

Electronic Gift Card

Quick Reference Guide



VeriFone® Omni™ & Vx Series



Quick Reference Guide

Electronic Gift Card

Card Activation

Use to issue a new card, cards will not work until this transaction is performed

- > Use the [↓] key to scroll to appropriate option
- > Select [GIFT CARD]
- > Select [ACTIVATION]
- > Swipe card OR:
 - Key enter card # and press [ENTER]
 - Input expiration date (MMYY) and press [ENTER] (default is 1249)

Terminal Displays:

- | | |
|-----------|----------|
| 1. CASH | 3. DEBIT |
| 2. CREDIT | 4. CHECK |

- > Select tender type

This prompt is used to designate the payment method received in exchange for the Gift Card. Card will be activated through the next series of prompts.

- > Enter \$ amount and press [ENTER]

Terminal dials out for authorization and prints receipt. The \$ amount specified will be added to the available card balance.

- > Print Customer Copy – [YES/NO]

Redemption/Sale

When a customer presents the Gift Card for payment, this transaction will reduce the value on the card

- > Use the [↓] key to scroll to appropriate option
- > Select [GIFT CARD]
- > Select [SALE]
- > Swipe card OR:
 - Key enter card # and press [ENTER]
 - Input expiration date (MMYY) and press [ENTER] (default is 1249)

- > Enter \$ amount and press [ENTER]

Terminal dials out for authorization and prints receipt. The \$ amount specified will be added to the available card balance.

- > Print Customer Copy – [YES/NO]

Gift Card Reporting

Detail Report

Prints each Gift Card transaction for current batch (includes Totals report)

> Use the [↓] key to scroll to appropriate option

> Select [GIFT CARD]

> Select [MANAGER]

> Select [DETAIL REPORT]

Totals Report

Prints count and total amount for each Gift Card transaction

> Use the [↓] key to scroll to appropriate option

> Select [GIFT CARD]

> Select [MANAGER]

> Select [TOTALS REPORT]

Balance Inquiry

Determine the outstanding balance on a Gift Card

- > Use the [↓] key to scroll to appropriate option
- > Select [GIFT CARD]
- > Select [BALANCE INQ]
- > Swipe card OR:
 - Key enter card # and press [ENTER]
 - Input expiration date (MMYY) and press [ENTER] (default is 1249)

Terminal dials out and prints card balance at the bottom of the receipt.

Credit/Adjustment

When a return is made or to issue store credit and add value onto an ACTIVE Gift Card

- > Use the [↓] key to scroll to appropriate option
- > Select [GIFT CARD]
- > Select [CREDIT]
- > Swipe card OR:
 - Key enter card # and press [ENTER]
 - Input expiration date (MMYY) and press [ENTER] (default is 1249)

Terminal dials out and prints card balance at the bottom of the receipt.

- > Print Customer Copy – [YES/NO]

Reload/Increment

Customer presents you with payment to add value onto an ACTIVE Gift Card

- > Use the [↓] key to scroll to appropriate option
- > Select [GIFT CARD]
- > Select [RELOAD]
- > Swipe card OR:
 - Key enter card # and press [ENTER]
 - Input expiration date (MMYY) and press [ENTER] (default is 1249)

Terminal Displays:

1. CASH
2. CREDIT
3. DEBIT
4. CHECK

- > Select tender type

This prompt is used to designate the payment method received in exchange for the Gift Card. Card will be activated through the next series of prompts.

- > Enter \$ amount and press [ENTER]

Terminal dials out for authorization and prints receipt. The added value will also be reflected in the balance.

- > Print Customer Copy – [YES/NO]

Cancel Card/Refund

Reduces the balance of the card to \$0, can be used for administrative purposes if a card is activated for the incorrect amount or when cash must be given for the remaining balance. Please consult your internal policies and procedures.

- > Use the [↓] key to scroll to appropriate option
- > Select [GIFT CARD]
- > Select [CARD REFUND]
- > Swipe card OR:
 - Key enter card # and press [ENTER]
 - Input expiration date (MMYY) and press [ENTER] (default is 1249)

Terminal dials out for authorization and prints receipt with the amount to be refunded and the current balance of \$0.

- > Print Customer Copy – [YES/NO]

Batch Inquiry

Prints totals by transaction type for current or previous batch

- > Use the [↓] key to scroll to appropriate option
- > Select [GIFT CARD]
- > Select [BATCH INQUIRY]
- > Select either [CURR] or [PREV]

Terminal dials out and prints Current or Previous Batch Report as reflected on the Gift Card host. This report will reflect approved transactions only.

Reprint Receipt

- > Use the [↓] key to scroll to appropriate option
- > Select [GIFT CARD]
- > Select [MANAGER]
- > Select [REPRINT]
- > Enter Reference #



In the event your terminal loses power or malfunctions, you can still Activate, Redeem and Reload Gift Cards by calling: **1-866-784-4839**.

Activation

Use to issue a new card, cards will not work until this transaction is performed

- > Dial 1-866-784-4839
- > Input your User ID, then press [#]
(If you do not have this #, please contact Customer Service.)
- > Input the card # and press [#]
- > Input the password and press [#]
- > Input \$ amount in dollars and cents, without a decimal, and press [#]
- > The system will play back the amount and prompt you to:
 - Press [1] if the amount is correct
 - Press [2] if the amount is incorrect

Please record the Authorization # and Card #

- > You will then be prompted to:
 - Press [1] to hang up
 - Press [2] to start another transaction
 - Press [3] to repeat the Authorization #

Redemption

When a customer presents the Gift Card for payment, this transaction will reduce the value on the card

- > Dial 1-866-784-4839
- > Input your User ID, then press [#]
(If you do not have this #, please contact Customer Service.)
- > Input the card # and press [#]

You will be given the balance of the card

- > Select [1] for Redemption
- > Input \$ amount in dollars and cents, without a decimal, and press [#]

- > The system will play back the amount and prompt you to:
 - Press [1] if the amount is correct
 - Press [2] if the amount is incorrect

Please record the Authorization # and Card #

- > You will then be prompted to:
 - Press [1] to hang up
 - Press [2] to start another transaction
 - Press [3] to repeat the Authorization #

Reload

Customer presents you with payment to add value onto an ACTIVE Gift Card

- > Dial 1-866-784-4839
- > Input your User ID, then press [#]
(If you do not have this #, please contact Customer Service.)

- > Input the card # and press [#]

You will be given the balance of the card

- > Press [2] for Increment/Reload
- > Input the password and press [#]
- > Input \$ amount in dollars and cents, without a decimal, and press [#]

- > The system will play back the amount and prompt you to:
 - Press [1] if the amount is correct
 - Press [2] if the amount is incorrect

Please record the Authorization # and Card #

- > You will then be prompted to:
 - Press [1] to hang up
 - Press [2] to start another transaction
 - Press [3] to repeat the Authorization #