

Save Every Mile Loyalty Program Cashier Instructions



CASHIER STEPS FOR SUCCESS

The **Save Every Mile** program is now live at your store! Be sure you understand how the program works, and what your responsibilities are. Keep the **Save Every Mile** Loyalty Program Quick Reference Guide provided near the register for easy access.



SCAN
CODE TO
GET APP

1 Download the Save Every Mile App

All employees should download the app. By installing and navigating through the **Save Every Mile** app, you'll have hands-on experience that will help you answer customer questions. Download it now!

2 Review This Binder

Complete details on the **Save Every Mile** Loyalty Program are included in this binder for your convenience. Please review each section.

3 Test POS

Confirm that the loyalty function is working outside at the pump and inside at the POS.

4 Confirm Monthly Offers

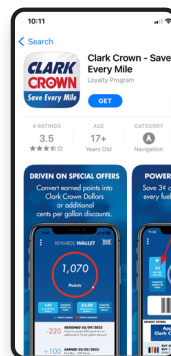
Check that the Monthly Offers are automatically uploaded to your app every month.

5 Understand Redeeming Process

Walk through "How to Redeem Savings at the Pump" and "How to Redeem Points in the Store" on the following page. Instructions are also included on the laminated Quick Reference Guide.

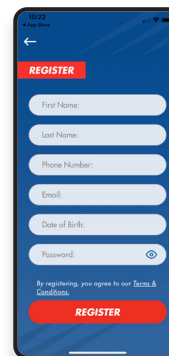
6 Talk it Up!

You can help make **Save Every Mile** a success at your store. See right for more tips.



Get App

Scan or download to install.



Create Account

Enter information and create a password.

Talking Tips!

- ✓ Chat up customers shopping in the store
- ✓ Tell them about the great savings and offers
- ✓ Ask if they've enrolled in the loyalty program
- ✓ Both at the pump and in the store!
- ✓ Show them how to download the app



How to Redeem Savings at the Pump

- 1** Select '**Save Every Mile**' or loyalty prompt.
- 2** Enter loyalty number or ALT ID (phone number).
- 3** Choose payment method.
- 4** Price rolls back.
- 5** Then fuel!

Maximum 20 gallons per visit

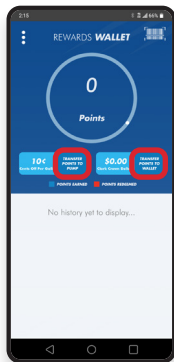


Tips!

If the pump price does not rollback, check that the customer remembered to transfer their Clark Crown points to pump. Make sure the customer did not make an error when entering their phone number.



Home Page



Rewards Wallet



Tips!

If the customer asks how to transfer points, have them open their app. Show them they can transfer points to the pump or to the wallet from the Home page or from the Wallet page.



How to Redeem Points in the Store (Clark Crown Dollars)

CUSTOMER STEPS

- 1** Choose 110 or 220 Clark Crown Dollars to redeem.

CASHIER STEPS

- 1** Ring up items being purchased.
- 2** Ask customer to open their **Save Every Mile** app.
- 3** Scan bar code on the Home Page.
- 4** If the bar code does not work, have the customer enter their ALT ID (phone number) in the pin pad.
- 5** Total due is reduced.
- 6** Complete transaction as usual.

Clark Crown Dollars may not be applied to the purchase of alcoholic beverages, tobacco and nicotine products, lottery tickets and cards, video gambling machine services, and financial products including gift cards and phone cards.



Tips!

If the customer does not see their Clark Crown points, ask if they remembered to transfer points to the wallet. If the bar code doesn't scan, have the customer enter their phone number in the pin pad.