

Electronic Gift Card

Quick Reference Guide



VeriFone® Omni & Vx Series



ACCEPT
CREDIT CARDS

AT ELECTRONIC MERCHANT SYSTEMS INC.

1-800-476-5020 • www.elect-mer.com

Electronic Gift Card

Card Activation

Use to issue a new card, cards will not work until this transaction is performed

- > Use the [↓] key to scroll to appropriate option
- > Select [GIFT CARD]
- > Select [ACTIVATION]
- > Swipe card OR:
 - Key enter card # and press [ENTER]
 - Input expiration date (MMYY) and press [ENTER] (default is 1249)

Terminal Displays:

- | | |
|-----------|----------|
| 1. CASH | 3. DEBIT |
| 2. CREDIT | 4. CHECK |

- > Select tendertype

This prompt is used to designate the payment method received in exchange for the Gift Card. Card will be activated through the next series of prompts.

- > Enter \$ amount and press [ENTER]

Terminal dials out for authorization and prints receipt. The \$ amount specified will be added to the available card balance.

- > Print Customer Copy – [YES/NO]

Redemption/Sale

When a customer presents the Gift Card for payment, this transaction will reduce the value on the card

- > Use the [↓] key to scroll to appropriate option
- > Select [GIFT CARD]
- > Select [SALE]
- > Swipe card OR:
 - Key enter card # and press [ENTER]
 - Input expiration date (MMYY) and press [ENTER] (default is 1249)

- > Enter \$ amount and press [ENTER]

Terminal dials out for authorization and prints receipt. The \$ amount specified will be added to the available card balance.

- > Print Customer Copy – [YES/NO]

Gift Card Reporting

Detail Report

Prints each Gift Card transaction for current batch (includes Totals report)

- > Use the [↓] key to scroll to appropriate option
- > Select [GIFT CARD]
- > Select [MANAGER]
- > Select [DETAIL REPORT]

Totals Report

Prints count and total amount for each Gift Card transaction

- > Use the [↓] key to scroll to appropriate option
- > Select [GIFT CARD]
- > Select [MANAGER]
- > Select [TOTALS REPORT]

Balance Inquiry

Determine the outstanding balance on a Gift Card

- > Use the [↓] key to scroll to appropriate option
- > Select [GIFT CARD]
- > Select [BALANCE INQ]
- > Swipe card OR:
 - Key enter card # and press [ENTER]
 - Input expiration date (MMYY) and press [ENTER] (default is 1249)

Terminal dials out and prints card balance at the bottom of the receipt.

Credit/Adjustment

When a return is made or to issue store credit and add value onto an ACTIVE Gift Card

- > Use the [↓] key to scroll to appropriate option
- > Select [GIFT CARD]
- > Select [CREDIT]
- > Swipe card OR:
 - Key enter card # and press [ENTER]
 - Input expiration date (MMYY) and press [ENTER] (default is 1249)

Terminal dials out and prints card balance at the bottom of the receipt.

- > Print Customer Copy – [YES/NO]

Reload/Increment

Customer presents you with payment to add value onto an ACTIVE Gift Card

- > Use the [↓] key to scroll to appropriate option
- > Select [GIFT CARD]
- > Select [RELOAD]
- > Swipe card OR:
 - Key enter card # and press [ENTER]
 - Input expiration date (MMYY) and press [ENTER] (default is 1249)

Terminal Displays:

- | | |
|-----------|----------|
| 1. CASH | 3. DEBIT |
| 2. CREDIT | 4. CHECK |

- > Select tender type

This prompt is used to designate the payment method received in exchange for the Gift Card. Card will be activated through the next series of prompts.

- > Enter \$ amount and press [ENTER]

Terminal dials out for authorization and prints receipt. The added value will also be reflected in the balance.

- > Print Customer Copy – [YES/NO]

Cancel Card/Refund

Reduces the balance of the card to \$0, can be used for administrative purposes if a card is activated for the incorrect amount or when cash must be given for the remaining balance. Please consult your internal policies and procedures.

- > Use the [↓] key to scroll to appropriate option
- > Select [GIFT CARD]
- > Select [CARD REFUND]
- > Swipe card OR:
 - Key enter card # and press [ENTER]
 - Input expiration date (MMYY) and press [ENTER] (default is 1249)

Terminal dials out for authorization and prints receipt with the amount to be refunded and the current balance of \$0.

- > Print Customer Copy – [YES/NO]

Batch Inquiry

Prints totals by transaction type for current or previous batch

- > Use the [↓] key to scroll to appropriate option
- > Select [GIFT CARD]
- > Select [BATCH INQUIRY]
- > Select either [CURR] or [PREV]

Terminal dials out and prints Current or Previous Batch Report as reflected on the Gift Card host. This report will reflect approved transactions only.

Reprint Receipt

- > Use the [↓] key to scroll to appropriate option
- > Select [GIFT CARD]
- > Select [MANAGER]
- > Select [REPRINT]
- > Enter Reference #



In the event your terminal loses power or malfunctions, you can still Activate, Redeem and Reload Gift Cards by calling: 1-866-784-4839

Activation

Use to issue a new card, cards will not work until this transaction is performed

- > Dial 1-866-784-4839
- > Input your User ID, then press [#]
(If you do not have this #, please contact Customer Service.)
- > Input the card # and press [#]
- > Input the password and press [#]
- > Input \$ amount in dollars and cents, without a decimal, and press [#]
- > The system will play back the amount and prompt you to:
 - Press [1] if the amount is correct
 - Press [2] if the amount is incorrect

Please record the Authorization # and Card #

- > You will then be prompted to
 - Press [1] to hang up
 - Press [2] to start another transaction
 - Press [3] to repeat the Authorization #

Redemption

When a customer presents the Gift Card for payment, this transaction will reduce the value on the card

- > Dial 1-866-784-4839
 - > Input your User ID, then press [#]
(If you do not have this #, please contact Customer Service.)
 - > Input the card # and press [#]
- You will be given the balance of the card
- > Select [1] for Redemption
 - > Input \$ amount in dollars and cents, without a decimal, and press [#]

- > The system will play back the amount and prompt you to:
 - Press [1] if the amount is correct
 - Press [2] if the amount is incorrect

Please record the Authorization # and Card #

- > You will then be prompted to:
 - Press [1] to hang up
 - Press [2] to start another transaction
 - Press [3] to repeat the Authorization #

Reload

Customer presents you with payment to add value onto an ACTIVE Gift Card

- > Dial 1-866-784-4839
 - > Input your User ID, then press [#]
(If you do not have this #, please contact Customer Service.)
 - > Input the card # and press [#]
- You will be given the balance of the card
- > Press [2] for Increment/Reload
 - > Input the password and press [#]
 - > Input \$ amount in dollars and cents, without a decimal, and press [#]

- > The system will play back the amount and prompt you to:
 - Press [1] if the amount is correct
 - Press [2] if the amount is incorrect

Please record the Authorization # and Card #

- > You will then be prompted to
 - Press [1] to hang up
 - Press [2] to start another transaction
 - Press [3] to repeat the Authorization #



Accept Credit Cards Online Reporting

The Online Window To Your Payment Processing Account

Accept Credit Cards website, with online reporting, is your one-stop destination for online customer service. It contains everything you need to manage your electronic payment activity:

My Account

Manage your account online. View statements, view or update your profile, get information on new products, services and equipment.

My Reports

Provides you with timely and secure accounting information such as deposit summaries, transaction activity, chargeback and retrieval status and more.

Support

Find resource information about transaction processing, industry mandates, product support and practical tips to help improve your bottom line.

Getting Started Is:

Fast, Easy, Secure and Free!

Go to www.elect-mer.com