

SponsorPay at the POS

User Guide for cashiers and store managers

What is SponsorPay?

SponsorPay lets a sponsor (a person, charity, school or organization) pay for part or all of a customer's purchase. The customer shows a SponsorPay card or barcode at checkout and the POS applies the benefit.

There are two kinds of SponsorPay cards:

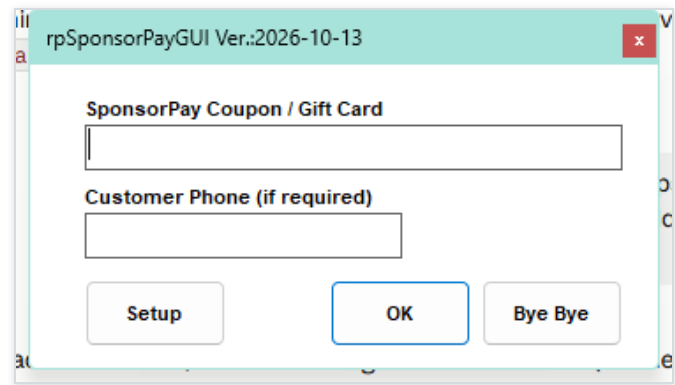
- **Discount (coupon)**: the sponsor covers a **percentage** of eligible items, for example 15% off.
- **Gift card**: the sponsor provides a **dollar balance** that is used as a payment, like a gift certificate.

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1. The SponsorPay screen

On the POS sale screen, press the **SponsorPay** button. (Your installer will show you where this button is on your screen.) This small window opens:



The SponsorPay screen

Item	What it is for
SponsorPay Coupon / Gift Card	Scan the barcode on the customer's SponsorPay card, or type the number printed under it.
Customer Phone (if required)	Some SponsorPay cards only work together with the customer's phone number. If a customer is already selected on the sale, their phone number is filled in for you. If it is needed and missing, you will be asked for it.
OK	Checks the card with SponsorPay and applies it to the sale.
Bye Bye	Closes the window without changing anything.
Setup	For managers only (see sections 6 and 7). Cashiers do not need it.

Tip

Ring up all the items first, then press SponsorPay. The discount is worked out from the items on the screen at that moment.

2. At checkout: SponsorPay discount (coupon)

- 1

Ring up all the items the customer is buying.
- 2

If the customer is paying part of the bill **by credit card** and you already know it, you may enter the credit card payment now. The program will see it. (You can also do this later; see step 5.)

- 3 Press the **SponsorPay** button.
- 4 **Scan the SponsorPay card** (or type the number) and press .
- 5 If no credit card payment is on the screen yet, you may be asked:
"Will the customer pay the balance with a credit card?"
Ask the customer and answer or .

Why this question?

Some SponsorPay programs give a slightly smaller discount when the rest of the bill is paid by credit card (usually 3% less, for example 15% becomes 12%). This covers the card processing fee. If the program has no card fee, or the store pays no part of this discount, you will not be asked.

- 6 The window closes and the discount appears on the **qualifying items**. Items that are not part of the sponsor's program keep their normal price.
- 7 Take payment for the balance as usual and **finalize** the sale. Before the sale is saved, the POS asks SponsorPay to approve the discount. This takes a moment. When SponsorPay approves, the sale is saved as usual.

If SponsorPay does not approve the discount

A red message says *"SponsorPay did NOT approve, the sale was NOT recorded"* with the reason. The SponsorPay discount is removed from the sale automatically, so the total goes up. Collect the difference from the customer with another payment and press Finalize again.

If the customer changes their mind about paying by card

Scan the SponsorPay card again. The old SponsorPay discount is removed and applied again with the new answer. Do this before finalizing the sale.

Spending limits

Some sponsors set a maximum amount. If the discount would be higher than what is left on the card, it is reduced automatically and a message tells you the amount that was applied.

3. At checkout: SponsorPay gift card

A SponsorPay gift card works like money: it pays for all or part of the sale.

- 1 **Ring up all the items** and apply any discounts first.
- 2 Press the **SponsorPay** button.

- 3 **Scan the gift card** (or type the number) and press .
- 4 A box shows the **card balance** and the **amount due**, with a suggested amount to use (the smaller of the two). Press **OK** to accept it, or type a smaller amount if the customer wants to use less.
- 5 The gift card appears in the **payments** list on the POS screen.
- 6 If there is still an amount due, take the rest with another payment type (cash, credit card, ...).
- 7 **Finalize** the sale. Before the sale is saved, the POS asks SponsorPay to charge the gift card. When SponsorPay approves, the sale is saved as usual.

If SponsorPay does not approve the gift card

A red message says "*SponsorPay did NOT approve, the sale was NOT recorded*" with the reason. The gift card payment is removed from the sale automatically. Collect that amount with another payment and press Finalize again.

Good to know

- Only one SponsorPay gift card can be used per sale. Scanning a second card replaces the first one.
- You cannot use more than the card balance or more than the amount due.
- To remove the gift card payment before finalizing, delete it from the payments list like any other payment.

4. Messages you may see and what to do

Message	What to do
Invalid Coupon Code	The number is too short. Scan the card again or re-type the number carefully.
The code ... was not accepted by SponsorPay, followed by a reason (for example not found, not active, expired)	The card cannot be used today. The customer should contact their sponsor. Complete the sale without SponsorPay or cancel it.
This SponsorPay code requires the customer's phone number	Ask the customer for the phone number linked to the card (10 digits) and type it. If the message shows "ends in ...", the number must end in those digits.
Phone does not match	The phone number is not the one registered with the card. Check the number with the customer.
Will the customer pay the balance with a credit card?	Ask the customer and answer Yes or No (see section 2).
SponsorPay POS Discount ID '...' is not set up	The store has not set up which items this SponsorPay program covers. You can choose Apply To All Items to discount everything, or Cancel . Tell your manager so it can be set up (section 6).
... is set up as inactive	The store has switched this SponsorPay program off. Ask your manager.
No items on this sale qualify for SponsorPay discount ID '...'	None of the items on the sale are covered by this sponsor's program. The card cannot be used on these items.
SponsorPay discount limited to ...	Information only. The sponsor's remaining amount was lower than the full discount, so the lower amount was applied.
... no discount applies when paying by credit card	The card fee is as large as the discount. If the customer pays another way, scan the card again and answer No.
The SponsorPay gift card payment type (MOP) is not set up	Gift cards cannot be accepted until a manager completes section 7.
SponsorPay gift card ... has no balance	The card is used up. The customer pays another way.
Nothing is due on this sale	The sale is already fully paid. No gift card is needed.
The gift card balance is only ... / Only ... is due on this sale	Type a smaller amount (or accept the amount suggested).

Messages when you press Finalize	
SponsorPay did NOT approve, the sale was NOT recorded (red message, with a reason)	Nothing was saved. What SponsorPay refused (the discount or the gift card payment) was taken off the sale. Collect the difference with another payment and press Finalize again.
SponsorPay could not be reached, the sale was NOT recorded	Nothing was saved. Choose: Try Again to ask SponsorPay again (it is safe: the customer cannot be charged twice); Remove SponsorPay to take the SponsorPay discount and gift card off the sale and collect the full amount another way; Cancel to leave the sale on the screen as it is.
The SponsorPay gift card was already charged ... for this sale and that cannot be changed	SponsorPay already took this amount from the gift card. The gift card payment was set back to that amount. Press Finalize again.
SponsorPay already approved a discount ... the discounted items have changed since, and that approval could not be cancelled	Put the items back as they were when you first pressed Finalize, or call your manager.
Other messages	
Error: ... (any other error, for example the connection failed)	Try once more. If it keeps happening, the computer may not be reaching SponsorPay. Complete the sale without SponsorPay and contact your POS support.

5. Returns, exchanges and voids

SponsorPay is still developing its handling of returns. SponsorPay recommends that stores **allow exchanges only** on purchases paid by SponsorPay, so that cash is not given back for money the sponsor paid.

- **Voiding a sale with a SponsorPay discount:** void the sale as usual. The POS cancels the SponsorPay discount automatically. SponsorPay only allows this within 24 hours of the sale; after that you will see a message and the manager has to settle it with SponsorPay.
- **Returning everything that had the SponsorPay discount:** do the return as usual. The POS cancels the SponsorPay discount automatically.
- **Returning only some of the discounted items:** SponsorPay cannot cancel part of a discount. You will see a message; tell your manager. When the rest of the items come back later, the discount is cancelled automatically.
- **Voiding or returning a sale paid with a SponsorPay gift card:** SponsorPay does not allow the POS to put money back on a gift card. You will see a message; your manager must contact SponsorPay to have the card refunded.

6. Manager setup: Discount IDs and items

When your store joins SponsorPay, you create one or more **discount options** in the SponsorPay store portal. Each option has a **POS Discount ID**, a short code such as **SP1**. When a customer's coupon is scanned, SponsorPay tells the POS the percentage and the POS Discount ID. The POS then uses **your** rules for that ID to decide:

- which items get the discount, and
- whether the discount is reduced when the customer pays by credit card.

Important

The POS Discount ID typed here must be **exactly the same** as the one in the SponsorPay portal. The percentage itself is never typed here. It always comes from SponsorPay.

Opening Setup

- 1 Press the **SponsorPay** button on the POS (or start the SponsorPay program from its shortcut and log in with your VRP user and password).
- 2 Press . You need manager rights to open it.
- 3 The **Discount IDs** tab opens. It has two parts: the list of Discount IDs at the top, and the item rules for the selected ID underneath.

SponsorPay - Setup Ver.:2026-10-13

Discount IDs Gift Card

POS Discount ID = the ID SponsorPay returns with a coupon. Store blank = all stores. CC Fee % is taken off the SponsorPay percent when the balance is paid by credit card.

	Store	POS Discount ID	Description	CC Fee %	All Items	Active
	01	passover	passover 2026	3	☐	☒
	01	purin	purin 2026	3	☒	☒
▶	01	Shavuot	Shavuot 2026	3	☐	☒
*					☐	☐

Items for Shavuot (store 01) - lines qualify when an Include matches and no Exclude does

Field ProductID Value Add Include Add Exclude

	StoreId	Field	Value	Exclude
▶	01	MG	Boots	☐
	01	MG	Footwear	☐

Select a record to delete. Select a record to delete.

Save Bye Bye

The Discount IDs tab. The Shavuot row is selected, so the bottom list shows its rules: items in the Boots and Footwear departments (MG) get the Shavuot discount.

Adding a Discount ID (top list)

Click in the empty last row of the top list and fill in:

Column	What to enter
Store	Leave blank to use this rule in all stores . Type a store number only if one store needs different rules. A store-specific rule wins over the all-stores rule.
POS Discount ID	The ID from the SponsorPay portal, for example SP1 .
Description	Any name that helps you recognize it, for example "School program, all items".
CC Fee %	How many percent to take off the SponsorPay discount when the customer pays the balance by credit card. Usually 3 . Type 0 if there is no card fee for this option (then cashiers are never asked about credit cards). Whole numbers only. Note: SponsorPay only lets the fee come out of the store's own share of the discount. If the store's share of a coupon is smaller than this fee (for example, the sponsor pays the whole discount), no fee is taken at all: the customer gets the full SponsorPay discount and cashiers are not asked about credit cards.

All Items	Tick it if the discount applies to every item (you can still exclude some below). Leave it empty if the discount applies only to the items you list below.
Active	Untick to switch this option off without deleting it.

Choosing the items (bottom list)

Click on a Discount ID in the top list. The bottom list shows its item rules. To add a rule:

- 1 Choose a **Field**: what kind of rule it is (see the table below).
- 2 Choose or type a **Value**. The list shows the values that exist in your inventory, and you can start typing to find one quickly.
- 3 Press to **cover** those items, or to **leave them out**.

Field	Meaning (as named in your VRP inventory)
ProductID	One specific product / style number.
MG	Main group (department), for example "Outerwear".
SG	Sub group inside the main group.
SSG	Sub-sub group.
PU1 - PU4	Your store's own item fields (often used for brand, season, vendor line, etc.).

How the POS decides

An item gets the SponsorPay discount when **All Items** is ticked **or** it matches an **Include** rule, **and** it does not match any **Exclude** rule. If All Items is not ticked and there are no Include rules, nothing qualifies.

To remove a rule or a Discount ID, click its row and press the **Delete** key on the keyboard. Deleting a Discount ID also deletes its item rules (you will be asked to confirm).

When you are done, press . Nothing is stored until you press Save.

Examples

Everything except one brand, 3% card fee

POS Discount ID: **SP1**

CC Fee %: **3** All Items: **ticked**

Rule: **Exclude** PU1 = **BrandX**

Only Outerwear and Footwear, no card fee

POS Discount ID: **SP2**

CC Fee %: **0** All Items: **not ticked**

Rules: **Include** MG = **Outerwear**, **Include** MG = **Footwear**

A whole department except clearance items

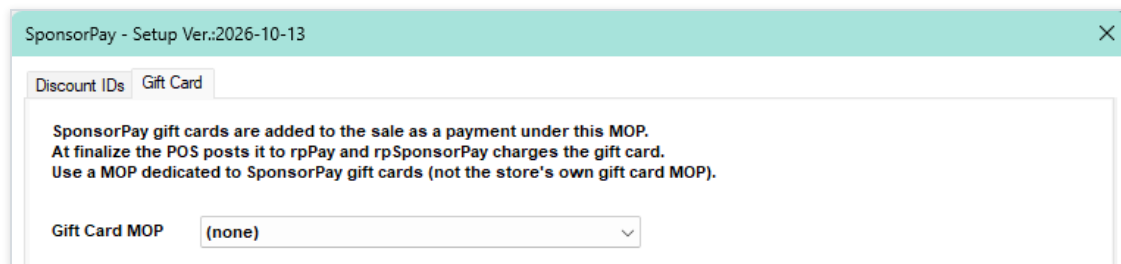
POS Discount ID: **SP3** CC Fee %: **3** All Items: **not ticked**

Rules: **Include** MG = **Kids**, **Exclude** PU2 = **Clearance**

7. Manager setup: Gift card payment type

SponsorPay gift cards are recorded as a **payment type** (MOP) on the receipt, just like cash or credit card. You need to pick which payment type to use, once.

- 1 Ask your POS support to create a payment type for SponsorPay gift cards, for example "**SponsorPay GC**", if you do not have one yet. It must be **its own** payment type, **not** the store's regular gift card.
- 2 In Setup, open the **Gift Card** tab.
- 3 Choose that payment type in **Gift Card MOP**.
- 4 Press .



The screenshot shows a window titled "SponsorPay - Setup Ver.:2026-10-13". It has two tabs: "Discount IDs" and "Gift Card". The "Gift Card" tab is active. Inside the tab, there is a text box with the following instructions: "SponsorPay gift cards are added to the sale as a payment under this MOP. At finalize the POS posts it to rpPay and rpSponsorPay charges the gift card. Use a MOP dedicated to SponsorPay gift cards (not the store's own gift card MOP)." Below this text is a label "Gift Card MOP" followed by a dropdown menu currently showing "(none)".

The Gift Card tab. Here no payment type has been chosen yet, shown as (none).

Choosing **(none)** turns SponsorPay gift cards off: cashiers will see a message if a gift card is scanned.

Reports

Because SponsorPay gift cards use their own payment type, they show separately on your daily payment reports, which makes it easy to reconcile with SponsorPay.

8. Quick reference

Discount (coupon)

1. Ring up the items
2. SponsorPay button, scan card, OK
3. Credit card question: Yes / No
4. Take payment, finalize

Changed card / cash decision? Scan the card again before finalizing.

Red "NOT approved" message? Collect the difference, finalize again.

Gift card

1. Ring up the items
2. SponsorPay button, scan card, OK
3. Accept or change the amount, OK
4. Take the rest another way, finalize

One SponsorPay gift card per sale.

Red "NOT approved" message? Collect that amount another way, finalize again.

Manager checklist (one time)

- ☐ Each POS Discount ID from the SponsorPay portal is entered in Setup, with the right items and CC Fee %
- ☐ A dedicated SponsorPay gift card payment type exists and is chosen on the Gift Card tab
- ☐ Cashiers know where the SponsorPay button is
- ☐ Staff know that SponsorPay purchases are exchange-only, and that gift card refunds go through the manager

SponsorPay questions about a sponsor, a card or a balance: support@sponsorpay.org. Questions about the POS: contact Visual Retail Plus support.