



Aloha Enterprise.com – Blackhawk eCard Program FAQ

1. What is the Aloha Enterprise.com – Blackhawk eCard Program?

Radiant Systems has partnered with Blackhawk Network to create an interface that will allow the sale of Aloha eCards in Blackhawk’s network of retail distribution partners.

2. Who is Blackhawk Network?

Blackhawk Network, a subsidiary of Safeway Inc., is a prepaid and payments network, a market leader in card-based financial solutions and the largest provider of third-party prepaid cards.

3. How big is the Blackhawk network?

Currently, Blackhawk has partnered with more than 83,000 grocery, convenience, drug and specialty retailers across the United States and Canada.

4. Who are Blackhawk’s distribution partners?

Listed below are a few of Blackhawk’s Alliance Partners:

Ahold	Giant Eagle	King Kullen	Safeway
Bartell	Great A&P	Grocery	Save Mart
Bashas	Tea	Kings Super	Schnuck
Bi-Lo	HE Butt	Lowes Food	Shoprite
Brooks	Haggens	Pathmark	Stater Bros
Brookshire	Hannaford	Piggly Wiggly	Supervalu
Clemens	Harmon City	Price	United
Coborns	Hy Vee	Chopper	Supermarket
CVS	Ingles	Publix	Wakefern
Delhaize	K Va T Food	Redners	Wei Markets
Discount	Stores	Roundys	Winco
Drug	Kerr Drug	Ruddick	

5. Can any Aloha eCard customer enroll in the Blackhawk program?

Not all Aloha eCard customers are eligible to participate in the Blackhawk program. Blackhawk Network bases their eligibility decisions on several factors, including: number of sites, proximity to Blackhawk distribution partners and anticipated eCard volume. Blackhawk will work closely with you to determine if the Program is a good fit for your business.

6. How do I enroll or determine if I’m eligible to enroll in the Blackhawk program?

To start the enrollment process simply contact Ola Tucker at Blackhawk Network:

(207) 941-9906 or Ola.Tucker@BHNetwork.com.

Hospitality Division
14770 Trinity Blvd.
Fort Worth, TX 76155
tel: 817-785-1400



7. If I enroll in the program now, can I get my eCards on retailer shelves in time for the 2008 holiday season?

Yes, Customers who would like to enroll in the Blackhawk program may do so for card orders under 100,000 by submitting their approved artwork to National Business Products by July 7th 2008.

8. Will I need new eCards for the Blackhawk program, or can I use cards that I already have in stock?

The Blackhawk eCards have specific requirements that aren't met in standard Aloha eCards; therefore, new cards will have to be created specifically for the Blackhawk program. Blackhawk and National Business Products will work with you through the card production process to ensure your new cards meet all of Blackhawk and Radiant's requirements.

9. Can I use fixed or open value eCards in the Blackhawk program?

Only fixed value cards may be used in the Blackhawk eCard program.

10. I am an eCard TE (Terminal Edition) customer; can I participate in the Blackhawk program?

Yes! Blackhawk eCards are fully supported on the eCard TE platform.

11. Will anything special need to be done to my system so that I can process Blackhawk eCards?

Yes. If you aren't currently running the native version of Aloha eCards your system will have to be updated; see item 13 for more information on native eCards.

Also, because Blackhawk uses a 19 digit card number, a transform file will have to be deployed to your sites so that the terminals can correctly read and transmit the eCard number to Enterprise.com for processing; this applies to both standard and TE customers. The eSupport team will ensure the transform file is deployed to your sites during the enrollment process.

12. I use prefix checking on the eCard tender button on my POS; is this feature supported with Blackhawk eCards?

Yes! All Blackhawk eCards have the same prefix, which is 88400; please ensure that this number is used for all of your Blackhawk eCards when prefix checking is enabled on your system.

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13. Are there any specific technical requirements that need to be met so I can process Blackhawk eCards?

In order to process Blackhawk eCards your sites will have to be running the native Aloha eCard interface (instead of the file-based interface). The native eCard interface has the following requirements:

- The store must be installed with Aloha version 5.2.7 or greater.
- The native interface requires that the eCard software be installed on the back office system, as well as each POS terminal. The POS terminals must have at least 32 megs of RAM.
- The back office system and all of the POS terminals must be running with Windows 95 Rev B, Windows 98, Windows XP, NT with Service Pack 5, Windows 2000, or Windows 2003.
- All of the POS terminals must be installed with TCP/IP.
- Virus detection software is strongly recommended.

14. What are the costs associated with the Blackhawk eCard program?

There will be a recurring monthly charge of \$10.00 per site from Radiant Systems for participation in the Blackhawk eCard program. This charge will be displayed as a separate line item on your monthly Enterprise.com invoice

There will be additional costs from Blackhawk for participation in the program which will vary for each customer. These costs will be covered by your Blackhawk implementation manager during the enrollment process.

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