

CardFront Process Flow.



CardFront Fulfillment Process.

- **1.** Login to CardSpot.
- 2. Select the CardFront property.
- **3.** Select the activating location.

🔀 CardSpot® (†		Customer Success Training •	EML Payments te
0	PROPERTY	ACTIVATING LOCATION	
🚍 Card Sales	Select a property from the list below.	Select a location from the list below	
🎒 Sundry Sales			
Q, Search →	Customer Success Training 🖌 2	EML Payments test 🗸 3	
CardFront ^{®®} Fulfillment +			
🖺 Manage Cards 🗸			
🗢 Tools -			
Online Resources			
🖒 Logout			
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		lm	nne 1

- 4. Click on 'Cardfront Fulfillment' from the left-hand menu, then select 'Consumer'.
- 5. All outstanding orders will appear under the Order Queue tab.
- 6. Click on 'Fulfill Order'.

🔀 CardSpot®										Customer Succes	is Training • EML Payn	nents test
Carrl Sales	C		IT - CONSUMER									
 Sundry Sales 		ORDER QUEUE 25	RDER HISTORY		Order I	From Date		Order To Date				
Q Search → 4					Order From Date			Order To Date		© Clear	Q, Search	
🛅 Manage Cards 👻		Order Number 27cb95814e2a2f19	Date Ordered 07/05/2022 12:53:54 PM	Order Success, 0	ed By	Number of Cards	Order Total \$10.00	Shipping Method	Order Status Created		Cancel Order	- 11
 Tools - Online Resources 									(Cancel Order	
😃 Logout												

Image 2



CardFront Fulfillment Process Continued...

- All the order information will be displayed on the Fulfillment screen (see Image 3) such as Order Number, Date Ordered, Shipping Method, or On-site pickup.
- 8. Click your cursor into the 'Card Number' field.
- 9. Swipe a Card for fulfillment. The Card number should appear in the 'Card Number' field.
- **10.** Click the 'Add' Button.

🔀 CardSpot®				Customer Success Training • EML Payments test
9	CARDFRONT ³⁴ FULFILLMENT - CONSUMER			
🚍 Card Sales	ORDER QUEUE ORDER HISTORY 27CB95814E2A2F19			
🖆 Sundry Sales	Order Number 27/b05814c2c2ft0			Order Total \$10.00
Q. Search -	Cards 1			order fotal \$10.00
CardFront ^{se} Fulfillment +	Order Placed On 07/05/2022 12:53:54 PM	Quantity1	89	Card Amount\$10.00
n Manage Cards 🗸	Order Placed By Customer Success			
🔹 Tools 🗸	customersuccess@emlpayments.com		Bwipe, Scan or Enter Card Number	
Online Resources	Personalization Note To Customer	Cift Cord Valid only in U.S.		
ወ Logout	From Success			
	Message Enjoy your EML Gift Card!	debit		
	On-Site Pickup Customer Success Information 8330 Ward Pkwy 4th Floor Kansas City, MO 64114 Tracking Information			
		Card Amount	Quantity Card Number	
	4000 characters remaining	Activation Lock	Annuary card chay	Advete Cancel

Image 3



Image **3.3** (detail)

CardFront Fulfillment Process Continued...

- **11.** A green check mark will appear next to the Card Amount and the Card Number will populate in the Card Number column.
- 12. Click the 'Activate' button.

🔀 CardSpot®							Customer Success Training • EML Payments tes
e Carl Salar	CARDFRONT [™] FULFILLM	1ent - Consumer					
 Calu Sales Sundry Sales 	ORDER QUEUE ORDE	27CB95814E2A2F19					Order Tetal 610.00
Q, Search →	Cards Order Placed On	1 07/05/2022 12:53:54 PM		Quantity1			Card Amount\$10.00
🖷 Manage Cards 🗸	Order Placed By	Customer Success 8007555001 customersuccess@emlpayments.com			Swipe, Scan or Enter Card M	Number	Add
 Tools - Online Resources 	Personalization Note To	Customer		Cift Card Valid only in U.S.			
O Logout	From Message On-Site Pickup Information	Success Enjoy your EML Gift Card! Customer Success 8330 Ward Pkwy dth Eloor		debit			
	Tracking Information	Kansas City, MO 64114					
	4000 characters remaining		(11)	Card Amount \$10.00	Quantity 1 of 1	Card Number	
	4000 Characters remaining	,	0	Activation Lock			Activate Cancel

lmage 4

1	Card Amount	Quantity	Card Number	
~	\$10.00	1 of 1	-washingtoned a services	
Activati	ion Lock			
				Activate Cancer

lmage **4.1** (detail)

CardFront Fulfillment Process Continued...

- **13.** Card has been activated.
- 14. Click on 'Print Receipt'.
- **15.** Hand write the customer's personalized message for the order, if applicable. This example in Image 5 shows the message: "Enjoy your EML Gift Card!"
- **16.** Depending on the customer's order preference, ship their order or notify the customer it is available for pickup. Include the printed receipt and handwritten message, if applicable, with their order.

If shipping Card orders, it is recommended to Activation Lock the Card during fulfillment (see Image 3) and include steps to unlock it with the customer's order. Most often this instruction is to call Guest Services and provide the Transaction ID from their receipt to unlock the Card.







If you have any additional questions or concerns, please reach out to customersuccess@emlpayments.com