in store by using Registration Forms (ask your Designer about this) by either your customer or your staff, or (3) online at home by your customer

For Customer Card Registration – It is important to try to Register EVERY Customer!



This is the back of a typical card.

On the top right is the Card Number (15 digits).

On the bottom right is the PIN Number (6 digits).

These two numbers are how your customer registers their card.

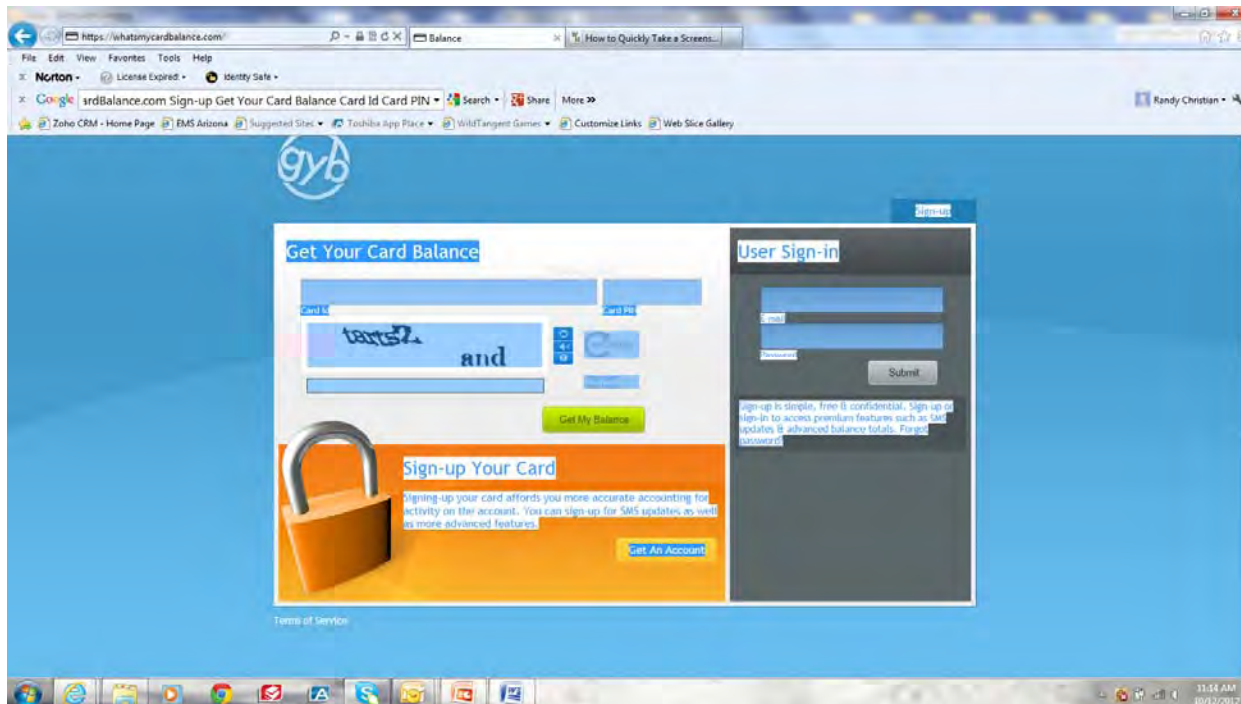
The Card Number is also important for you if you choose to issue a number of cards at once.



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For Customer Card Registration – It is important to try to Register EVERY Customer!



This is the web site
www.whatsmycardbalance.com .

Either your business or your customers will go this web site to enter Registration information.

Click on “Sign-up Your Card” and put in the Card & PIN Numbers.

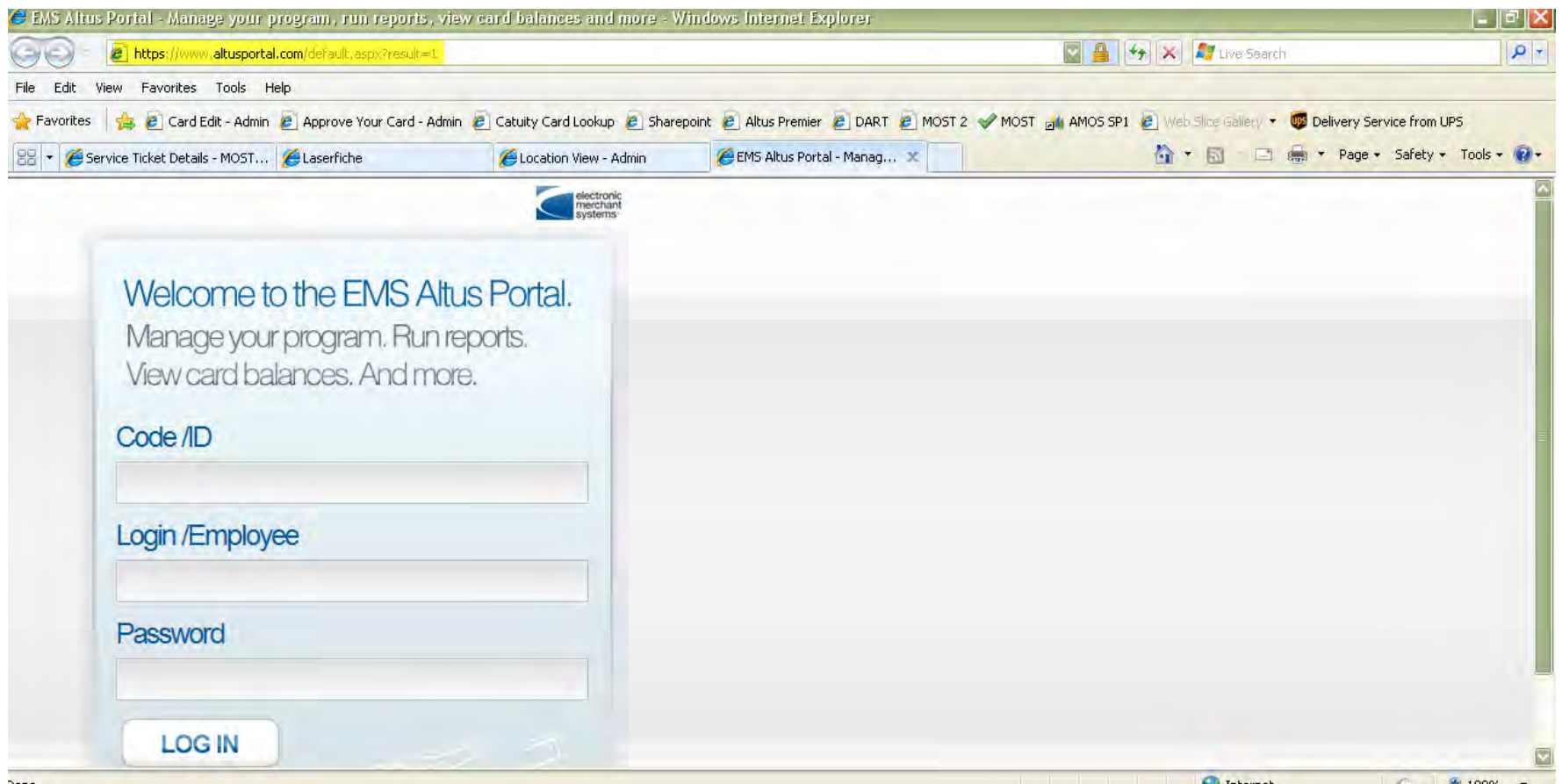
Once Registered, your customer will never need the card again (transactions can be completed with their phone number) & your business will collect important customer data.



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How to look at registered cards in Altus Portal - Go to www.altusportal.com and enter your login credentials that were provided for you. If you do not have this information, please call Customer Service at 800-615-1330.



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Scroll down to where “Programs” are listed on your home page and click on the program listed.

Card Sets

Name	Program	Gift Issue Amount	Return Issue Amount	Loyalty Issue Amount	Added
GCTC_10.12.12	EMS TEST 2				2012-10-12 14:28:22-04
Virtual Cards	EMS TEST 2				2012-10-12 14:27:05-04

[All \(2\)](#)

Programs

Name	Status/Type	Cards V-E
EMS TEST 2	Enabled	<input checked="" type="checkbox"/> - <input type="checkbox"/> View Relation

Groups

Name	Status/Type	Location V-E
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In the top right hand corner of the page there is a section titled “Reporting”. Under this section you will want to choose the “Account Data” option.

The screenshot shows the altus premier web application interface. At the top, there is a blue header with the altus premier logo and the text "CLIENT SERVICE HOTLINE 800.615.1330". Below the header is a navigation bar with tabs for "Main", "Locations", "Programs", "Reports", and "Support". Under "Programs", there are sub-tabs for "Index", "Multi-issue", "Customers", and "Report". The main content area shows a breadcrumb trail: "Location / EMS TEST 2 / Program / EMS TEST 2 / View". The left sidebar displays details for "Program EMS TEST 2", including Name, Type, Status, and various settings. The right sidebar has a "Reporting" section with a yellow highlight, containing links for "Transaction", "Centralized", "Decentralized", "Account Data", "Totals By Program", and "Liability". A red arrow points to the "Account Data" link. Below the "Reporting" section is an "Expiration Options" section.



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On this page you will find all registered cards with the customer's information.

Home / Location EMS TEST 2 / Program EMS TEST 2 / AccountData

Account Data Report For Program

Include activated accounts without customer data
 Include accounts marked for demonstration
 Accounts activated
 Accounts with transactions

External Id
 Balances
 City
 Mobile Phone
 Birthday

Expiration
 First Name
 State
 Phone Opt-in
 Anniversary

Activation
 Last Name
 Postal
 E-mail

Status
 Address
 Phone
 E-mail Opt-in

from to

[Filter Results](#)

Program

« Previous Page 1 of 1 Go Next »

Card	Account	Status	Activation	First Name	Last Name	Phone	Mobile Phone	Phone Opt-in	E-mail	E-mail Opt-in
957442540977365	14186561	Activated	2012-10-12 14:47:01.373-04	Hali	Chapman	3306461184	3306461184	<input checked="" type="checkbox"/>	hchapman@emscorporate.com	<input checked="" type="checkbox"/>

« Previous Page 1 of 1 Go Next »

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If you choose an individual card in this list you will actually be able to go in and edit customer information if something has changed like their phone number or email address. You will also be able to see the card balance and activation date in this area.

Location EMS TEST 2 Program EMS TEST 2 Card Sets GCTC_10.12.12 Card 957442540977365 View

Card		Balances	
Card Id:	957442540977365	Currency	10.00 USD
Cross Reference Id:			
PIN:	490927		
Card Set:	GCTC_10.12.12 [33276]		
Initial Card Set:	GCTC_10.12.12 [33276]		
Status:	Activated		
Activation:	2012-10-12 14:47:01.373-04		
Expiration:			
Demo:	<input type="checkbox"/>		

[Edit](#) [Report](#)

Accounts (Present and Past)					
Account	Program	Pri Customer	Activation	Status	
14186561	EMS TEST 2	0 [293419]	2012-10-12 14:47:01.373-04	Activated	

Important: If you have any questions on how to use the Altus Portal, please contact Customer Service.

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