

# Gift Card



INGENICO ELITE SERIES

## Quick Reference Guide

MERCHANT SUPPORT: 1-888-381-8258, Press 1    BALANCE / SALE BY PHONE: 1-877-654-6937

### • Select “Valutec”

HOW TO	DESCRIPTION
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#### Sell a New Card

- ① Select “GIFT CARD”
- ② Press **2** “ACTIVATION”
- ③ Swipe card (or enter card number, press Enter)
- ④ Enter \$ Amount, press OK/Enter

“ACTIVATION” places value on a card for the first time.

#### Redeem a Card

- ① Select “GIFT CARD”
- ② Press **1** “SALE”
- ③ Swipe card (or key in card #), press OK/Enter
- ④ Enter \$ Amount, press OK/Enter

“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.

#### Add Value to a Card

- ① Select “GIFT CARD”
- ② Press **3** “ADD VALUE”
- ③ Swipe card (or key in card #), press OK/Enter
- ④ Enter \$ Amount, press OK/Enter

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

#### Get Card Balance

- ① Select “Gift Card”
- ② Press **5** “BALANCE”
- ③ Swipe card (or enter card number, press Enter)

“BALANCE” looks up the current value of a gift card.

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#### Void a Transaction

- ① Select “GIFT CARD”
- ② Press **4** “VOID”
- ③ Swipe card (or enter card number, press OK/enter)
- ④ Enter Auth Code (found on printout from sale, or add value; activations may not be voided), press Enter

“VOID” voids the last transaction.

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

#### Replace a Lost or Damaged Card

- ① Select “GIFT CARD”
- ② Press **8** “REPLACE”
- ③ Swipe New Card, or enter card #, press OK/enter
- ④ Enter Old Card #, press Enter

“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 a Card

- ① Press **7** “DEACTIVATE”
- ② Select **1** for Gift
- ③ Select **1** for Refund
- ④ Swipe card (or enter card number, press Enter)

“DEACTIVATE” permanently disables a card and refunds the balance to the customer.

#### End of Day Procedures

- ① Press [Enter & then **1**]
- ② Press **9**
- ③ Press (**3**=Detail) - Detail report prints  
If prompted choose either.
  1. All transactions
  2. Clerk
- ④ Press F1 to clear 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 transaction within 4 minutes.

“No Line”

Terminal is unable to find a dial tone.

“Server ID:”

Optional. Enter ID if requested.