



Quick-Start: Loyalty & Rewards on the PAD

(Servers & Managers on Duty – MODs)

Goal: Attach guest → Check rewards → Apply if requested → Close cleanly

1. Attach Guest (Loyalty Account)

- On the Order Screen, tap the Membership button (top of the ticket).
- Select Add Loyalty Member/Code.
- Enter the guest's phone number or member code → tap OK.
- You'll see available rewards appear on the ticket once the guest is attached.

2. Check Rewards

- After attaching, available rewards will automatically display.
- To confirm details: tap Loyalty info on the ticket.
- Guests can also check gift card balances via PAD → Three Dots → Gift Cards → Card Balance, then scan, swipe, or enter card number.

3. Apply Rewards (If Guest Requests)

- Tap on the reward you want to apply → it will show on the order.
- If no reward is requested, leave as is.
- Reminder: Rewards are only applied when the guest explicitly requests.

4. Close Cleanly

- Continue to the Payment Screen as normal.
- Rewards, discounts, or gift cards applied will reflect in the check.
- Process payment and close the order.

Quick Tips

- Always confirm the correct guest is attached before closing.
- Double-check rewards with the guest before applying.
- For errors or duplicate numbers, escalate to MOD or Flyght Support.

That's it: Attach → Check → Apply → Close.

Keep it clean, keep it simple, and make sure the guest leaves happy!