### Activate a New Card

1. Select “ACTIVATE NEW CARD”
2. Enter customer information (optional)
3. Select Card Type
   - GIFT CARD: enter $ amount
4. Enter card number
   - Click “card number” field and swipe card, or manually type in card number
5. Click “Process Transaction” button

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

### Redeem a Card

1. Select “REDEEM VALUE/POINTS”
2. Select card type
   - GIFT CARD: enter $ amount
3. Enter card number
   - Click “card number” field and swipe card, or manually type in card number
4. Click “Process Transaction” button

“REDEEM VALUE” reduces the $ value of a gift card by the amount entered.

### Add Value

1. Select “ADD VALUE / ADD POINTS”
2. Select card type
   - GIFT CARD: enter $ amount
3. Enter card number
   - Click “card number” field and swipe card, or manually type in card number
4. Click “Process Transaction” button

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

### Get Card Balance

1. Select “CARD BALANCE”
2. Select card type
   - GIFT CARD
3. Enter card number
   - Click “card number” field and swipe card, or manually type in card number
4. Click “Process Transaction” button

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

### Void A Transaction

1. Select “VOID TRANSACTION”
2. Select card type
   - GIFT CARD
3. Enter auth code for transaction
4. Enter card number
   - Click “card number” field and swipe card, or manually type in card number
5. Click “Process Transaction” button

“VOID” cancels 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.

**Auth Code:** can be found on the receipt.

### Replace a Lost or Damaged Card

1. Select “REPLACE CARD”
2. Select card type
   - GIFT CARD
3. Enter number of the old card you are replacing
   - Click “card number” field and manually type card number
4. Enter number of the card to be activated
   - Click “card number” field and swipe card, or manually type in card number
5. Click “Process Transaction” button

“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. Select “DEACTIVATE CARD”
2. Select card type
   - GIFT CARD
3. Enter card number
   - Click “card number” field and swipe card, or manually type in card number
4. Click “Process Transaction” button

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

### Reports

The two primary reports are accessible through Virtual Terminal. Additional reports may be accessed by clicking the web access login and entering your user id/password. Please note all merchants have a different login for web access and virtual terminal.

**CURRENT DAY TOTALS** Provides a summary of the current days transactions, such as activations, add value, sales, etc.

**PREVIOUS DAY TOTALS** Provides a summary of the previous days transactions.