

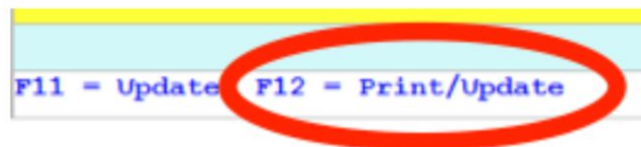
# NOW OFFERING DIGITAL RECEIPTS!

## What are digital receipts and what are their benefits?

**Digital receipts are electronic versions of the paper receipts** that customers receive when they make a purchase. These receipts are more convenient as they can be more easily retrieved for expense tracking, exchanges or returns.

## How does it work?

1) **Ring the transaction as you normally would**, and after accepting the tender, close the transaction using: **"F12 Print/Update"**.



2) **A new dialog box will pop up and you should ask the customer: "Would you like an email receipt?"**

### IF CUSTOMER SAYS "YES"

**Ask the customer for their email address** and enter it in the "Email" Field. Use the email preset buttons (@gmail.com, etc.) instead of typing the domain name to minimize typos. *(Note: If an email address is populated in the "Email Field", you should verify it with the customer).*

**Ask the customer if they would like a "Digital Only Receipt" or a "Digital Receipt +Printed Receipt"**. Choose the 1st or 2nd button based upon their response.

*(Note: "Digital Receipt Only" will only send an email receipt and will not print a paper receipt. If the customer wants both an email receipt and a paper receipt, select "Digital Receipt +Printed Receipt").*

A screenshot of a software dialog box titled "flexReceipts" with a blue header and a close button (X) in the top right. The main text asks "Does The Customer Want A Digital Receipt?". Below this is an "Email:" label followed by a text input field. Underneath the input field are three buttons: "@gmail.com", "@hotmail.com", and "@yahoo.com". At the bottom, there are three large buttons: "Yes - Digital Receipt Only (Email Required)", "Yes - Digital Receipt + Printed Receipt (Email Required)", and "No - Printed Receipt Only".

**Press "OK"** when you receive the confirmation message from flexEngage.

*(Note: If "Digital Receipt Only" is selected for a credit card transaction that requires a signature, you must make sure the "Print EFT Receipt" box is checked.)*

**The Email receipt is sent.** The email receipt is automatically sent to the customer and they typically receive it before they walk out of the store!

A Paper Receipt is printed if **"Digital Receipt + Printed Receipt"** or if **"Print EFT Receipt"** was selected.

A screenshot of a software dialog box titled "flexReceipts" with a blue header and a close button (X) in the top right. The main text says "A digital copy of the receipt has been sent to flexReceipts." and "A digital copy of the receipt has been emailed to the customer." Below this is a checkbox labeled "Print EFT Receipt" which is checked. At the bottom is a button with a green checkmark icon and the text "OK".

### IF CUSTOMER SAYS "NO"

Select **"No Printed Receipt Only"** and a paper receipt will print as normal.

### 3) You are ready for your next transaction!

## Frequently Asked Questions (FAQs)

### *Can digital receipts be accepted for returns & exchanges?*

**Yes!** A customer can bring in a printed copy of the digital receipt and you can use the receipt number or barcode from that receipt to initiate a return/exchange as normal.

### *What about Data Privacy & Security?*

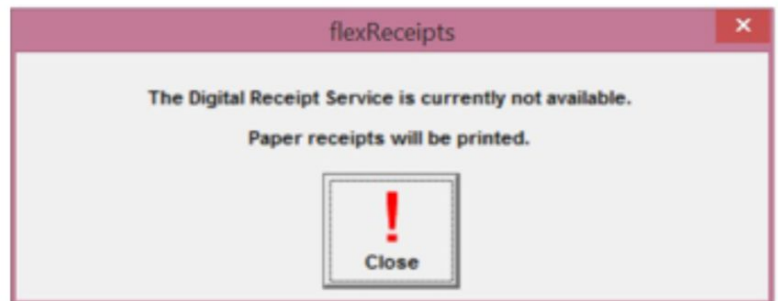
Consumer information is never sold or shared with anyone. It is also protected by bank-like security to ensure that each customer's information is not compromised.

### *What about gift receipts?*

Digital receipts are not available for gift receipts. Print gift receipts as normal.

### *What if I get this message?*

If you get this error message, click **"CLOSE"** and notify your manager so that they can contact your Retail Pro Partner to troubleshoot. Often it is a common configuration issue or a communication issue that can be quickly identified and corrected. No worries because a paper receipt will always print when this error occurs, but the customer will not receive an email receipt.



### *Who is flexEngage?*

flexEngage is an innovative company that enables retailers to provide it's guests with digital receipts. flexEngage is RetailPro's preferred and exclusive provider of enriched digital receipts. flexEngage also features a free website where customers can store and access their digital receipts. Visit [www.flexEngage.com](http://www.flexEngage.com) to learn more.

### *Who do I contact if I have questions or concerns?*

[support@flexEngage.com](mailto:support@flexEngage.com)