Open the LYONESS VTERM Website

The LYONESS VTERM is a Website that you can open direct from your browser. Installation of software is not necessary.

Ensure that you are connected to the internet and enter the following address into your browser address bar:

https://vterm.lyoness.ag

Before you can use the LYONESS VTERM you must login using your login data that you have received from LYONESS.

After you have entered your username and password, you will see the homepage. This will guide you through the following areas:

• Menu: Here you will find the shortcut to your LYONESS On-line Office, a link to these instructions and the „Logout" option to end your LYONESS VTERM (Please see „important note" at the end of these instructions)

• Form for booking purchases

• List of the booked purchases for the current day
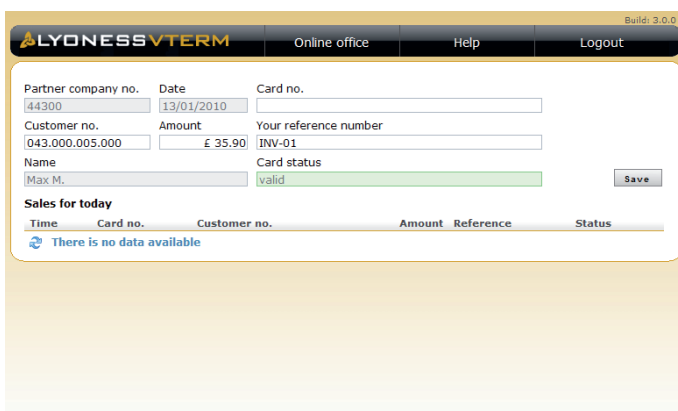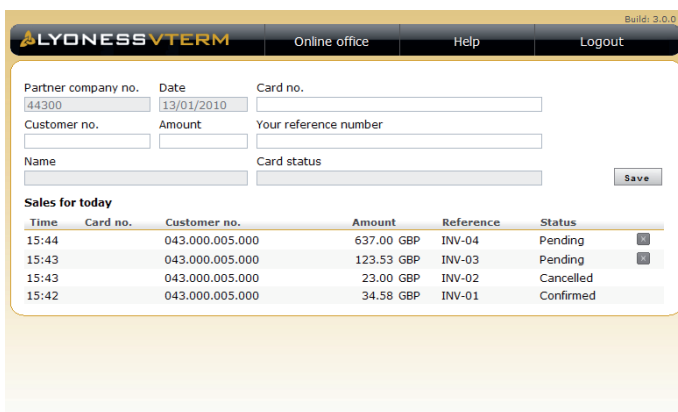
Booking a purchase

You can book purchase in the upper part of the homepage.

In Field „Partner Company No." you will see the LYONESS Partner Company number. This field is just for information.

In the „Date" field you will see the current date. This field is also just for information.

The first step to book a purchase is to register the customer. To do this, there are several possibilities:

1. If you wish to register the customer using the barcode Rea-der, ensure that you choose the „Card No." Field. Enter the Barcode from the Cashback Card number using the Reader.

    • If the barcode is not recognised by the Reader, you can enter the number manually using the keypad in the „Card No." field.

    • Alternatively, you can enter the LYONESS Cashback Card number into the „Customer ID" field.

You only need to enter information in either the „Card No." Field or the „Customer ID" field. It is not necessary to enter data into both fields!

After entering the customer you will see if the entry was suc-cessful and the Reader found the customer. If the word "In-valid" shows in the "Card Status" field, check the number you have entered and try again from step 1.
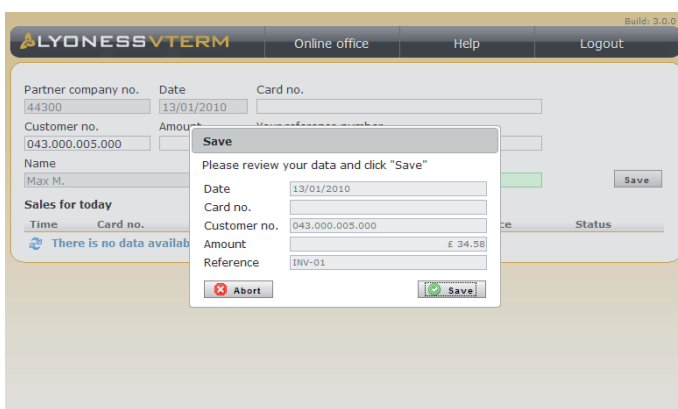
IIf the word „Valid" is showing in the „Card Status" field, then the customer has been recognised and you can continue with the process.

1. If the customer was recognised, you can enter the amount of the purchase in the „"Amount" field. You also have the option to enter the reference number. This number can be used (e.g the invoice number) to make it easier to check the booking. Every reference number may only be used once. A booking with a duplicate reference number will NOT be accepted by the system.

2. Then click „Save".

3. In the next step you will see all the details of the purchase you have booked, to enable you to check the details one last time.

4. If you wish to change the data you have entered, click „Abort". You will then return to the previous screen.

5. If it is not necessary to make any changes, click „Save". The purchase will then be booked and the data will be sent to LYONESS.

6. If the booking was successful, a corresponding message will appear and the booking will appear in the booked purchases list.

7. The process is then complete and you can begin the next booking.

Cancelling the purchase

After booking, the purchase will show as „pending" in the purchases list for 15 minutes. During this time, you have the opportunity to cancel the purchase. After this time, it is no longer possible to cancel the purchase.

If you wish to cancel an entry, click on then „[X]" at the end of the row.

1. You will will then see a box where you must enter the reason for the cancellation.

2. If you do not wish to cancel the entry, click „Abort"

3. If you do wish to cancel the entry, click „Cancel".

4. If the entry was successfully cancelled, a corresponding message will be appear and the purchase will show up in the list as „Cancelled". .

Important: Cancellation of a purchase cannot be undone!

Adding a Desktop Shortcut

To access the LYONESS VTERM Website faster, you can create a shortcut on your Desktop:

Internet Explorer, Mozilla Firefox, Apple Safari:

1. Open the LYONESS VTERM Website: https://vterm.lyoness.ag

2. Minimise your browser window and all other windows that you have open. You should then be able to see your Desktop.

3. Go to the address bar in your browser and, click on the LYONESS logo at the end of address „https://vterm.lyoness.ag". Then, keeping your mouse clicked, drag down onto your Desktop screen.

4. When you let go of the mouse button, the shortcut will then automatically be placed on your Desktop.

From then on, you can always access the LYONESS VTERM Website direct using this shortcut.

Adding a Browser Bookmark

You can also add a bookmark direct into your Browser for the LYONESS VTERM Website. Open the LYONESS VTERM Website https://vterm.lyoness.ag and, depending on your Browser, follow these steps:

Internet Explorer (from Version 7), Mozilla Firefox, Apple Safari:

1. Hold [CTRL] and press [D] at the same time.

2. A new window will open. Choose the file you want from the bookmark list.

Internet Explorer (Version 6):

1. Click on „Favourites" on the menu bar of your browser and then click on „Add to favourites".

2. A new window will open. Choose the file you want from the bookmark list.

System Requirements

- Internet connection

- Supported Browser
  Mozilla Firefox from Version 3
  Internet Explorer from Version 6
  Apple Safari from Version 4

Important Information

Whilst you are using LYONESS VTERM, you must be connected to the internet constantly!

If your computer is also for use by customers, please ensure that once you have finished working with LYONESS VTERM, you click on „Logout". This will close the LYONESS VTERM programme and ensures that only those with the relevant login data can access the LYONESS VTERM programme and enter sales. Please also ensure that you keep your Login data in a safe place.