



# Scan'r App

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## Operators manual

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Version: 1.5 (v02)

Abstract: This document describes the operation and use of the Scan'r app.

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## Preface

### Copyright

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1.1	22-01-2016	Frank Hamaekers	Indeling van het document aangepast. Informatie over Checkin kaarten toegevoegd. Informatie over Couponkaarten toegevoegd.
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1.9	24-05-2019	Frank Hamaekers	Added currency selection in Mobile Wallet Payment flow.
1.5 (v01)	02-01-2026	Frank Hamaekers	Update for the redesign of the Scan'r App, What we call Scan'r 1.5.
1.5 (V02)	22-05-2026	Frank Hamaekers	Update after internal review.

## Table of Contents

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Preface .....	2
Copyright .....	2
Document Identificatie.....	2
Versie Geschiedenis.....	2
Table of Contents.....	3
<b>1. Introduction.....</b>	<b>5</b>
1.1 Download the Scan'r 1.5 .....	5
1.2 Login Scan'r 1.5.....	5
<b>2. Initial use Scan'r 1.5.....</b>	<b>7</b>
<b>3. Menu and Contents .....</b>	<b>8</b>
3.1 Scan-and-go .....	8
3.2 Day Totals .....	10
3.3 Settings (Instellingen) .....	14
<b>4. Scanner .....</b>	<b>16</b>
4.1 Scan code.....	17
4.2 Gift card test codes for redemption.....	19
4.3 Inactive Gift card test codes.....	24
4.4 Scan only option .....	27
4.5 Multi functional cards.....	27
4.6 Pincode.....	28
<b>5. Gift card.....</b>	<b>30</b>
5.1 Select transaction type.....	30
5.1.1 Activate.....	31
5.1.2 Purchase.....	33
5.1.3 Reload .....	38
5.1.4 Refund.....	40
<b>6. Checkin cards .....</b>	<b>44</b>
6.1 Access control .....	44
6.2 Messages .....	45
<b>7. Coupon card.....</b>	<b>46</b>
7.1 Coupon card usage .....	46

8.	Loyalty.....	50
8.1	Use of Loyalty card .....	50
8.2	Issue Points .....	51
8.3	Redeem ponits .....	53
8.4	Customer data .....	56
8.5	Cancel Loyalty Transaction.....	59
9.	Index.....	64

## 1. Introduction

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The Scan'r 1.5 is an application for mobile devices that can be used for making transactions with gift cards, loyalty cards, coupon cards and check-in cards.

The Scan'r 1.5 is intended to be used in shops as an addition to the existing point of sale (POS). The Scan'r 1.5 is most often used when the POS does not (yet) support the above mentioned transactions.

This manual describes the intended use of the Scan'r 1.5.

### 1.1 Download the Scan'r 1.5

Procedure for downloading:

1. Find the "Scan'r 1.5" in the CCV Store, the App store or Play store on "Intersolve".
2. Download Scan'r 1.5.

Downloading the Scan'r 1.5 is free. For the creation of an account there are some costs involved. You can contact the card owner for more information.

### 1.2 Login Scan'r 1.5

To be able to use the Scan'r 1.5, you must login with a username and password. For each individual device that is using the Scan'r 1.5, a unique username must be created. You will receive this information from Intersolve.

The username and password only has to be entered when you use the Scan'r 1.5 for the first time, or when you Log out.

A window can be shown where you have to enter your e-mail address. After entering your e-mail address, you will receive a verification code. You must separately enter the verification code to confirm your e-mail address.

For testing purposes you can use the following test accounts. These test accounts are redirected to the acceptance environment, so no production cards can be used with these accounts:

- All functionality:
  - Username: ScanrDemo
  - Password: ScanrDemo
- Museum card functionality:
  - Username: ScanrCheckin
  - Password: ScanrCheckin
- Gift card functionality:
  - Username: ScanrGiftcard
  - Password: ScanrGiftcard
- Coupon card functionality:
  - Username: ScanrCoupon
  - Password: ScanrCoupon

- Loyalty card functionality:
  - Username: ScanrLoyalty
  - Password: ScanrLoyalty

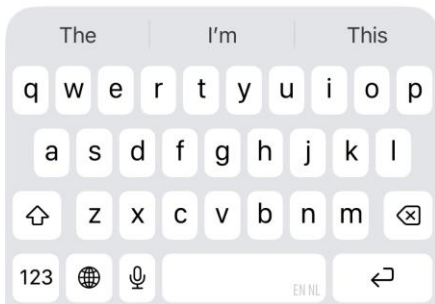
50+ 11:23 99%

## Inloggen

U kunt inloggen met de gegevens die u heeft gekregen van uw organisatie

Gebruikersnaam  
PieterPost

Volgende

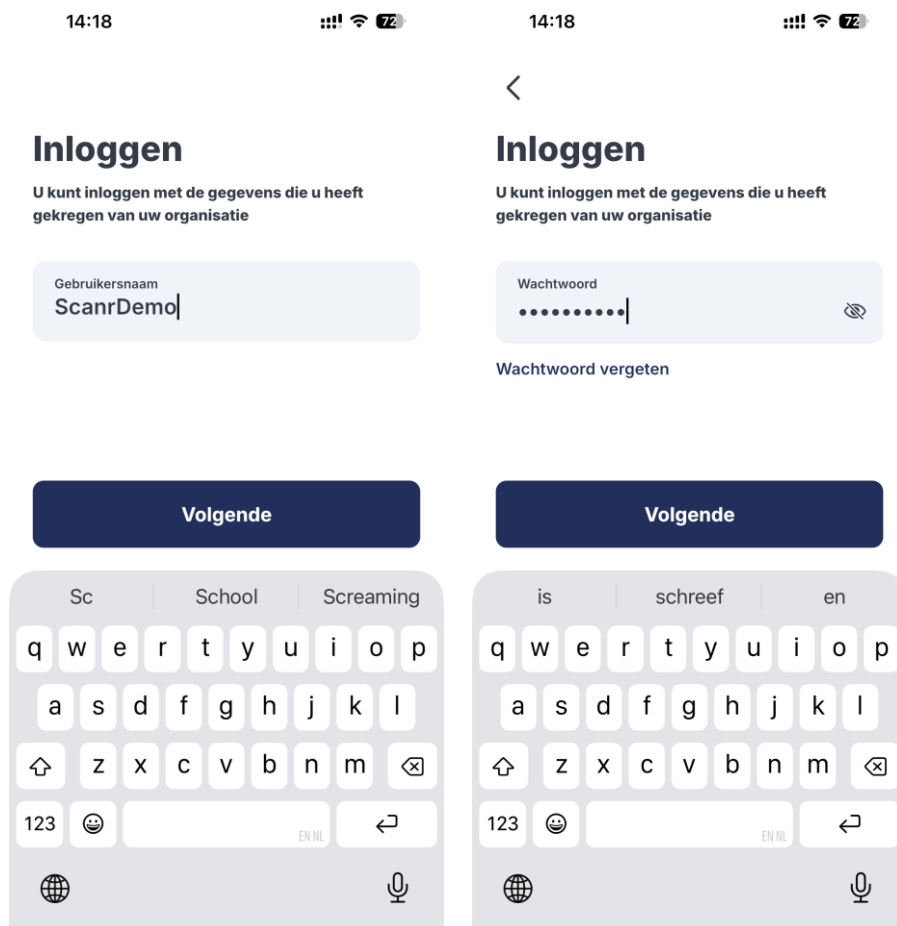


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## 2. Initial use Scan'r 1.5

When the Scan'r 1.5 is started for the first time after installation, a welcome screen is shown. This screen is only shown the first time. When this message is not shown, then the app was started before.

After starting the application, the login screen is shown. You can use the specific username and password that you received from Intersolve to login. If you did not receive this information, you can use one of the test accounts mentioned in *Login Scan'r 1.5* (on page 5).



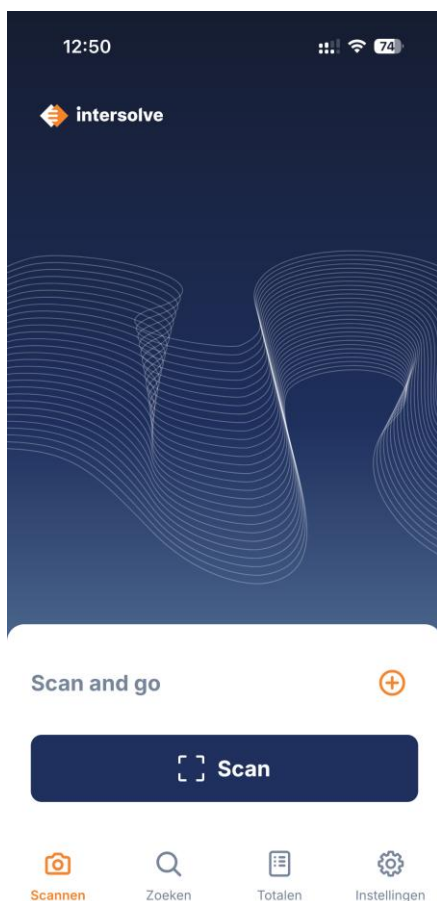
### 3. Menu and Contents

The bottom of the main screen shows various menu options. These menu options open a new page with slidable content. You can open the menu by selecting one of the options. The default option is [Scannen].

The menu consists of the following options:

- Scannen
- Zoeken
- Totalen
- Instellingen

The "Scan and go" option is selected by means of the "+" sign with the circle around it.



#### 3.1 Scan-and-go

With Scan'r 1.5 you can execute predefined card transactions with the Scan-and-go functionality. This means that after scanning a card, a specific transaction type is automatically executed. Examples of possible use are:

- Automatically assign points to a loyalty card.

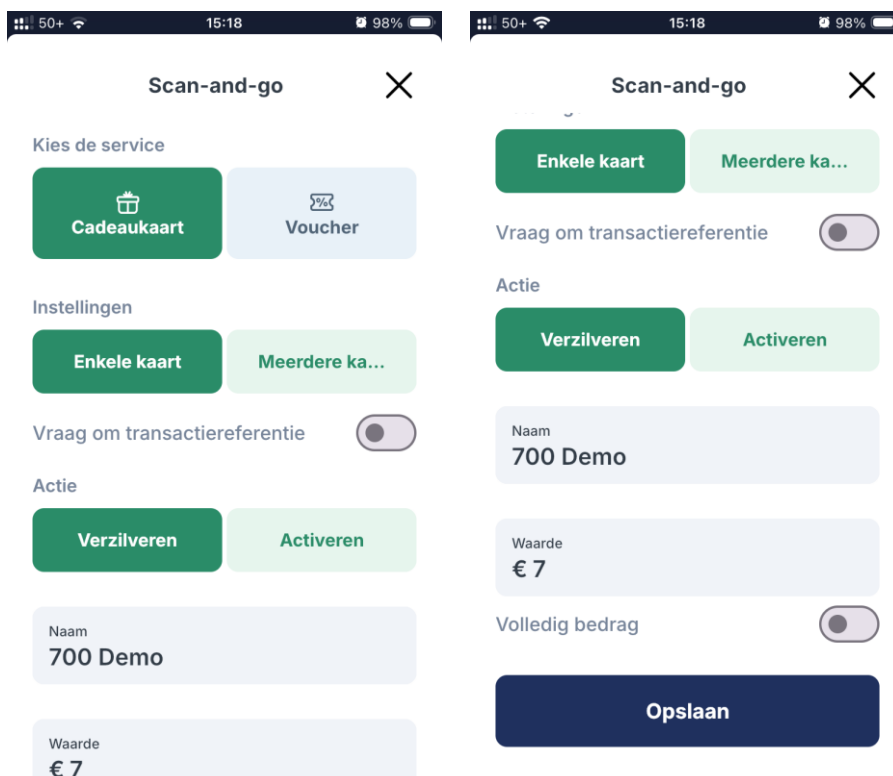
- Automatically redeem points from a loyalty card.
- Automatically make a purchase on a gift card with a specific value.
- Automatically redeem (purchase) a specific value from a gift card.

You can configure a "transaction work process" (workflow) with the Scan-and-go to execute the process for a single card or a batch of cards. This will eliminate a number of manual actions.

You must perform the following steps to use the Scan-and-go functionality:

- Define what you want to automate as end user. On the basis of the user credentials, the Scan'r 1.5 determines what services are available. These are gift card and/or loyalty services.
- During the definition of the action, you can also indicate if you want to process 1 or more cards for the transaction.
- When the Scan-and-go definition is configured, you return to the start scan screen. On the scan screen, you have the option to perform a regular scan or to perform a scan-and-go action. In the last case the Scan-and-go setting will execute the transaction automatically if one or more cards are scanned.

The following screen shots show an example where the Scan-and-go function is used for gift cards. In this example an amount of € 7.00 is redeemed from a card. When applying the redeem, the regular validation will be done. This means that when the balance of the card is not sufficient, the transaction is rejected.



Transactions that are executed by means of a Scan-and-go action cannot be canceled.

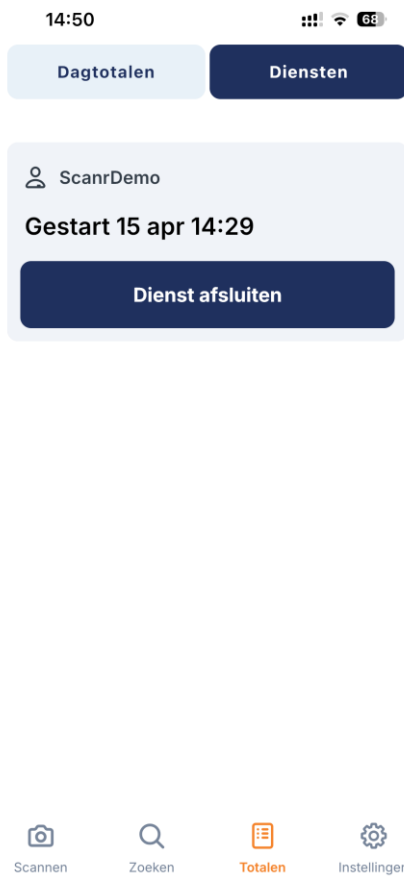
### 3.2 Day Totals

The Day Totals function shows the total number of transactions that have been done on the current day. Use the buttons [<] and [>] to select a different date.



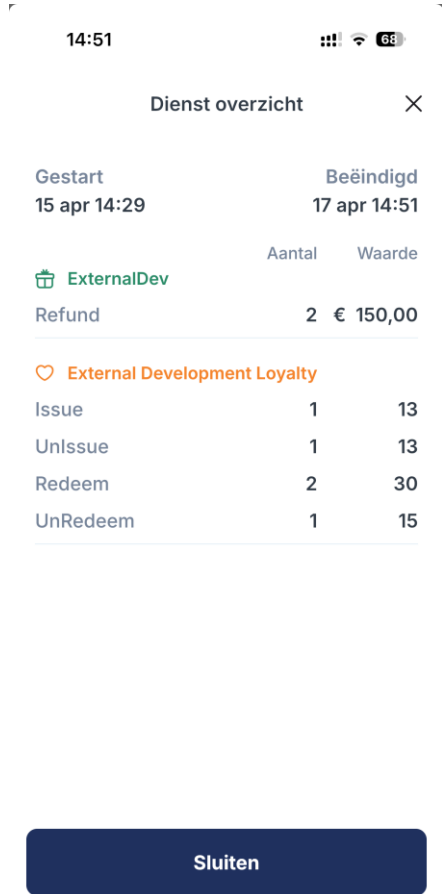
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Select the button [Shift] to go to the shifts page. Use the button [Close Shift] to close the current shift.



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Select the button [Close shift] to close the current shift. Now the shift totals of the closed shift are shown:



14:51

Dienst overzicht

Gestart: 15 apr 14:29 | Beëindigd: 17 apr 14:51

	Aantal	Waarde
<b>ExternalDev</b>		
Refund	2	€ 150,00
<b>External Development Loyalty</b>		
Issue	1	13
UnIssue	1	13
Redeem	2	30
UnRedeem	1	15

Sluiten

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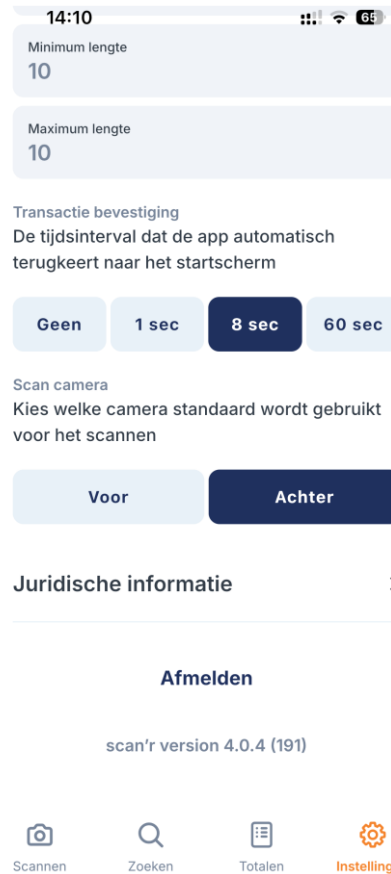
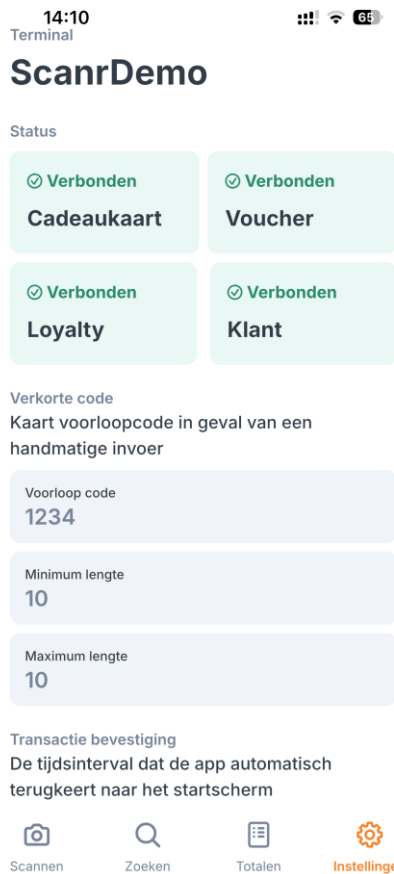
After selecting the [Close] button, you will see that there is no longer a shift. A new shift automatically starts after the first transaction.



### 3.3 Settings (Instellingen)

The Settings screen contains the following items:

- **Status**  
This is an overview of the status of the services that are used by the Scan'r 1.5. The status is indicated in green when the service is functioning correctly.
  - **Giftcard**  
This service is used for gift card transactions.
  - **Voucher**  
This service is used for coupon cards and for issuing and redeeming coupons and vouchers.
  - **Loyalty**  
This service is used for loyalty cards and related points transactions.
  - **Customer**  
This service is used for registering customers and updating customer data.
- **Prefix**  
Here you can enter some information about the prefix to enable short code entry. This means that, for example, that you can enter a 19 digit card code by just entering 10 digits. In such a case you can automatically add a prefix of 9 digits. You can also specify the minimum and maximum length of the card number. The prefix can always be removed when you want to enter a different card number.
- **Transaction confirmation**  
You can set the interval time before the app automatically returns to the start screen. Select "None" if you do not want to return to the start screen automatically.
- **Scan camera**  
Select which camera of your device to use by default for the scanning of cards.
- **Logoff (Afmelden)**  
By selecting the [Afmelden] button you can logoff. Depending on the settings on the Intersolve side, you might need a password to logoff.
- **Scan'r version**  
The version number of the Scan'r 1.5 is shown at the bottom of the page.



## 4. Scanner

---

When you are logged in, the Scan'r 1.5 shows the screen 'Scanner'. By using the [Scan] button, the camera is activated and a barcode or QR code can be scanned.

Example of a barcode:



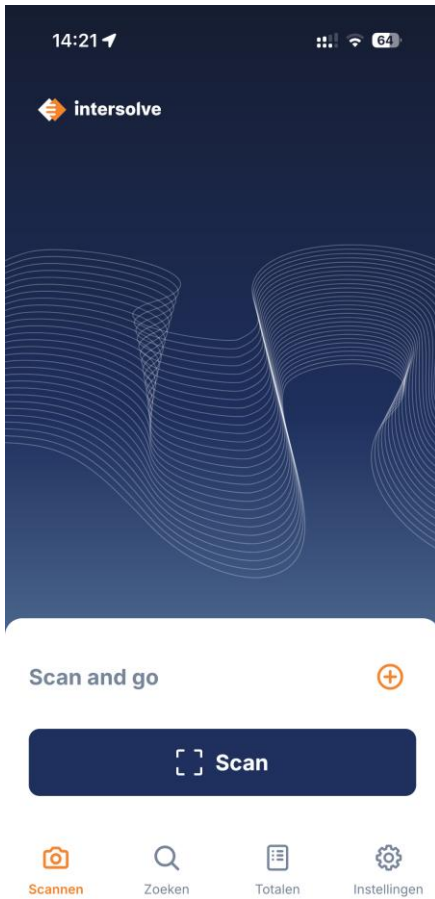
Example of a QR code:



The following types of barcode are supported by Scan'r 1.5:

- EAN8 and EAN13
- Code128
- PDF417

When it is not possible to scan the barcode, for example when it is not readable, you can use the numeric keyboard to enter the card code. Manual entry is activated by means of the numeric entry symbol. Please enter the complete card number, unless you activated the short code entry option. Select "ABC" to enter card numbers with letters.



#### 4.1 Scan code

In this function the camera is activated.

Instructions for scanning:

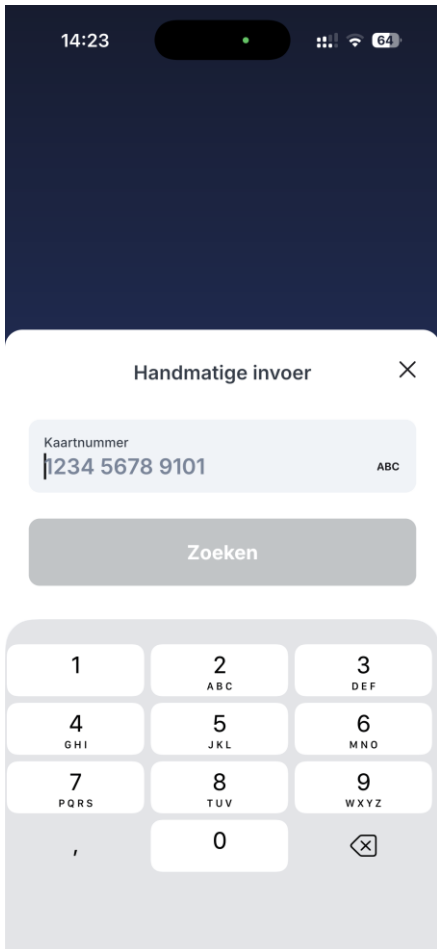
- Make sure the barcode is visible (sufficient light and not shadows over it).
- Make sure the barcode is completely shown.
- Move the camera slowly closer to the barcode.
- When there are multiple barcodes visible, use your hand to cover the barcodes that should not be scanned.

In general a QR code can be scanned faster and more easy than a barcode.

When you are logged in as a merchant, the prefix of the gift card can be entered (see *Settings (Instellingen)* (on page 14)). In this way it is not necessary to enter all 19 digits. This can be handy when manual entry is used a lot.

Example:

- 654065406513 confirm with OK.
- In stead of 112233654065406510 confirm with OK.
- It must be clear on the physical card, which part of the card number must be entered, because the prefix is not shown in the input field.



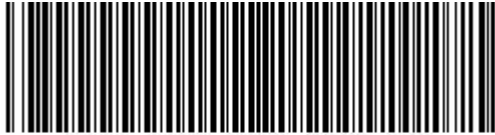
The OK button becomes active when a minimum of 8 digits is entered.

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## 4.2 Gift card test codes for redemption

The following gift card test codes can be used. These cards are reset every day so you can reuse them:

- Card number: 7000001110724656292  
Security code (PIN): 659111  
Balance: € 30,00



7000 0011 1072 4656 292



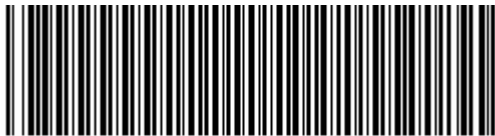
- Card number: 7000001113591437457  
Security code (PIN): 097995  
Balance: € 30,00



7000 0011 1359 1437 457



- Card number: 7000001126919524459  
Security code (PIN): 243270  
Balance: € 30,00



7000 0011 2691 9524 459



- Card number: 7000001129707706924  
Security code (PIN): 939000  
Balance: € 30,00



7000 0011 2970 7706 924



- Card number: 7000001132971870301  
Security code (PIN): 408323  
Balance: € 30,00



7000 0011 3297 1870 301



- Card number: 7000001133428228069  
Security code (PIN): 757727

Balance: € 30,00



- Card number: 7000001134810511559  
Security code (PIN): 880118  
Balance: € 30,00



- Card number: 7000001142307172561  
Security code (PIN): 312503  
Balance: € 30,00



- Card number: 7000001143671843431  
Security code (PIN): 281064  
Balance: € 30,00



- Card number: 7000001143983471665  
Security code (PIN): 344871  
Balance: € 30,00



- Card number: 7000001156302850781  
Security code (PIN): 094827  
Balance: € 30,00



- Card number: 7000001158341699849  
Security code (PIN): 913270

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Balance: € 30,00



- Card number: 7000001159179884222  
Security code (PIN): 376038  
Balance: € 30,00



- Card number: 7000001164645572096  
Security code (PIN): 076240  
Balance: € 30,00



- Card number: 7000001165235682724  
Security code (PIN): 714935  
Balance: € 30,00



- Card number: 7000001166831090445  
Security code (PIN): 922803  
Balance: € 30,00



- Card number: 7000001169683955640  
Security code (PIN): 721194  
Balance: € 30,00



- Card number: 7000001171077105386  
Security code (PIN): 112866

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Balance: € 30,00



- Card number: 7000001175663273235  
Security code (PIN): 215049  
Balance: € 30,00



- Card number: 7000001181946969268  
Security code (PIN): 965712  
Balance: € 30,00



- Card number: 7000001183501282467  
Security code (PIN): 462894  
Balance: € 30,00



- Card number: 7000001189966057310  
Security code (PIN): 864212  
Balance: € 30,00



- Card number: 7000001190015145981  
Security code (PIN): 064685  
Balance: € 30,00



- Card number: 7000001190884995284  
Security code (PIN): 449120

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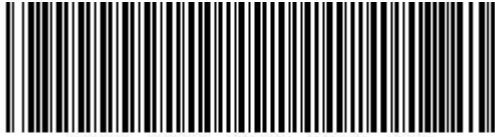
Balance: € 30,00



7000 0011 9088 4995 284



- Card number: 7000001193023383917  
Security code (PIN): 499290  
Balance: € 30,00



7000 0011 9302 3383 917



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### 4.3 Inactive Gift card test codes

The following gift card test codes are all inactive cards. These cards are reset every day so they can be reused:

- Card number: 7000001114496061830  
Security code (PIN): 848135



- Card number: 7000001117742543261  
Security code (PIN): 376716



- Card number: 7000001126512477337  
Security code (PIN): 344215



- Card number: 7000001130416883756  
Security code (PIN): 323009



- Card number: 7000001133145544418  
Security code (PIN): 494742



- Card number: 7000001137264473861  
Security code (PIN): 808611



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- Card number: 7000001138056150741  
Security code (PIN): 468666



- Card number: 7000001140858958792  
Security code (PIN): 495356



- Card number: 7000001141087242123  
Security code (PIN): 493574



- Card number: 7000001145287822071  
Security code (PIN): 133988



- Card number: 7000001149703849346  
Security code (PIN): 635394



- Card number: 7000001150852621106  
Security code (PIN): 118361



- Card number: 7000001152122571384  
Security code (PIN): 048562



- Card number: 7000001153818042649  
Security code (PIN): 505679



- Card number: 7000001155615292939  
Security code (PIN): 929426



- Card number: 7000001155860681026  
Security code (PIN): 317351



- Card number: 7000001157452380173  
Security code (PIN): 872720



- Card number: 7000001162659384010  
Security code (PIN): 512129



- Card number: 7000001169327077991  
Security code (PIN): 920169



- Card number: 7000001170034108541  
Security code (PIN): 570510



- Card number: 7000001174150075542  
Security code (PIN): 461091



- Card number: 7000001183945813786  
Security code (PIN): 403034



- Card number: 7000001196082869643  
Security code (PIN): 629412



- Card number: 7000001198653286868  
Security code (PIN): 170689



- Card number: 7000001198679817134  
Security code (PIN): 224248

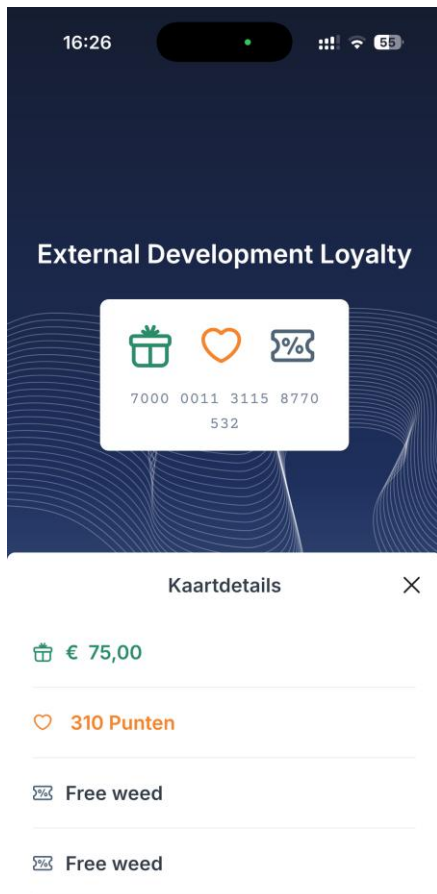


#### 4.4 Scan only option

When the terminal is logged in, the Scan'r 1.5 only shows the scan screen. For some customers the manual entry option is switched off, and it is only possible to scan the barcode. The Intersolve host determines whether or not manual entry is switched off.

#### 4.5 Multi functional cards

There are cards that have multiple functions. A card can contain loyalty, voucher and gift card functionality. When a multi functional card is scanned, you can see the active functions on the card. You can select the required function and navigate to the corresponding screen.

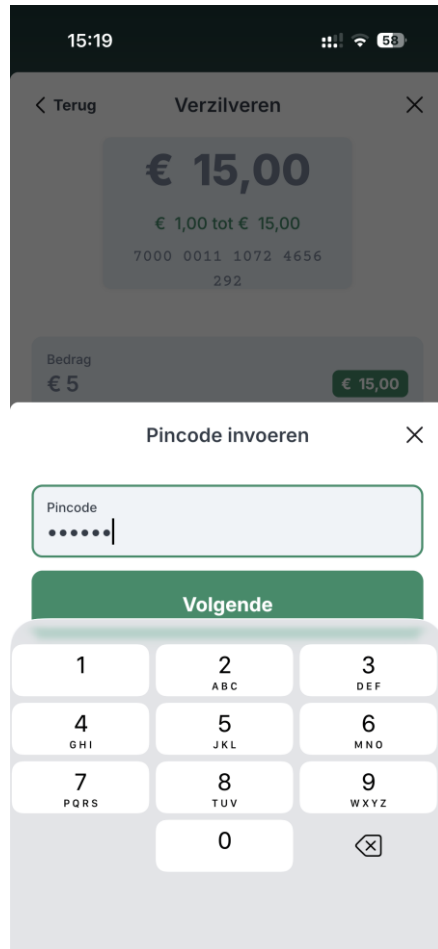
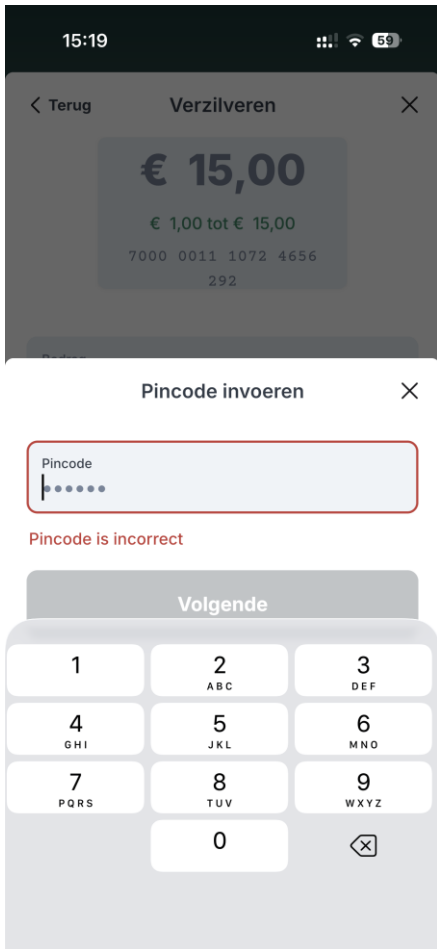


More information about the various functions can be found here:

- Gift cards, see *Gift card* (on page 30).
- Checkin cards, see *Checkin cards* (on page 44).
- Coupons and coupon cards, see *Coupon card* (on page 46).
- Loyalty cards, see *Loyalty* (on page 50).

#### 4.6 Pincode

Some cards require the card holder to enter a PIN upon redemption. The screen looks like this:



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## 5. Gift card

This chapter describes the various transactions that can be performed on gift cards.

### 5.1 Select transaction type

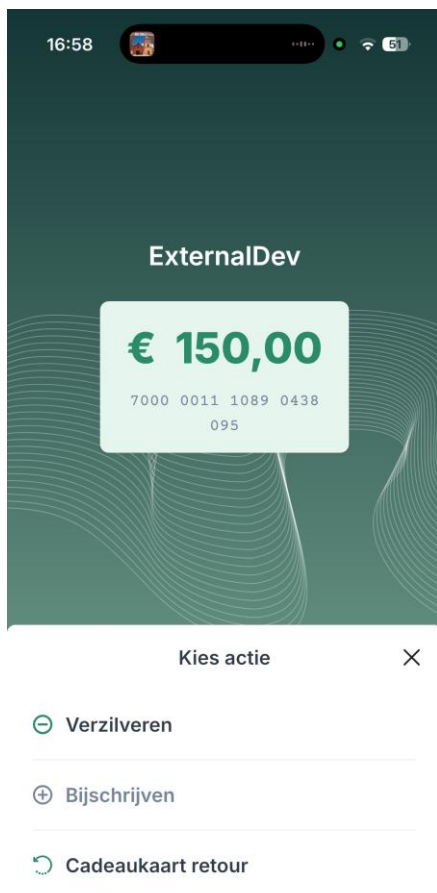
When a valid gift card is scanned, you can select one of the following functions:

- Purchase
- Reload
- Refund gift card

When all functions are available, these will be shown as actions. The operator in this example has the rights for all transaction types.

If only one transaction type is available, the app automatically navigates to that transaction type. This is, for example, the case for new cards (inactive cards) because there is only one option: Activate.

Click on [X] to return to the main screen.



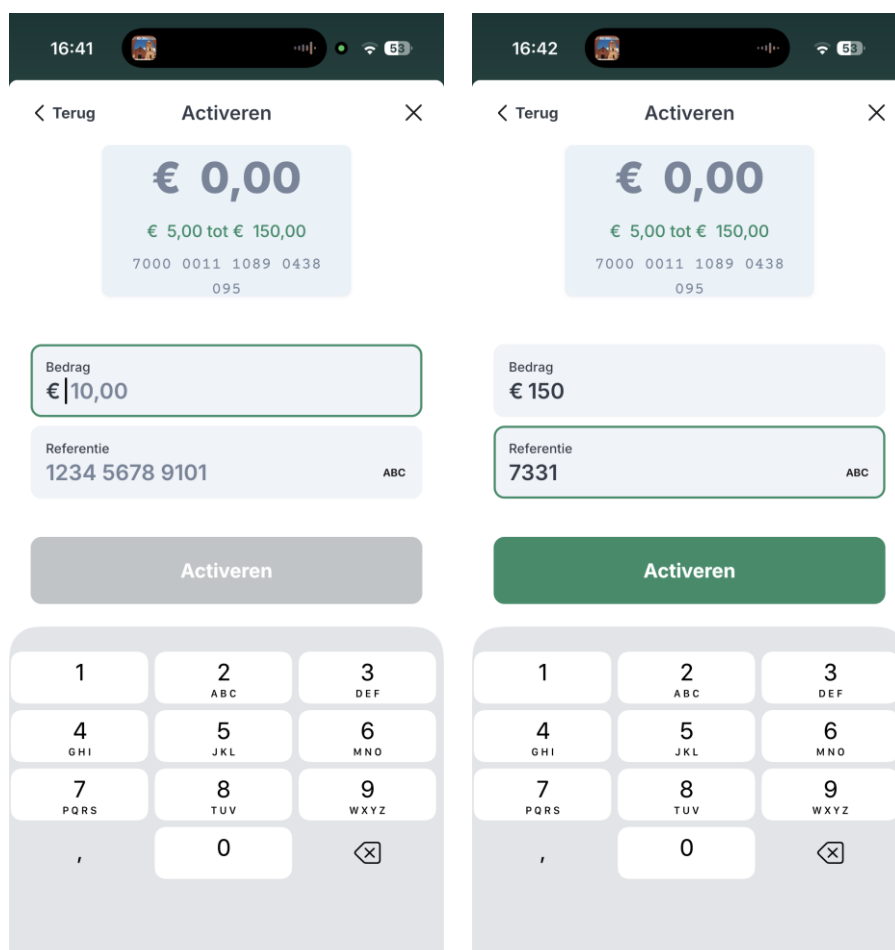
### 5.1.1 Activate

The activate transaction consists of two types of transaction screens:

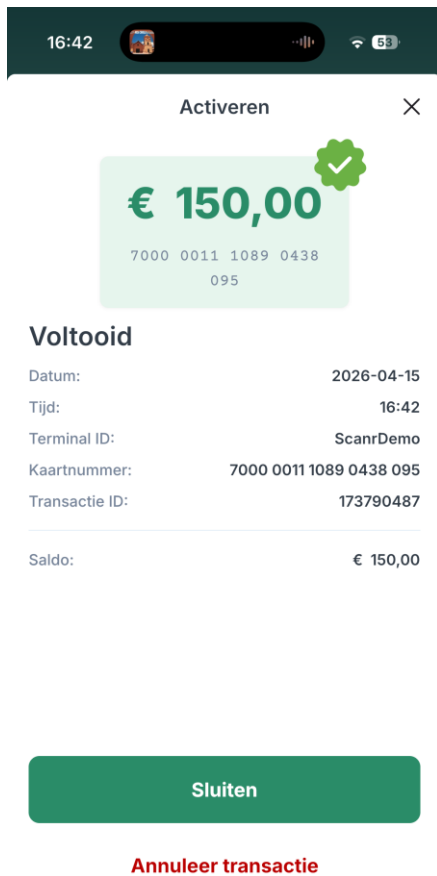
- Open value cards
- Fixed value cards

Procedure for activation:

1. Scan the card. When the card is inactive, this is shown in the screen and you will have the option to activate the card.
2. When it involves a open value card, you can enter the amount for which the card will be activated. Enter the amount that is indicated by customer. Optionally you can also enter a reference for the transaction.



3. Select the [Activate] button. A new screen is shown with an overview of the amount, the card number and the action to be performed.



4. Select the [Close] button if all data is correct. Select the [Cancel transaction] button if you want to cancel the transaction.

### 5.1.2 Purchase

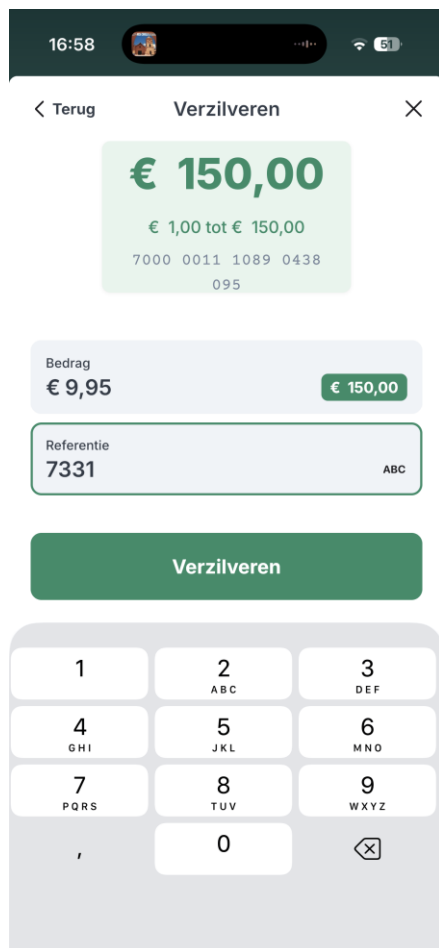
The purchase transaction consists of two transaction screens:

- Open value
- Fixed value


#### 5.1.2.1 Open value

The "open value" input screen shows the details of the card, the balance and an input field. By tapping on the input field, the numeric keypad is activated. Use the following steps to make a purchase:

1. Tap on the input field to show the numeric keypad.

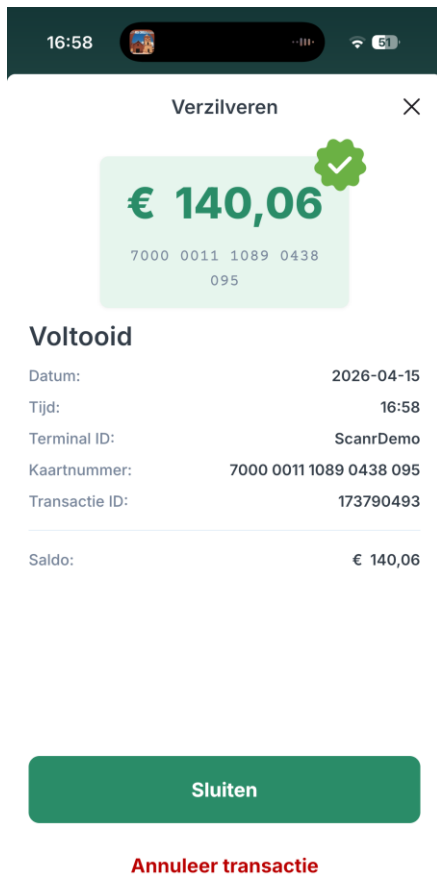


2. Enter the amount of the purchase. When you selected an incorrect digit, use the

erase button  to clear the last digit(s) and enter it again.

Optionally you can also enter a transaction reference. Click on "ABC" to change to alphabetic entry.

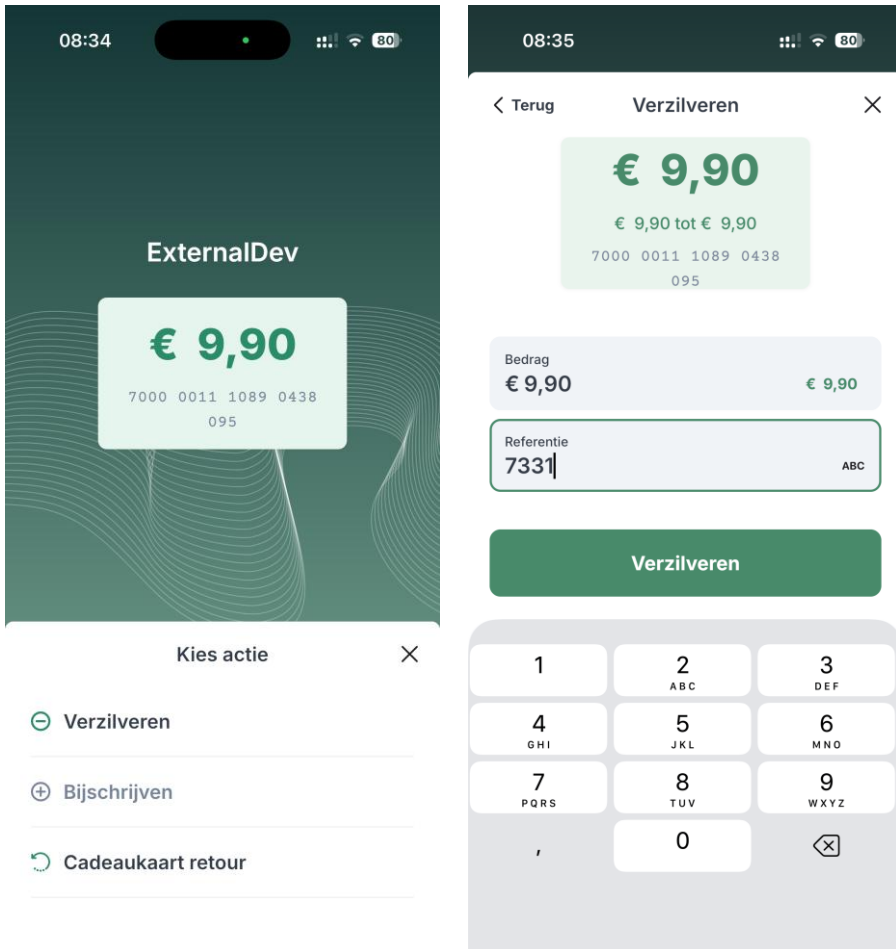
3. Select the [Redeem] button when the correct amount is entered.



Here you can accept the transaction with the [Close] button or roll back the transaction with the [Cancel transaction] button.

#### 5.1.2.2 Fixed value

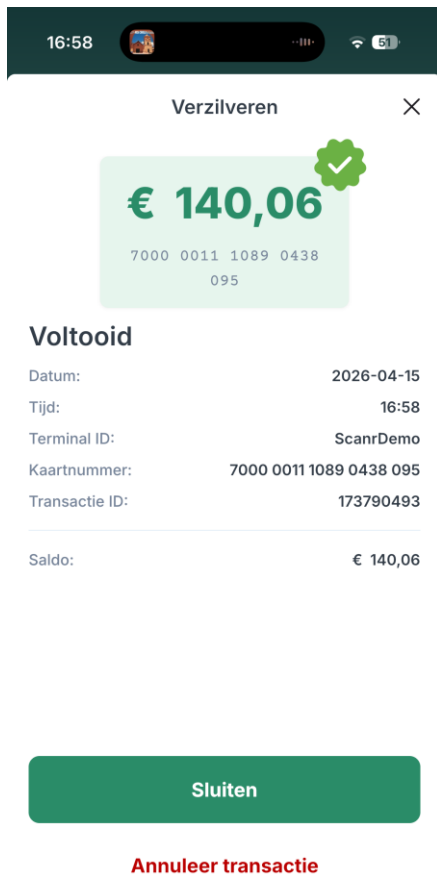
The "fixed value" screen shows the details of the card, the balance and the purchase amount. The merchant can accept with the [Purchase] button.



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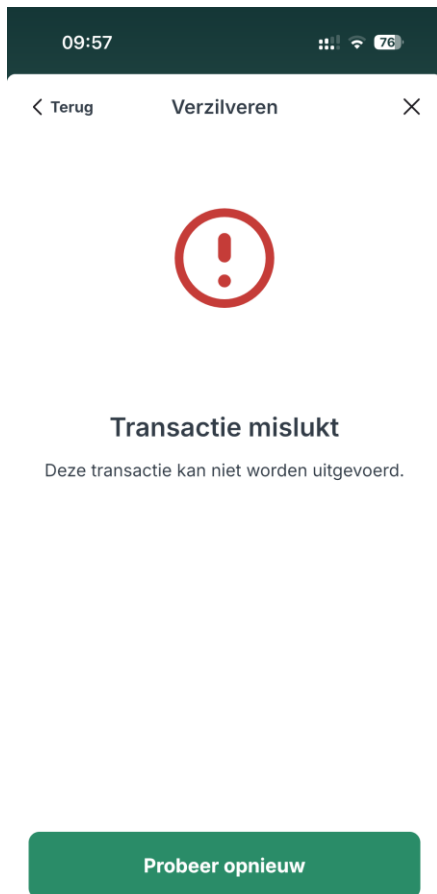
**5.1.2.3 Purchase succeeded**

When the purchase is completed, a confirmation message is shown.



#### 5.1.2.4 Purchase rejected

When the purchase is rejected by the server, you will receive a description of the error and an error code.



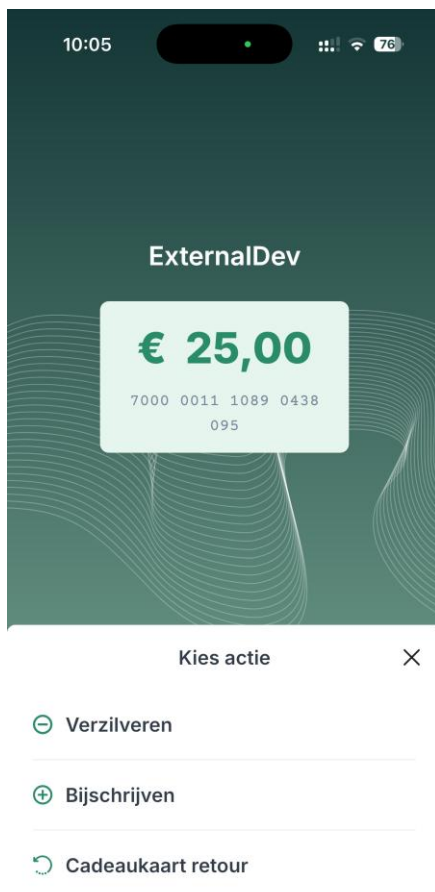
The option [Retry] is only available when there is a logical reason to retry the transaction. For example, when the card is blocked in the time period between the scan and the purchase transaction, a retry will not be effective.

### 5.1.3 Reload

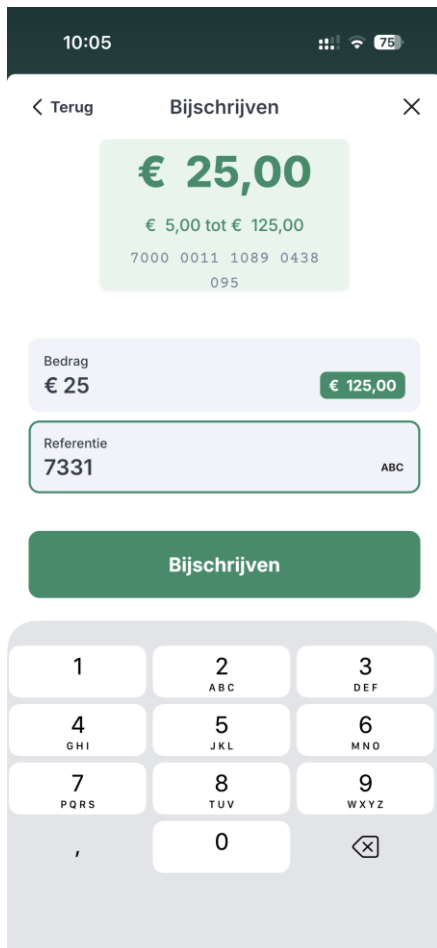
Cards that are already activated, can be reloaded to increase the balance. Please note that this is only possible if the business "Reloadable" is set for the brand type of the corresponding card. The procedure to reload:

1. Scan the card.

Select the "Reload" action. This function will not be available when the card is not yet activated, or if the card does not have the corresponding business rule (Reloadable), or if the card already has the maximum balance. The action [Reload] will be shown as grey and cannot be selected.

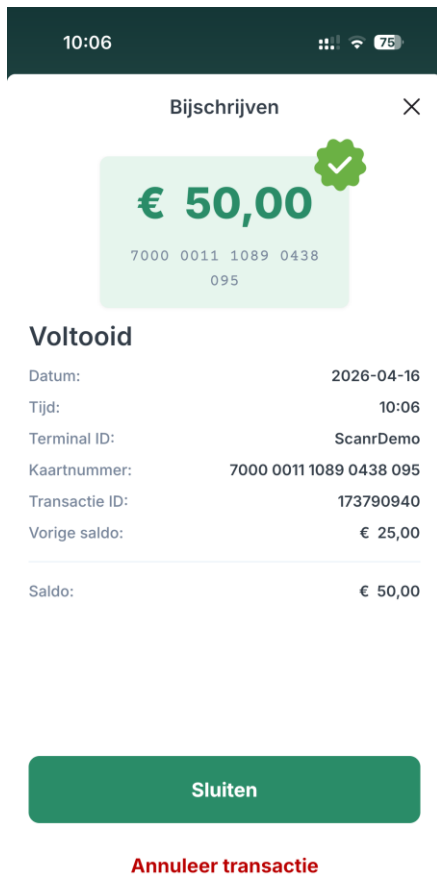


2. Enter the amount. Keep account with the fact that the balance may not be higher than the maximum amount after the reload. In that case an error will occur.



3. Select the [Reload] button. A screen is shown with the result of the transaction.

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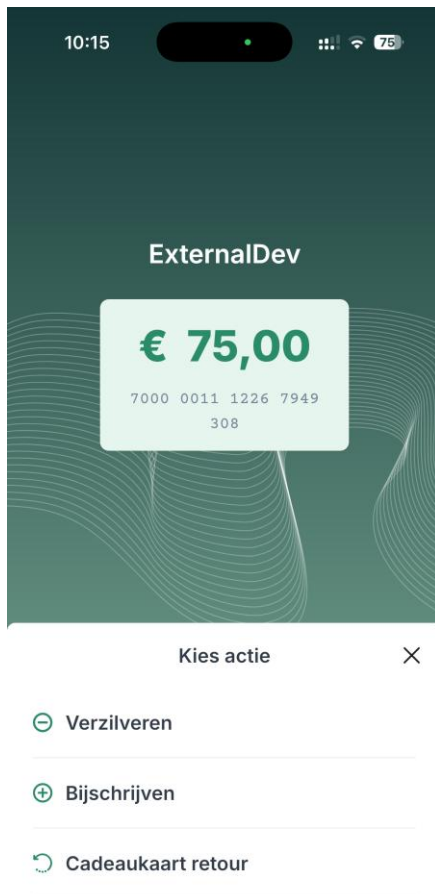


- If all data is correct, you can select the [Close] button. Otherwise you can cancel the transaction with the [Cancel transaction] button.

#### 5.1.4 Refund

A card that has been activated, but is not yet used for a Purchase or a Reload, can be returned. This is only possible if the business rule "Refundable" is set for the corresponding brand type of the card. The procedure for a refund:

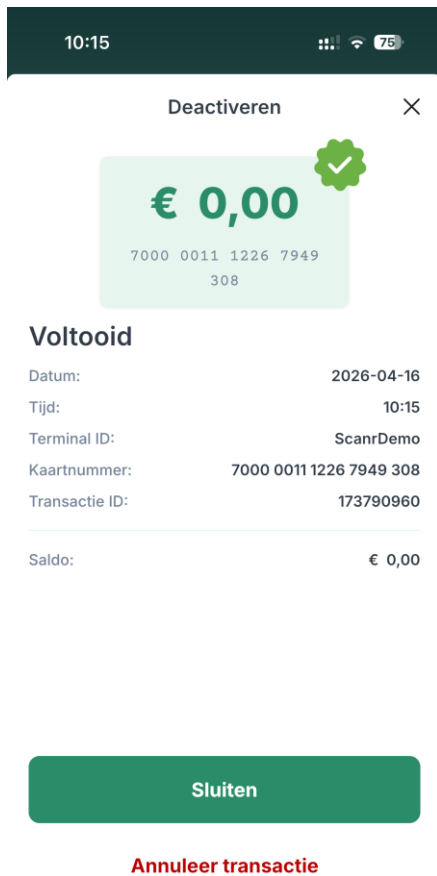
- Scan the card number.



2. Select the [Refund Gift card] function. This function will not be available if the card is not yet activated, or when the card does not have the corresponding business rule (Refundable). The action is then shown in grey. A new screen is shown where you can confirm the action:



3. Select the button [Yes, deactivate] to continue, or the button [No] to abort the action.
4. The result of the refund action is shown on screen.



5. If all data is correct, you can select the [Close] button. Otherwise you can cancel the transaction with the [Cancel transaction] button.

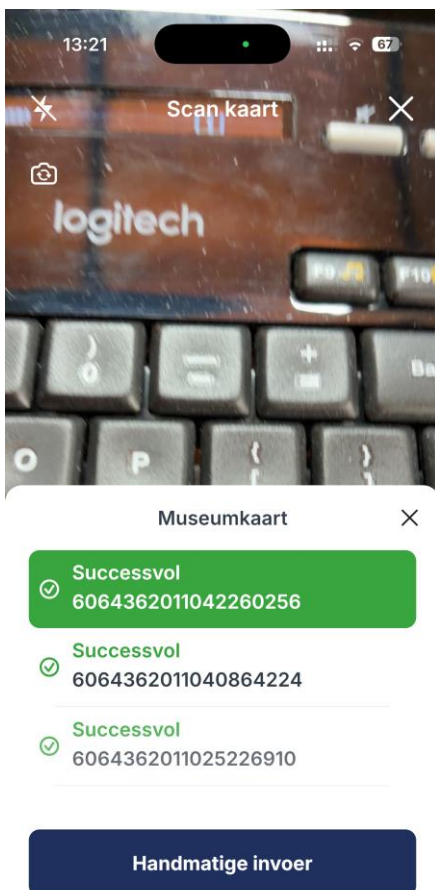
## 6. Checkin cards

A Museum card and Vriendenloterij card are so called "Checkin" card. This is a card that is used for access validation and a visit can be registered by means of a transaction.

### 6.1 Access control

Procedure for access control with Checkin cards:

1. Scan the card.
2. The card is now checked and a message is reported about the result. A green message means that the scan was successful and the card holder may enter the location. A red message means that the scan was not successful. The reason of failure is indicated as a code:
  - 101 = card not recognized
  - 102 = card is expired
  - 103 = card is blocked, so this card was already used today on this location



or

3. Select [X] to return to the standard screen, otherwise the Scan'r 1.5 remains in the scanning mode.

## 6.2 Messages

When the card is not valid or there is an other error, the following message can be given:





## 7. Coupon card

---

A coupon card is a digital version of a so called discount booklet. The coupon card can hold zero or more coupons that give a discount. This can be a discount for a specific fixed amount, but can also be a discount percentage. It is also possible that it gives a discount of 100% on the entry price. In that way the card holder receives a free access.

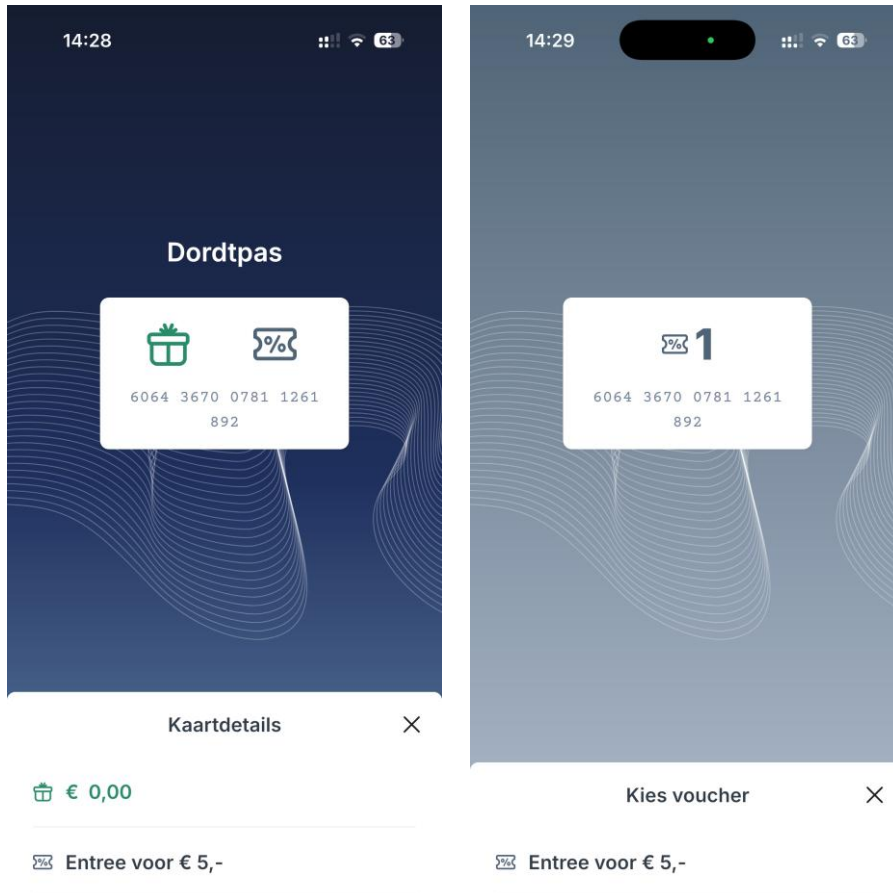
### 7.1 Coupon card usage

In the card symbol the following icons can be shown:

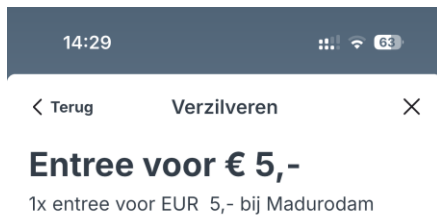
-  = gift card balance that can be used as a payment method.
-  = discount vouchers that can be used to receive a discount.

Procedure for coupon cards:

1. Scan the card. Depending on the options of the card and the functions linked to your account, one of the following screens are shown:



2. The available coupons on the card that can be redeemed at the current shop are retrieved. If there are coupons available, they will be displayed in the screen, see example.  
Select the coupon that you want to redeem.



The details of the coupon are display. If you want to look at a different coupon, you can select the [X] button and then select a different coupon. If you want to redeem the coupon, select the [Redeem] button. When the coupon requires a value to be entered, you can use the [Redeem] button after you entered the value.

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3. Select the [Close] button to return to the standard screen. Select the [Cancel transaction] button to roll back the Redeem of the coupon.

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## 8. Loyalty

A loyalty card is a card that is used by customers to identify themselves and to receive certain benefits on the basis of purchases. These benefits can be one or more of the following:

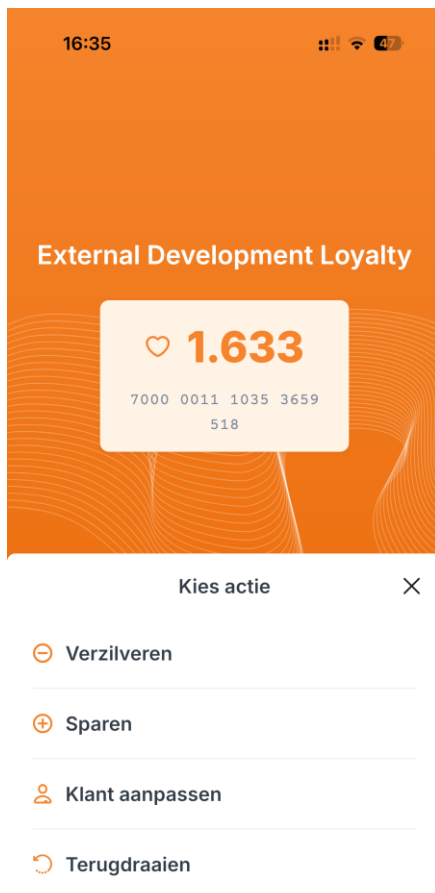
- Points that can be redeemed to receive a discount.
- Points that can be redeemed as (part of) a payment.
- Points that can be converted to coupons to receive discounts.

Points can be issued on the basis of purchases made by the customer. In most cases, the points can only be redeemed after the customer has been registered.

### 8.1 Use of Loyalty card

Procedure for loyalty cards:

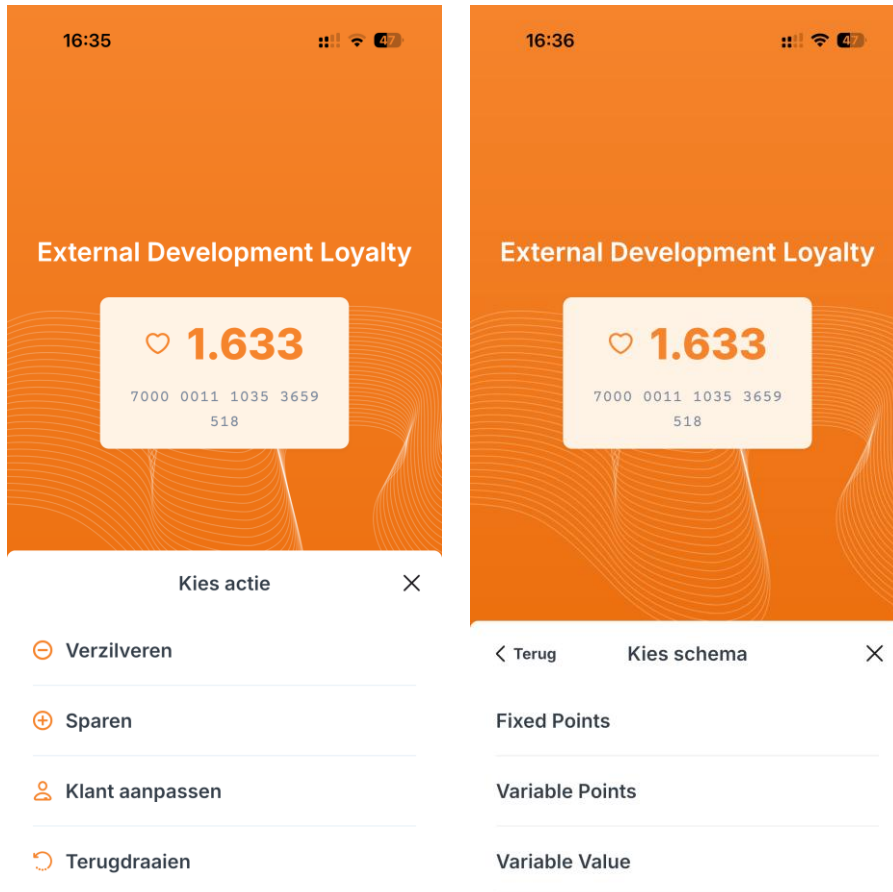
1. Scan the card.
2. The current point balance is shown, together with the functions that can be performed:



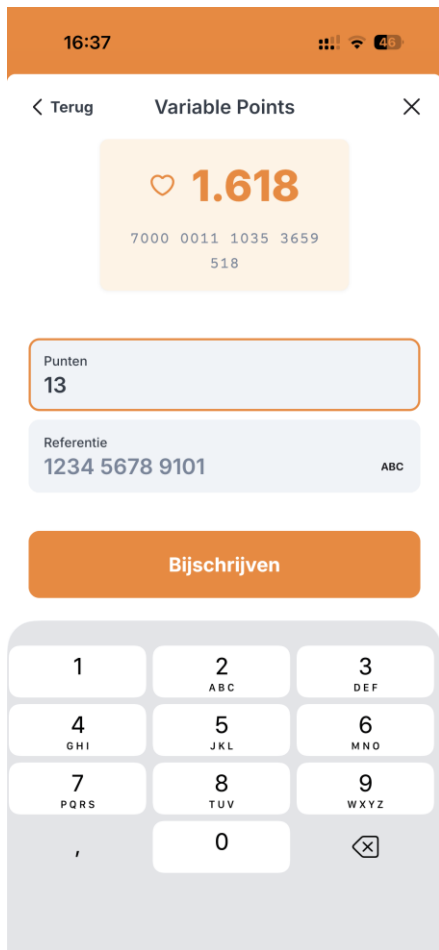
## 8.2 Issue Points

To issue points to a customer after a purchase, please use the following procedure:

1. After scanning the card, select the [Save] button. Optionally you can select a scheme:

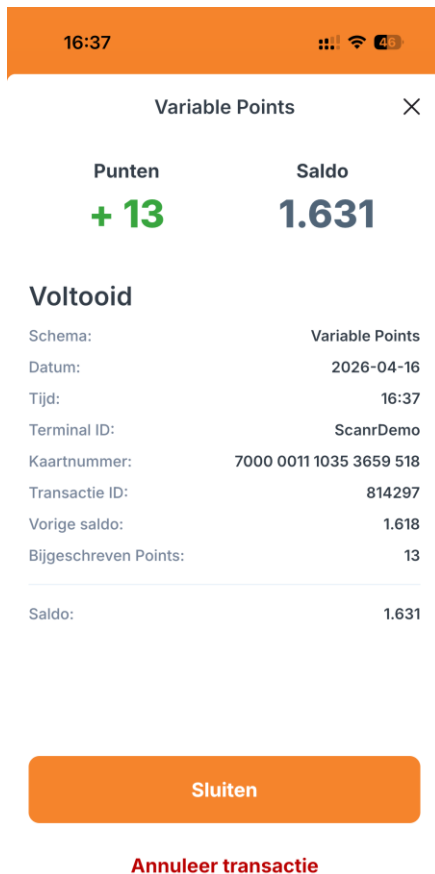


2. Enter the number of points, and optionally enter a transaction reference. Click on the [Save] button to initiate the transaction.



3. The result of the transaction is shown.

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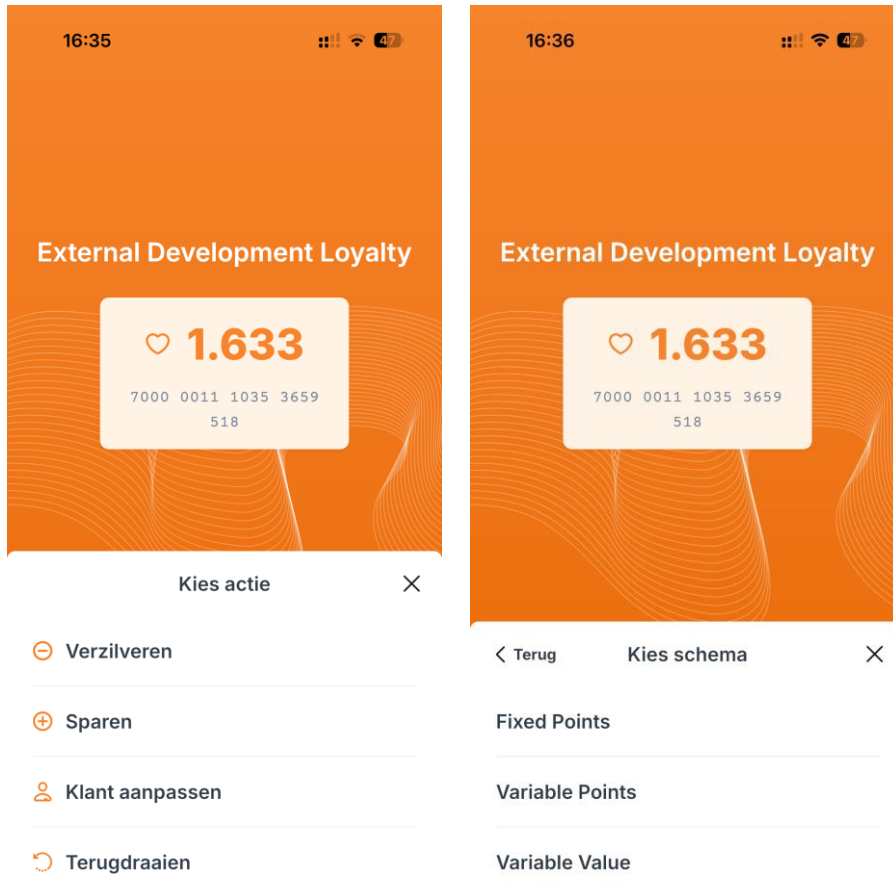


4. If all data is correct, you can select the [Close] button. Otherwise you can cancel the transaction with the [Cancel transaction] button.

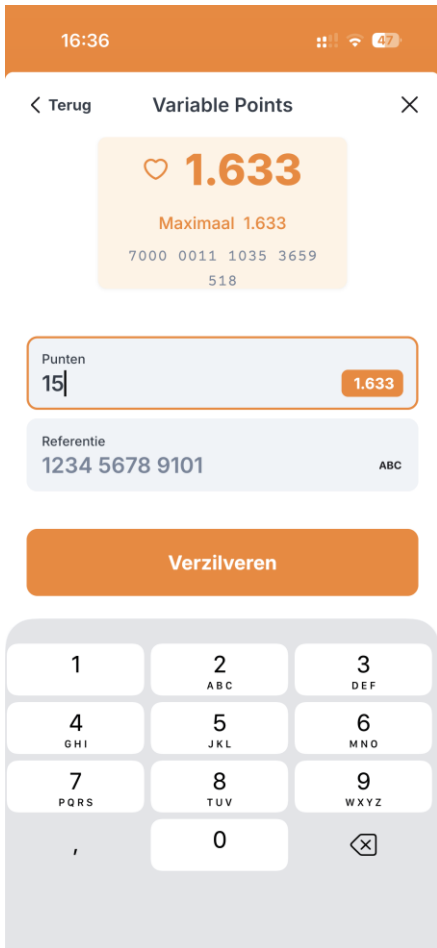
### 8.3 Redeem points

To redeem the points of a customer, use the following procedure:

1. After scanning the card, select the [Redeem] button. Optionally you can select a scheme:

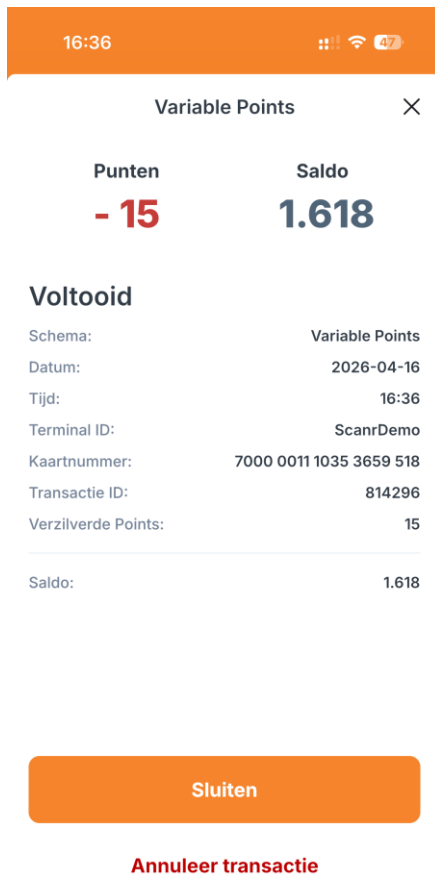


2. Enter the number of points, and optionally enter a transaction reference. Click on the [Save] button to initiate the transaction.



3. The result of the transaction is shown.

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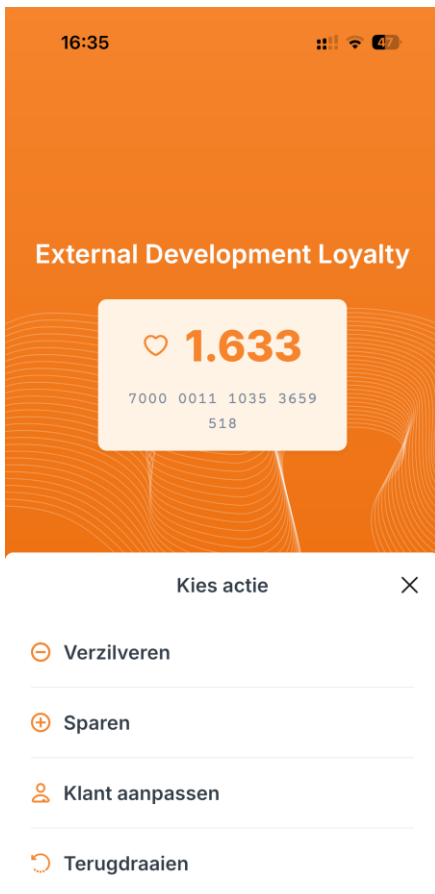
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4. If all data is correct, you can select the [Close] button. Otherwise you can cancel the transaction with the [Cancel transaction] button.

#### 8.4 Customer data

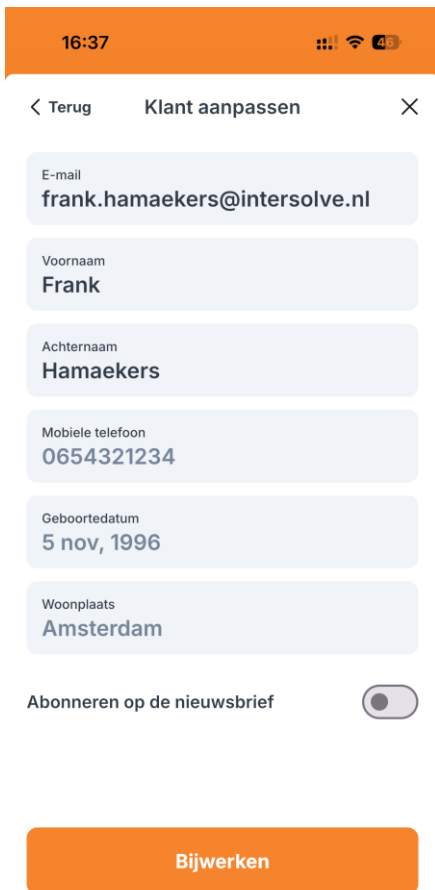
To view and update the customer data, use the following procedure:

1. Scan the card and optionally select [loyalty]. The following screen is shown:



2. Select the button [Update Customer]. The following screen is shown:

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16:37

< Terug Klant aanpassen X

E-mail  
frank.hamaekers@intersolve.nl

Voornaam  
Frank

Achternaam  
Hamaekers

Mobiele telefoon  
0654321234

Geboortedatum  
5 nov, 1996

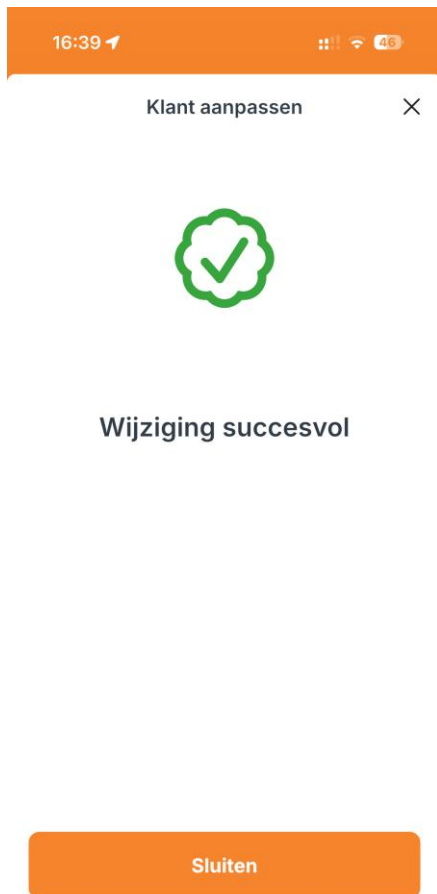
Woonplaats  
Amsterdam

Abonneren op de nieuwsbrief

Bijwerken

3. To update the data, select the field you want to edit and start typing. When finished, select the [Update] button to save the changes.
4. When the changes are saved, the following screen is shown:

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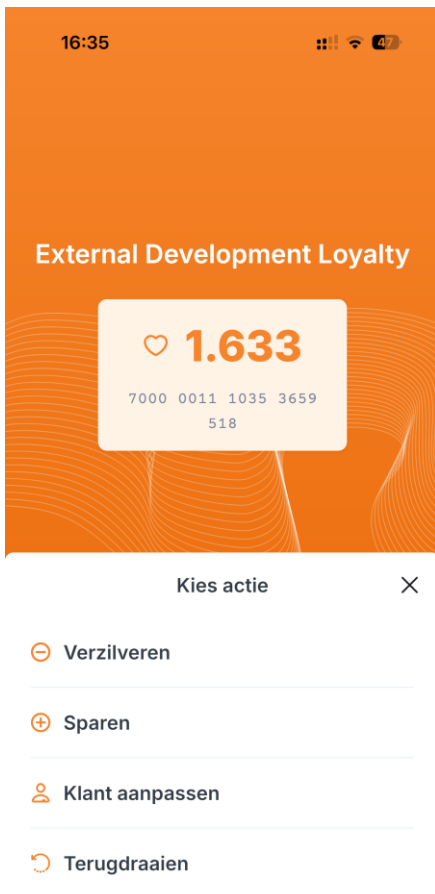


5. Select the [Close] button to return to the overview screen of the loyalty card.

### 8.5 Cancel Loyalty Transaction

To cancel a transaction, use the following procedure:

1. After scanning the card, select the [Roll-back] button.

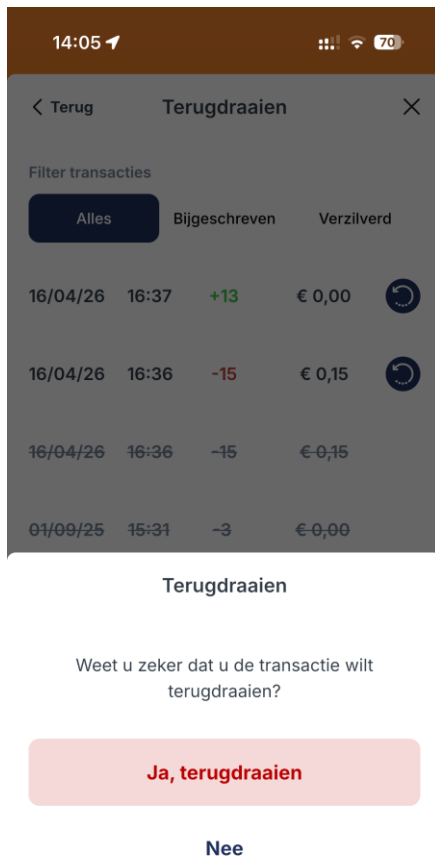


2. A list of recent transaction is shown. Here you can select a transaction you wish to cancel.





3. Click on a blue circle with an arrow to select a transaction to cancel. A confirmation screen is shown.

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- Select [Yes, roll-back] if you want to cancel the selected transaction. After that the list is refreshed and the cancelled transaction is now greyed.



Filter transacties			
Alles			
Bijgeschreven			
Verzilverd			
16/04/26	16:37	+13	€-0,00
16/04/26	16:36	-15	€ 0,15 
16/04/26	16:36	-15	€-0,15
01/09/25	15:31	-3	€-0,00
10/06/25	16:41	+69	€-0,00
05/06/25	13:12	-3	€ 0,00 
04/06/25	15:10	+50	€-5,00
04/06/25	15:10	+5	€ 0,00 
04/06/25	15:09	-3	€ 0,00 

5. Select the [X] button to return to the main screen.

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## 9. Index

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### A

Access control • 44  
Activate • 31

### C

Cancel Loyalty Transaction • 59  
Checkin cards • 44  
Copyright . • 2  
Coupon card • 46  
Coupon card usage • 46  
Customer data • 56

### D

Day Totals • 10  
Document Identificatie • 2  
Download the Scan'r 1.5 • 5

### F

Fixed value • 34

### G

Gift card • 30  
Gift card test codes for redemption • 19

### I

Inactive Gift card test codes • 24  
Initial use Scan'r 1.5 • 7  
Introduction • 5  
Issue Points • 51

### L

Login Scan'r 1.5 • 5  
Loyalty • 50

### M

Menu and Contents • 8  
Messages • 45  
Multi functional cards • 27

### O

Open value • 33

### P

Pincode • 28  
Preface . • 2  
Purchase • 33  
Purchase rejected • 36  
Purchase succeeded • 35

### R

Redeem ponits • 53  
Refund • 40  
Reload • 38

### S

Scan code • 17  
Scan only option • 27  
Scan-and-go • 8  
Scanner • 16  
Select transaction type • 30  
Settings (Instellingen) • 14

### U

Use of Loyalty card • 50

### V

Versie Geschiedenis • 2