

ACTIVATE OR RELOAD A GIFT CARD CARD

Screen Prompt	Action
From main menu	1. Scroll to and select Gift/Rewards [F#]
Gift/Rewards Swipe or Enter Account #:	2. Swipe card or Type Card No. + [←]
Gift Type: Add Value Void Add Value Balance	3. Press Add Value. [F#]
Gift Activation Server Id: <If prompted>	4. Server ID + [←]
Gift Activation Amount: \$0.00	5. Amt. to add + [←]
Gift Activation Invoice Number: <If prompted>	6. Invoice No. + [←]
Gift Activation Approved	7. Terminal prints receipt with Gift Card Balance: \$xxx.xx.
Gift Activation Yes No Prnt Cust Copy?	8. Press [YES] to print customer receipt. Press [NO] to skip.

BALANCE INQUIRY

Screen Prompt	Action
From main menu	1. Scroll to and select Gift/Rewards [F#]
Gift/Rewards Swipe or Enter Account #:	2. Swipe card or Type Card No. + [←]
Gift Type: Add Value Void Add Value Balance	3. Press Balance [F#]
Balance Inquiry	4. Terminal prints receipt with Gift Card Balance: \$xxx.xx.
Balance Inquiry Yes No	5. Press [YES] to print customer receipt.
Prnt Cust Copy?	Press [NO] to skip.

PURCHASE TRANSACTION USING GIFT CARD

Screen Prompt	Action
From main menu	1. Press Sale [F#]
Sale Swipe or Enter Account #:	2. Swipe card or Type Card No. + [←]
GIFT Server Id: <If prompted>	3. Server ID + [←]
GIFT Amount: \$0.00	4. Sale amt. + [←]
GIFT Invoice Number: <If prompted>	5. Invoice No. + [←]
GIFT APPROVED	6. Terminal prints receipt with Gift Card Balance: \$xxx.xx.
GIFT Yes No Prnt Cust Copy?	7. Press [YES] to print customer receipt. Press [NO] to skip.

VOID ACTIVATE OR VOID RELOAD A GIFT CARD CARD

Screen Prompt	Action
From main menu	1. Scroll to and select Gift/Rewards. [F#]
Gift/Rewards Swipe or Enter Account #:	2. Swipe card or Type Card No. + [←]
Gift Type: Add Value Void Add Value Balance	3. Press Void Add Value [F#]
Void Activation Server Id: <If prompted>	4. Server ID + [←]
Void Activation Act Amt: \$0.00	5. Void amt. + [←]
Void Activation Invoice Number <If prompted>	6. Invoice No. + [←]
Void Activation Approved	7. Terminal prints receipt with Gift Card Balance: \$xxx.xx.
Void Activation Yes No Prnt Cust Copy?	8. Press [YES] to print customer receipt. Press [NO] to skip.

WHAT THE DENY CODES MEAN

Code	Meaning	Action
01, 02	Invalid card #	
03	Card not valid here	
04	Card not Activated	
05	Amount > card balance	Try lesser amount
06	Already activated	
08, 09	Over limit, Activation amount > maximum	Try lesser amount
10	Invalid Void amount	Enter same amount as the Activate transaction
11	Void after Purchase	
12	Call Help Desk	1-800-859-5965
13	Swiped to Activate	
14, 15	Call Help Desk	1-800-859-5965

END OF DAY SETTLEMENT

Screen Prompt	Action
Step 1: Print Total Report	
From main menu	1. Press Reports. [Reports]
REPORTS Totals Report Detail Report Host Totals Rpt	2. Totals Report. [F#]
Totals Report Printing	3. Terminal prints Totals Report including Gift Card totals for: • Activations • Actv Voids • Net Actv • Gift Sales • G Sales Total
Step 2: Print Detail Report	
From main menu	4. Press Reports [Reports]
REPORTS Totals Report Detail Report Host Totals Rpt	5. Detail Report [F#]
Detail Report Printing	6. Terminal prints Detail Report including each transaction in the batch and Gift Card totals for: • Activations • Actv Voids • Net Actv • Gift Sales • G Sales Total
Step 3. Settle	
From main menu	7. Press Settlement [F#]
Settlement Password:	8. Supervisor password + [←]
Settlement Sales: \$ XXXX.XX Refunds: \$ XXXX.XX Total: \$ XXXX.XX Enter to Confirm	9. Accept totals, press [←] Stop settlement, press [CANCEL]
Settlement Settle-RBS WorldPay	10. The terminal prints the following: • Settlement Report • Totals Report • Detail Report