Offline Redemption Setup Instructions

Offline Redemption Overview

Gift cards function like a bank debit card. After the card is loaded with a specific amount of purchasing power (i.e., cash), it can be used at an organization's locations to purchase goods and services. Just like a bank card, in order to know the balance on the card, the organization must be able to access the online database where that information is stored.

In the event that the online information is not available, MICROS offers the ability to redeem gift cards through an Offline Redemption process. Any store is subject to network outages and network communication problems, and as such, when the in-store redemption system experiences these difficulties, gift card redemption should still be available.

Floor Limits

A Floor limit is an amount the organization has determined to act as a cut off so that contacting the server for redemption is not necessary. If the system network goes offline and a guest wants to pay with a gift card, the organization can only accept the gift card for the amount up to its floor limit.

For example, a guest wants to use a gift card to pay for a meal where the total is $10.50. The organization has a floor limit of $20 and has experienced a network outage. Because the meal amount is less than the floor limit, the gift card will be redeemed through offline redeem.

However, if the same guest has a meal where the total is $27.55. The organization has the same $20 floor limit and has experienced a network outage. When the cashier attempts to redeem the gift card for $27.55, an error message will be produced. The gift card can **only** be accepted for $20 (or less). The gift card may be used for $20 (the floor limit maximum) and the remaining balance will be up to the guest to settle by another payment method.

Floor limits exist to safeguard the organization from loss. It protects the restaurant from guests who either knowingly or unknowingly misrepresent the balance on their cards. Loss is kept to a minimum since the floor limit reduces the amount that can be applied towards the redemption.

Note	*MICROS Systems Inc. claims no responsibility for insufficient funds for gift cards redeemed offline. Offline Redemption is an **optional** feature. Any losses to the organization due to insufficient gift card funds are the responsibility of the organization.*

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Configuration

To enable the Offline Redemption feature in the Portal, three items must be configured:

1. Set a Floor Limit

2. Enable the "Allow Offline" Option

3. Edit the POS Key

Set a Floor Limit

The first step to enabling the Offline Redemption process is to set the floor limit. The floor limit can be any amount the organization decides is acceptable as a possible loss. Floor limits should take into consideration the menu costs as well as how much the organization is essentially willing to risk. To set the floor limit:

1. Login as Sys Admin

2. Navigate to iCare | iCare Configuration | Initial iCare GPL Setup & Configuration | Organization Configuration

3. On the Main Tab, enter an amount in the Floor Limit field

4. Enter a Value in the Offline Expire After Num/Business Days field. This value specifies how long the offline transactions will remain in the offline buffer. If you leave this field blank, the transactions will never be cleared from the buffer.

5. Click Save

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Enable the "Allow Offline" Option

Enabling the "Allow Offline" option permits the redemptions to be taken offline. If this feature is not configured, then the Redemption will not have offline capability. To enable the Allow Offline option:

1. Login as Sys Admin (if not currently logged in)

2. Navigate to iCare | iCare Configuration | Programs, Cards, Coupons, and Rules | POS Configuration

3. Select Redemption and click Edit from the top menu bar
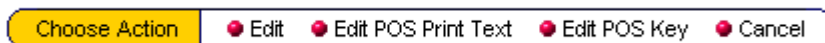
4. Enable Allow Offline (enable Active if it is not already enabled)

5. Click Save

The Redemption POS Request Code will be modified to display the following:

Edit the POS Key

After the floor limit is determined and the Redemption option is set to allow offline redemptions, the POS must be given the ability to take offline redemptions. To edit the POS Key:

1. Login as Sys Admin (if not currently logged in)

2. Navigate to iCare | iCare Configuration | Programs, Cards, Coupons, and Rules | POS Configuration

3. Select Redemption and click Edit POS Key from the top menu bar

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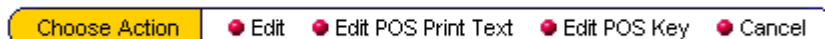
4. Select Add

5. Edit the following fields:

   - Use Type: Off-Line

   - Description: Offline Redeem

   - Pos Key Type: Tender

   - POS Key Number: [this number corresponds to what is programmed at the POS and the existing Redemption POS key entered]

   - Enable: Reconcile at POS

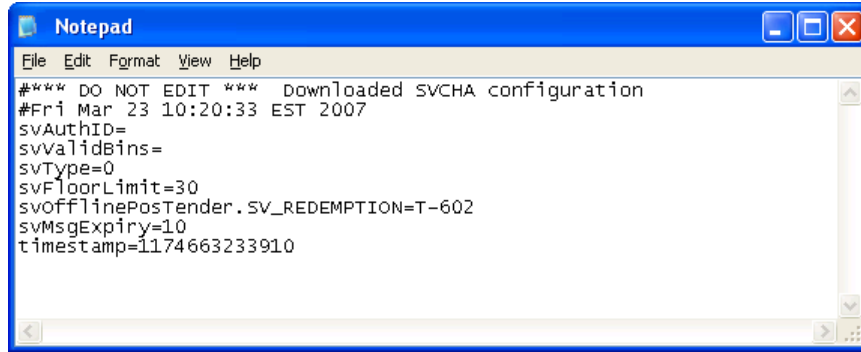6. Save

Verify Offline Redeem

1. Restart the MICROS Agent Service

Note	*If you do not restart the MICROS Agent Service, then the changes will not take affect until the watchdog restarts the system at 3:00 AM; Step 2 will be unavailable until after the MICROS Agent Service is restarted..*

2. Once the MICROS Agent Service has been restarted, Navigate to MICROS Drive | MICROS | RTA | svcha.properties

   - Open this file and verify that **offline tender** is listed as well as the **floor limit**

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- The file will resemble the following:
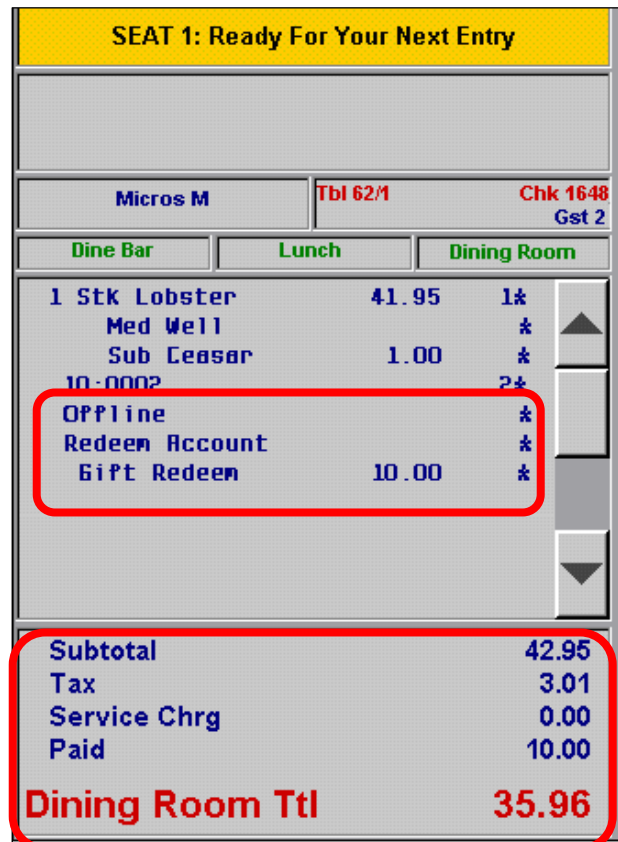
Example of the POS

When a gift card is redeemed offline, the POS will reflect the transaction.

In this example, the floor limit was set to $10.00. After the gift card was redeemed offline,, the $10 was applied toward the check and the new total was made available.

The guest is still responsible for the remaining balance.

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