

GIFT CARD

Quick Reference Guide

Verifone Omni Series

www.valutec.net | Merchant Support: 1-888-381-8258
Sale/Balance By Phone: 1-877-654-6937



- Select the (F-Key) for Valutec (if necessary)
- To exit out of any program, press the star key ***.00** (not red x key **✖**)
- Be sure to run End of Day Procedures (see next page)

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How To

Description

Void Last Transaction

- 1) Press **F3** key under the down arrow.
- 2) Press **F3** for "VOID".
- 3) Enter password or **1oz.** if requested. Press **↵**.
- 4) Press **F1** to void last transaction.
- 5) Press **F1** again to confirm—make sure correct transaction is shown on terminal display.

"VOID" voids the last transaction.

HINT: to void older transactions, use "Add Value" or "Sale" to adjust card's balance to the correct amount. Make a note when you do this for accounting purposes.

Replace a Lost or Damaged Card

- 1) Press **F3** key under the down arrow **twice**.
- 2) Press **F3** for "REPLACE".
- 3) Enter password or **1oz.** if requested. Press **↵**.
- 4) Swipe card, or enter card number and press **↵**.
- 5) Press **F1** for Gift Card.
- 6) Enter old card number. Press **↵**.

"REPLACE" deactivates a lost or damaged card and transfers the balance to a new card.

NOTE: You must have the card number of the lost or damaged card.

Deactivate Card

- 1) Press **F3** key under the down arrow **twice**.
- 2) Press **F2** for "DEACTIVATE".
- 3) Enter password or **1oz.** if requested. Press **↵**.
- 4) Swipe card, or enter card number and press **↵**.
- 5) Press **F1** for Gift Card.
- 6) Press **F1** if the balance will be refunded.

"DEACTIVATE" permanently disables a card with an option to refund the balance to the customer.

End of Day Procedure

- 1) Press **F3** key **closest to the card swipe**.
- 2) Press **F3** for detailed report
- 3) Press **F1** for Gift Card.
- 4) Press **F1** (Yes) to delete Batch.
- 5) Press **F2** (No) to retain Batch.

IMPORTANT: failure to delete the batch will eventually cause an "out of memory" condition which can result in terminal malfunction and loss of data.

Common Terminal Responses

- | | |
|-------------------------|---|
| "Lost Comm with Host" | Phone signal interference during transaction. |
| "Duplicate Transaction" | Occurs when attempting to run the same transactions within 4 minutes. |
| "No Line" | Terminal is unable to find a dial tone. |
| "Server ID:" | Optional. Enter ID if requested. |

How To

Description

Sell A New Card

- 1) Press **F3** for "ACTIVATION"
- 2) Enter password or **1oz.** if requested. Press **↵**.
- 3) Swipe card or enter card number, press **↵**.
- 4) Press **F1** for Gift Card.
- 5) Enter activation amount. Press **↵**.

"ACTIVATION" places value on a card for the first time

Redeem A Card

- 1) Press **F2** for "SALE"
- 2) Swipe card or enter card number, press **↵**.
- 3) Press **F1** for Gift Card.
- 4) Enter amount. Press **↵**.

"SALE" reduces the dollar value of a gift card by the amount entered.

NSF Message: If card value is less than the sale amount, a NSF receipt prints showing the available card balance.

Split Tender: when an "amount due" message is displayed, press any key. A receipt prints showing the amount due.

Add Value To Card

- 1) Press **F3** key under the down arrow.
- 2) Press **F2** for "ADD VALUE"
- 3) Enter password or **1oz.** if requested. Press **↵**.
- 4) Swipe card or enter card number, press **↵**.
- 5) Press **F1** for Gift Card.
- 6) Enter amount. Press **↵**.

"ADD VALUE" increases the dollar value of an already-active gift card by the amount entered.

Get Card Balance

- 1) Press **F3** key under the down arrow.
- 2) Press **F4** for "BALANCE"
- 3) Swipe card or enter card number, press **↵**.
- 4) Press **F1** for Gift Card.

"BALANCE" looks up the current value of gift card.

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