

## Gift Card

In order to process a Gift Card it should be swiped through the card swipe on your terminal. For further information please refer to the User Guide for your terminal.

### Gift Card Menus

The Gift Card menus will only be accessible if you have requested the Gift Card functionality through your acquirer.

To access the Gift Card menus press the menu key **three times**, then choose GIFTCARD by pressing the F3 key.

✓ **MENU, MENU, MENU, F3**

Once you have access to the Gift Card menus, press the menu key to cycle through the two menu screens. Below is a summary of the Gift Card functions and how to access them, and what they do.

#### First Gift Card Menu Screen

SALE	<b>F1</b>	Performs a SALE transaction. This is used when a cardholder wants to pay for goods using their Gift Card.
BALANCE ENQ	<b>F2</b>	Performs an enquiry to find out the current balance on a Gift Card.
TOP-UP CARD	<b>F3</b>	Performs a top-up transaction. This is used to add value to a new or existing Gift Card.
REFUND	<b>F4</b>	Performs a REFUND transaction. This is used to add value to a Gift Card to the amount equal to refunded goods.

#### Second Gift Card Menu Screen (Press menu once)

CASH	<b>F1</b>	Performs a CASH transaction. This can be used to exchange value on a Gift Card to cash to a cardholder.
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## Performing a Gift Card Sale

You can begin a Gift Card sale by swiping the Gift Card through the card swipe from the idle screen, and follow the prompts on screen.

For full instructions for completing a swipe card sale, please refer to the **Transactions** section in the User Guide for your terminal.

## Performing a Gift Card Refund

To perform this option press the menu key **three times**, then choose GIFTCARD by pressing the F3 key, followed by REFUND by pressing the F4 key. You will be asked to type your current supervisor password, and confirm this by pressing the enter key.

✓ **MENU, MENU, MENU, F3, F4, [password], ENTER**

Then swipe the Gift Card and follow the prompts on screen.

For full instructions for completing a swipe card refund, please refer to the **Transactions** section in the User Guide for your terminal.

## Performing a Gift Card Top-Up

To perform this option press the menu key **three times**, then choose GIFTCARD by pressing the F3 key, followed by TOP-UP CARD by pressing the F3 key.

✓ **MENU, MENU, MENU, F3, F3**

Then swipe the Gift Card and follow the prompts on screen.



**For a new Gift Card, the customer copy will show a PIN code which allows the customer to access the website to check the balance of the Gift Card, therefore the customer should keep the receipt in a safe place.**

**The PIN code is NOT used during a transaction.**

**The PIN code will only be printed on the initial Gift Card transaction.**

## Performing a Gift Card Balance Enquiry

To perform this option press the menu key **three times**, then choose `GIFTCARD` by pressing the F3 key, followed by `BALANCE ENQ` by pressing the F2 key.

✓ **MENU, MENU, MENU, F3, F2**

Then swipe the Gift Card and follow the prompts on screen.

The terminal will print one receipt with is a customer copy which confirms the current balance on the card.

## Performing a Gift Card Cash Transaction

To perform this option press the menu key **three times**, then choose `GIFTCARD` by pressing the F3 key, followed by the menu key and selecting `CASH` by pressing the F1 key.

✓ **MENU, MENU, MENU, F3, MENU, F1**

Then swipe the Gift Card and follow the prompts on screen.

## Insufficient Funds

If there are insufficient funds on a Gift Card for the full sale amount entered the terminal will prompt you and show on the receipts that there is still a balance to pay, the amount shown should then be collected by another means (for example a standard Credit or Debit Card).

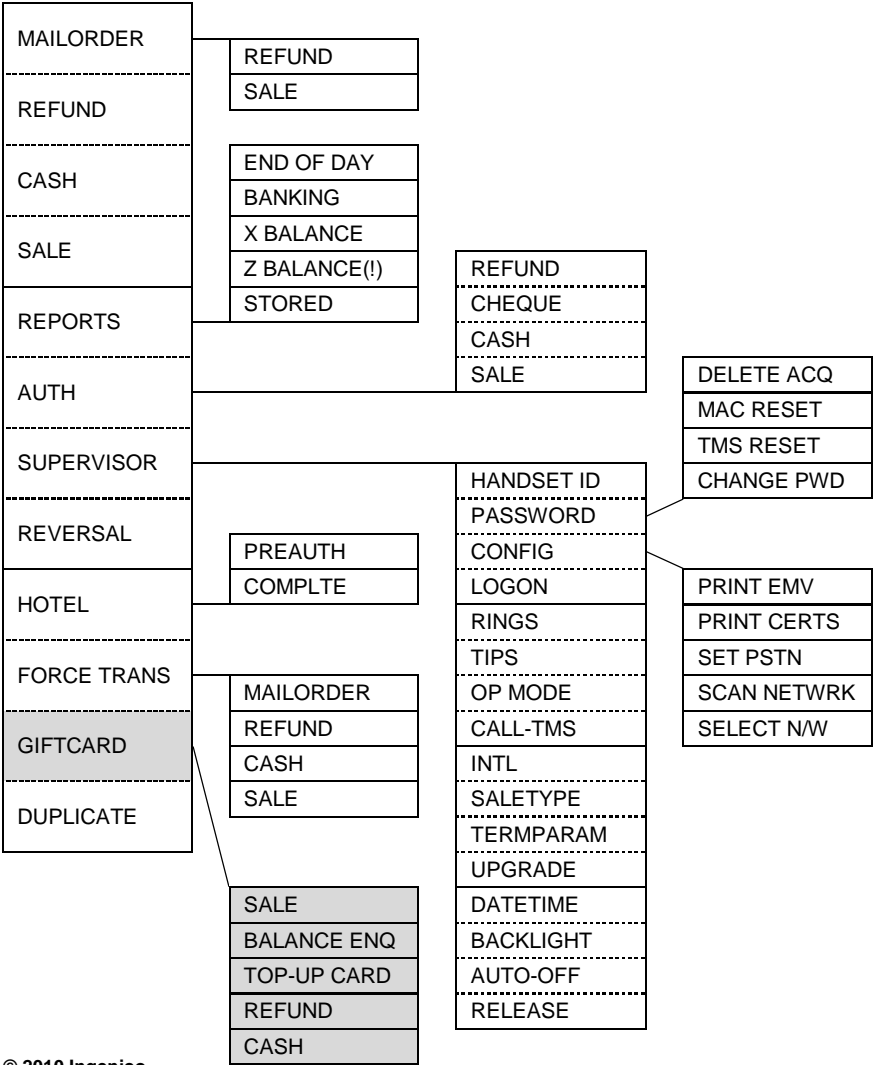
## End of Day Reports

Your Gift Card transactions are incorporated within your standard reports. Gift Card transactions will be shown under the heading `CC GIFTCARD` on your End of Day or Banking reports.

For full instructions on all available reports, please refer to the **Reports** section in the User Guide for your terminal.

Menu Structure

To allow access to the Gift Card menu, the menu structure has been amended as highlighted below.



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