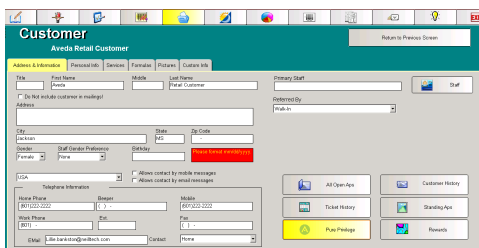
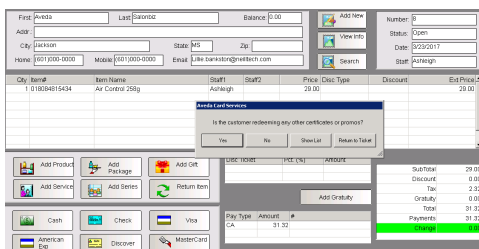
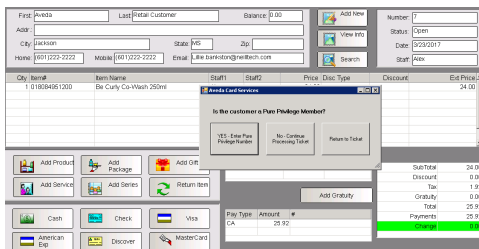


Follow these steps to award, return and view points for members.

Awarding Points on a Sales Ticket

Points are awarded to guests who have a valid Pure Privilege membership purchasing Aveda retail items.

- From an open ticket in SalonBiz, whether you are checking out a service guest or creating a retail only ticket, add your retail items. (One item on the ticket must be an Aveda retail item to earn points).
- Select the payment type, and click the Process Ticket button.
- Membership Status:
 - If the guest on the ticket is an existing Member in your system, points will be automatically credited to their account.
 - If the guest on the ticket is a Pure Privilege Member, select YES. From the Global Membership search Enter/Scan the guest's membership card. You can also search by name, phone or email. A complete phone number or email must be entered to return results. Select the guest and click Apply.
 - Once the correct guest is selected, verify the information and click 'Use this Membership'. Please note this will not save the Pure Privilege membership to the guest's SalonBiz account.
 - Click 'This is not the correct Member' if the info is incorrect.
 - If the guest is not a Pure Privilege member, select NO to the prompt. This will complete processing the ticket.
 - If you need to return to the ticket before processing for any reason click the Return to Ticket button.
- Answer the message "Is the customer redeeming any other certificates or promos?"
 - YES, in the Pure Privilege Certificate screen Enter/Scan the number and select the type from the drop down. Click OK.
 - NO, the ticket will process.
 - SHOW LIST, displays all available certificates assigned to the member. Also gives all available Promotions Aveda is running at the time. Select the Certificate you want to use and click Apply.
- The receipt will print the member's point information.
 - ★ Points are not earned on items purchased with reward points or certificates.



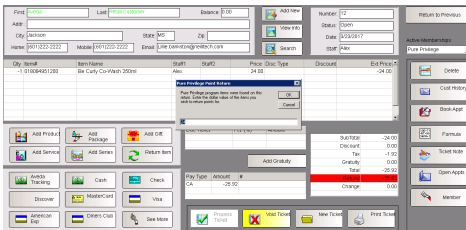
Viewing Point Balance

Follow these steps to view point balances and open certificates.

- From the menu bar, go to the File Drawer and search for the guest.
- Once in the guest's file, click on the Pure Privilege icon.
- Aveda Card Services will return the following information.
 - Member number
 - Point Balance
 - Last 50 Pure Privilege Transactions
 - Open Certificates

Returning Points on a Sales Ticket

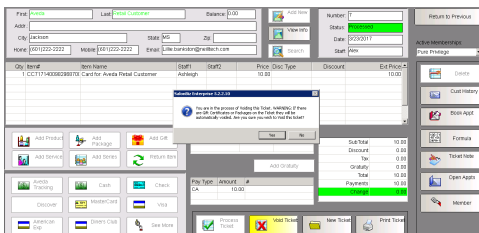
Returns may be made for items, which earned reward points. At the time of the return, you will be asked to enter the dollar amount of the return to reduce the member's point balance. Returns cannot be done for items, which were purchased by using a reward.



1. From an open ticket in SalonBiz add the items to be returned.
2. Select the appropriate payment type for the return.
3. Click the Process Ticket button
4. Membership Status:
 - If the guest on the ticket is an existing Pure Privilege Member in your system, skip to step 5.
 - If the guest on the ticket is a Pure Privilege Member, select YES to the prompt. From the Global Membership search Enter/Scan the guests Pure Privilege membership card. If needed, you can also search by the guest's First and Last name, phone number or email. A complete phone number or email must be entered to return results. Select the guest and click Apply.
 - Once the correct guest is selected, click 'Use this Membership' if the information on the screen is correct. Please note this will not save the Pure Privilege membership to the guest's SalonBiz account.
 - Click 'This is not the correct Member' if the info is incorrect.
 - If the guest is not a Pure Privilege member, select NO to the prompt. This will complete processing the ticket
 - If you need to return to the ticket before processing for any reason click the Return to Ticket button.
5. Enter the dollar value you wish to return points for and click OK.
6. The receipt will print the member's point information.

Voiding a Sales Ticket

Voiding a sales ticket will automatically reduce the guest's point balance by the amount of points awarded for the ticket when it was processed. You may also void a ticket on which rewards were redeemed to return used points to the guest.



1. From the SalonBiz menu bar, click on the Ticket icon.
2. Choose Ticket in the View List drop down menu.
3. Choose Today's Tickets in the Filter by drop down menu.
4. Select the ticket that needs to be voided from the list. Double click on the ticket you wish to void.
5. Click the Void Ticket button.
6. Answer Yes to the message "You are in the process of Voiding this Ticket. WARNING: If there are Gift Certificates or Packages on the Ticket they will be automatically voided. Are you sure you wish to Void the ticket?"
7. Select a void ticket reason from the list.
8. The ticket will be voided; any points earned will be reversed.
 - ★ Tickets can only be voided on the same day they were processed.