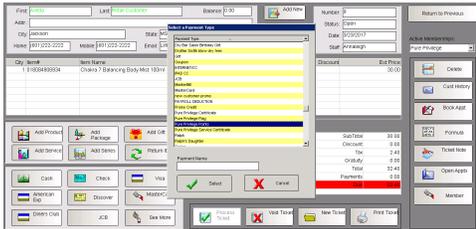


Use this as a guide for redeeming points, certificates and Aveda Gift Cards. Members can earn points and purchase items using reward points or certificates on the same ticket.



Redeeming Points on a Sales Ticket

- From an open ticket in SalonBiz, whether you are checking out a service guest or creating a retail only ticket, add your reward items.
- Enter in a staff code in the Staff1 field.
- Click on the See More button, select the Pure Privilege Points payment type from the list.
 - ★ If the product(s) on the ticket do not qualify as a reward item, a message will alert you that the item(s) do not match to a reward code. Click the OK button and choose a qualifying reward item.
 - ★ If the guest is not registered as a Pure Privilege Member in your SalonBiz system, please sell them an Existing Pure Privilege Membership before applying the Pure Privilege Points payment. This can be done on the same sales ticket as the points redemption.
- Select the reward you want to redeem from the qualifying rewards list and click OK.
 - ★ The guest will need to pay the tax due for the items on their sales ticket.
- Add any additional payments needed.
- Click the Process Ticket button.
- The receipt will print the member's point information.
 - ★ This will remove the assigned amount of points from the member's account.
 - ★ Points are not earned on items purchased with reward points or certificates.

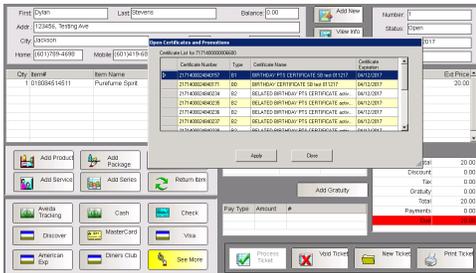


Redeeming multi-item Rewards

Follow these steps when redeeming multi-item Pure Privilege rewards.

- From an open ticket in SalonBiz, whether you are checking out a service guest or creating a retail only ticket, add all individual package reward items.
- Enter in a staff code in the Staff1 field.
- Click on the See More button, select the Pure Privilege Points payment type from the list.
 - ★ If the products on the ticket do not qualify as a reward item, a message will alert you that the items do not match to a reward code. Click the OK button and choose a qualifying reward item.
 - ★ If the guest is not registered as a Pure Privilege Member in your SalonBiz system, please sell them an Existing Pure Privilege Membership before applying the Pure Privilege Points payment. This can be done on the same sales ticket as the points redemption.

4. Select the reward you want to redeem from the qualifying rewards list and click OK.
 - ★ The guest will need to pay the tax due for the items on their sales ticket.
5. Add any additional payments needed.
6. Click the Process Ticket button.
7. The receipt will print the member's point information.
 - ★ This will remove the assigned amount of points from the members account.
 - ★ Points are not earned on items purchased with reward points or certificates.



Redeeming a Product Certificate on a Sales Ticket

Certificates may be presented for complimentary items. Certificates can only be redeemed for the items specified on them. Members may receive certificates for complimentary items for birthdays, promotions, or other promotional reasons.

1. From an open ticket in SalonBiz, whether you are checking out a service client or creating a retail only ticket, add your product certificate item(s).
 2. Enter in a staff code in the Staff1 field.
 3. Click on the See More button, select the Pure Privilege Certificate payment type from the list.
 - ★ If the guest is not registered as a Pure Privilege Member in your SalonBiz system, please sell them an Existing Pure Privilege Membership before applying the Pure Privilege Certificate payment. This can be done on the same sales ticket as the points redemption.
 4. Enter/Scan the certificate serial number and select the certificate type from the drop down. Click the OK button.
 - ★ SHOW LIST, gives a list of all available certificates assigned to the Pure Privilege member. Also gives all available Promotions Aveda is running at the time. Select the Certificate you want to use and click Apply.
 - ★ If you need to return to the ticket before processing for any reason, click the Return to Ticket button.
 - ★ The guest will need to pay the tax due for the items on their sales ticket.
5. Add any additional payments needed.
6. Click the Process Ticket button.
7. The receipt will print the member's point information.
 - ★ Points are not earned on items purchased with reward points or certificates.



Redeeming a Service Reward Certificate on a Sales Ticket

Members may use their points towards Service Rewards available in a pre-determined amount of \$75. This certificate can only be used for services; the member may pay the difference if higher priced services are requested, no change or credit will be issued.

1. From an open service ticket in SalonBiz, verify all services and staff are correct on the ticket.

2. Click on the See More button, select the Pure Privilege Service Certificate payment type from the list.
 - ★ If the guest is not registered as a Pure Privilege Member in your SalonBiz system, please sell them an Existing Pure Privilege Membership before applying the Pure Privilege Service Certificate payment. This can be done on the same sales ticket.
3. Enter/ Scan the certificate serial number and select the certificate type from the drop down. Click the OK button.
 - SHOW LIST, gives a list of all available certificates assigned to the Pure Privilege member. Also gives all available Promotions Aveda is running at the time. Select the Certificate you want to use and click Apply.
 - If you need to return to the ticket before processing for any reason, click the Return to Ticket button.
4. In the Amount field, enter the amount equal to the face value or up to the cost of the services.
 - ★ Guests will not be allowed to reuse the certificate even if they did not use the full value of the certificate.
5. Add any additional payments.
6. Click the Process ticket button.
7. The receipt will print the member's point information.

Redeeming an Aveda Gift Card on Sales Ticket

Guests with an Aveda Gift Card may redeem their card for products and/or services.

1. From an open ticket in SalonBiz, verify all retail and service items are correct.
2. Enter a staff code in the Staff1 field.
3. To verify funds on the card or to redeem payment amount please call 1-888-993-4327.
 - You will need to provide your SAP ID number for verification (can be found on all invoices).
 - First Data will remove the funds and provide an authorization number. Please keep a log of redemption value and activation codes.
4. Click on the See More button, select Aveda Gift Card payment type from the list.
5. In the Amount field, enter the amount being redeemed on the Aveda Gift Card
6. Add any additional payments.
7. Continue to process the ticket as usual.
 - ★ Guests using an Aveda Gift Card to purchase Aveda products will not earn Pure Privilege points on the transaction.
 - ★ If the guest has multiple items and multiple payment types the Aveda Gift Card will be applied to the non-Aveda items first, then the other payment types will be applied to the qualifying Aveda items so that the guest can earn points on those items.
 - ★ Contact Aveda Customer Relations at 1-800-328-0849 for any gift card questions.