



**How to Balance Gift Card
Hypercom T7 Series
Quick Reference Card
Help Desk: 1-800-859-5965**

BATCH OUT

1. When you are ready to batch out, press **Reports** and select **Summary**, which gives you the number and amount of each of the following types of transactions:
 - **GiftCard** is Gift card Activations
 - **GiftVoid** is Gift card Void Activations
 - **GiftSale** is Gift card Purchases
 - **Visa**
 - **MasterCard**
 - **American Express**
 - **Discover**
2. Balance the totals against your sales receipts. The purchase and activation of a \$100 gift card, paid for with a credit card, will have two \$100 transactions in the batch totals: one for the credit card transaction and one for the \$100 activation, but only \$100 was received in payment.
3. To confirm that there were no fraudulent Gift card activations (a card was activated but no money was collected), check that all activations have corresponding payments.
4. If your receipts do not balance with the **Summary** report, press **Reports** and select **Audit**, which prints the batch invoice number, card number and amount for each transaction in the batch. The **Audit** report also prints the totals for each type of transaction.

For the transaction types out of balance, identify and add up the detailed transactions to balance to the totals.

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BATCH OUT

5. For detailed information about today's Gift card transactions, log in to <http://reporting.rbsworldpay.us> and view the **Customer Activity Totals Report** for today's date. Be sure to select **Show Purchase Details** when you generate the report on My Reporting.

The **Customer Activity Totals** report will list the following information about each Gift card transaction for the day:

- Date
- Time
- Location
- Amount

With this report, you can identify whether an activation or other transaction matches the amount that you are out of balance. If an activation was not paid for, you can identify exactly when and where the card was activated and add that card number to a "hot card list" at the registers.

6. Once you are in balance, press **Settlement** to transmit the batch information to RBS WorldPay and clear the batch information from the terminal.

Important! Always balance transactions with batch reports and then settle to clear the batch.

Batch Reports Hypercom T70 or T7E

**TRANSACTION TOTALS
BY ISSUER**

JAN 1,05

DISCOVER

SALES	1	\$2.00
REFUNDS	0	-\$0.00
TOTAL	1	\$2.00

GIFTVOID