

# Issuing Free Rentals

---

There comes a time in your business life when it may be necessary to smooth over a situation with a customer, or to provide some form of compensation for a sticky situation. Rather than resulting to a return (cash out of the drawer), a free rental may accomplish the same task.

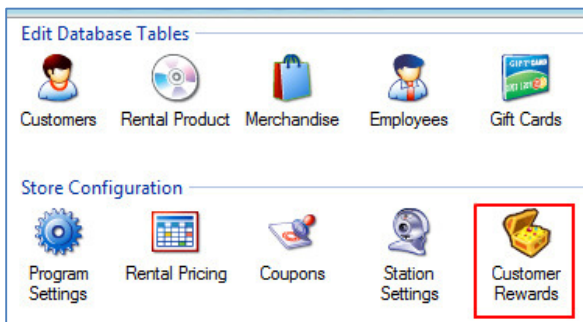
Alerion Point-of-Sale provides you a means to provide a free rental by using the Rewards systems. While the rewards system is geared to issuing rewards for things that accumulate, like dollars spent in the store, early return credits, or number of rentals, you can also set up a reward that can be applied manually.

## Setup The Manual Rewards (Free Rental)

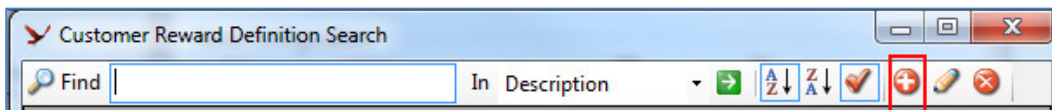
You will want to set up a manual reward for each pricing tier (price code). This way the customer will receive a free rental for the same pricing type as the movie they originally rented.

To setup the manual free rental rewards:

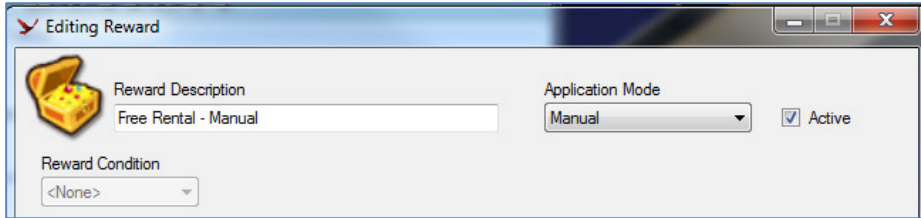
1. From the Alerion Point-of-Sale main menu, click Customer Rewards.



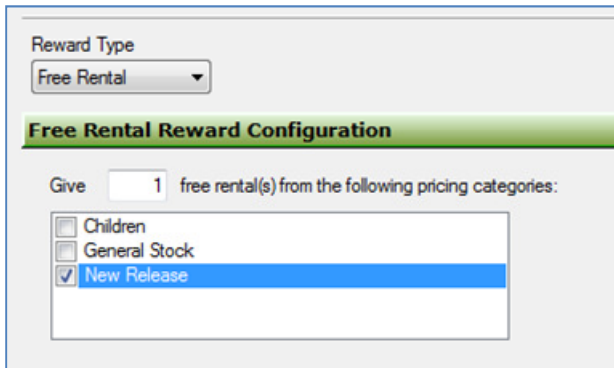
2. Click the Add Reward icon.



3. Type a description for your reward (i.e. "Free Rental - New Release"). Set the application mode to 'Manual'.



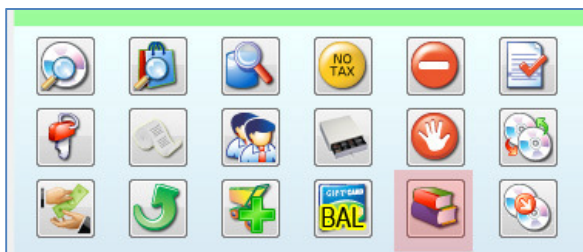
- For the reward type choose 'Free Rental'. Type a '1' in the Give free rentals text box. Select which pricing categories the free rental can be used in. In my example, this is a new release free rental so that pricing code is the only one selected.



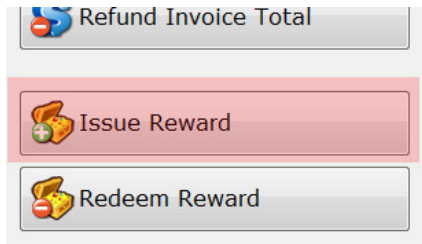
- Click Save.
- Now add additional free rental manual rewards for the other pricing codes you have in your store.

### Assign The Free Movie To A Customer

- From the Alerion Transaction Window, bring up a customer.
- Click the Customer AR Functions icon.



- Click Issue Reward.



- Click on the manual reward you just created. In my example, it is called Free Rental - New Release. Then click Select.

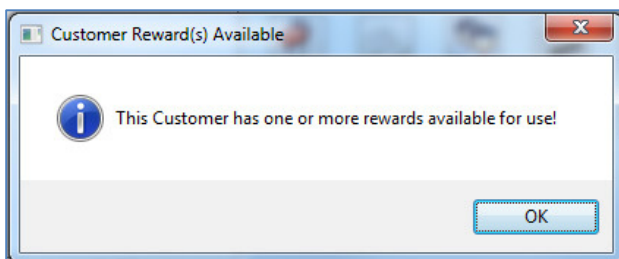
Type	Reward Description	Condition	Reward
Automatic	\$5 Credit when \$200 spent	Spend 'X'	Store Credit
Manual	Free Rental - New Release	<none>	Free Rental
Automatic	Rent 10 Get 1 Free	Rent 'X'	Free Rental

- Now you will see the manual reward in the transaction detail lines. Finish the transaction and the customer will have a free rental on the next invoice.

ID Number	Description	Qty	Extend
MANUAL	Reward Issue: Free Rental - New ...	1	0.00
	Customer Reward:		
	1 free rental(s)		
	(on next visit, some restrictions may apply).		

### Use The Free Movie

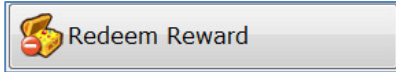
- From the Alerion Transaction Windows, bring up the customer with the free movie reward.
- You will see an alert box telling you the customer has a reward.



- Scan in a movie to rent.
- Click the customer AR Functions Icon.



5. Click Redeem Reward.



6. Double-click the Free Rental - New Release reward to apply it to the transaction.
7. By default it will try to use as many free rentals as possible. In this example it will be 1. Click Ok.

ID Number	Description	Qty	Extend
2058	Instructions Not Included	1	0.00
	2 day rental for 2.50		
	DUE: Sat 25-Jan-2014 @ 06:00 ...		
	Free Rental -2.50		
REWARD RE...	Free Rental - New Release	1	0.00
	Redeem Reward Free Rental - Ne...		
	-1 free rental(s)		

8. Finish the transaction.