



Quick Reference Card for Paymentech's
**Proprietary Gift Card
 on Hypercom T7P**



Stored Value Card Application for Retail & Restaurant Industries

ISSUANCE/MULTIPLE ISSUANCE

Date	Time	Press [GIFT CARD]
Swipe Customer Card		
1 - Issuance	Press [1] and [ENTER].	
2 - Redemption		
Enter Password	Issuance	Key in password. Press [ENTER]
Enter Number of Cards for Issuance	Key in number of cards, or press [ENTER] for one.	
Swipe Customer Card	Issuance	Swipe gift card, or key in card number and press [ENTER].
Gift Card	Issuance	Key in cashier # and Enter Cashier Number press [ENTER].
Gift Card	Issuance	Key in base amount and Amount \$ 0.00 press [ENTER].
Gift Card	Issuance	Key in reference number and Enter Ref Num press [ENTER].
Pay Type	Select appropriate code. 0-CSH 1-CRDT 2-COMP Press [ENTER]	
Gift Card	Issuance	Approval Code displays. Approval XXXXXX Receipt prints if only card.
Swipe Customer Card	Issuance	Swipe or key for each gift card to issue beyond the first.
Gift Card	Issuance	Approval Code for each Approval XXXXXX card. Receipt prints at end.
Print Second Receipt Correct?	Press [ENTER] to print Yes or No Press [CLEAR] to cancel.	
Amt Due:	\$ 0.00	Swipe a card to pay for Swipe Customer Card amount. Press [ENTER]. Or, press [CANCEL] to return to idle prompt.

BLOCK ACTIVATION

Date	Time	Press [GIFT CARD]
Swipe Customer Card		
5 - Block Activate	Press [5] and [ENTER].	
6 - Sequential Issue		
Enter Password	Block Actv	Key in password. Press [ENTER]
Enter Number of Cards for Issuance	Key in number of cards, or press [ENTER] for one.	
Swipe Customer Card	Block Actv	Swipe or key first gift card in the block to issue.
Gift Card	Block Actv	Key in cashier # and Enter Cashier Number press [ENTER].
Gift Card	Block Actv	Key in base amount and Amount \$ 0.00 press [ENTER].
Gift Card	Block Actv	Key in reference number and Enter Ref Num press [ENTER].
Pay Type	Select appropriate code. 0-CSH 1-CRDT 2-COMP Press [ENTER]	
Gift Card	Block Actv	Approval Code displays. Approval XXXXXX Receipt prints if only card.
Print Second Receipt Correct?	Press [ENTER] to print Yes or No Press [CLEAR] to cancel.	
Amt Due:	\$ 0.00	Swipe a card to pay for Swipe Customer Card amount. Press [ENTER]. Or, press [CANCEL] to return to idle prompt.

BALANCE INQUIRY

Date	Time	Press [GIFT CARD]
Swipe Customer Card		
3 - Balance Inquiry	Press [3] and [ENTER].	
4 - Add Tip		
Swipe Customer Card	Bal Inq	Swipe gift card, or key in card number and press [ENTER].
Gift Card	Bal Inq	Approval displays. Approval Receipt prints with balance.

IMPORTANT NOTE ABOUT GIFT CARD TRANSACTIONS

All Stored Value/FlexCache Transactions, such as Gift Cards, Merchandise Return Cards, Pre-Paid Cards, Promotional Gift Cards, etc., are preformed using the "Gift Card" key.

Shaded sections are optional features.

REDEMPTION		
Date	Time	Press [GIFT CARD].
Swipe Customer Card		
1 - Issuance		Press [2] and [ENTER].
2 - Redemption		
Redemption Swipe gift card, or key in card		
Swipe Customer Card number and press [ENTER].		
Gift Card	Redemption	Key in cashier # and
Enter Cashier Number press [ENTER].		
Gift Card	Redemption	Key in amount and
Amount \$ 0.00 press [ENTER].		
Gift Card	Issuance	Key reference number and
Enter Ref Num press [ENTER].		
Gift Card	Redemption	Approval code displays.
Approval XXXXXX Receipt prints.		
Print Second Receipt Press [ENTER] to print		
Correct? Yes or No Press [CLEAR] to cancel.		
Amt Due:	\$ 0.00	Swipe card to pay for
Swipe Customer Card amount. Press [ENTER].		
Or, press [CANCEL] to		
return to idle prompt.		

ADD TIP		
Date	Time	Press [GIFT CARD].
Swipe Customer Card		
3 - Balance Inquiry		Press [4] and [ENTER].
4 - Add Tip		
Gift Card	Add Tip	Key in invoice number
Enter Invoice Number and press [ENTER].		
< Inv # >	\$ 0.00	Press [ENTER] to print
Correct? Yes or No Press [CLEAR] to cancel.		
< Inv # >	\$ 0.00	Key in tip amount and
Amount \$ 0.00 press [ENTER].		
Gift Card	Add Tip	Approval displays.
Approval XXXXX Receipt prints.		

DEACTIVATE		
Date	Time	Press [FUNCTION] [58].
Swipe Customer Card and [ENTER].		
Deactivate Swipe gift card, or key in card		
Swipe Customer Card number and press [ENTER].		
Gift Card	Deactivate	Key in cashier # and
Enter Cashier Number press [ENTER].		
Gift Card	Deactivate	Key reference number and
Enter Ref Num press [ENTER].		
Gift Card	Deactivate	Approval code displays.
Approval XXXXXX Receipt prints.		

REACTIVATE		
Date	Time	Press [FUNCTION] [59].
Swipe Customer Card and [ENTER].		
Reactivate Key in password.		
Enter Password Press [ENTER]		
Reactivate Swipe gift card, or key in card		
Swipe Customer Card number and press [ENTER].		
Gift Card	Reactivate	Key in cashier # and
Enter Cashier Number press [ENTER].		
Gift Card	Reactivate	Key in base amount and
Amount \$ 0.00 press [ENTER].		
Gift Card	Reactivate	Key reference number and
Enter Ref Num press [ENTER].		
Pay Type		Select appropriate code.
0-CSH 1-CRDT 2-COMP Press [ENTER]		
Gift Card	Reactivate	Approval code displays.
Approval XXXXXX Receipt prints.		

FORCED ISSUANCE		
Date	Time	Press [GIFT CARD].
Swipe Customer Card		
7 - Force Issuance		Press [7] and [ENTER].
8 - Force Redemptn		
Force Iss Key in password.		
Enter Password Press [ENTER]		
Force Iss Swipe gift card, or key in card		
Swipe Customer Card number and press [ENTER].		
Gift Card	Force Iss	Key in cashier # and
Enter Cashier Number press [ENTER].		
Gift Card	Force Iss	Key in base amount and
Amount \$ 0.00 press [ENTER].		
Gift Card	Force Iss	Key in reference number
Enter Ref Num and press [ENTER].		
Pay Type		Select appropriate code.
0-CSH 1-CRDT 2-COMP Press [ENTER]		
Gift Card	Force Iss	Key approval code and
Enter Approval Code press [ENTER].		
Gift Card	Force Iss	Receipt prints.
Transaction Accepted		
Print Second Receipt Press [ENTER] to print		
Correct? Yes or No Press [CLEAR] to cancel.		

FORCED REDEMPTION		
Date	Time	Press [GIFT CARD].
Swipe Customer Card		
7 - Force Issuance		Press [8] and [ENTER].
8 - Force Redemptn		
Forced Red Swipe gift card, or key in card		
Swipe Customer Card number and press [ENTER].		
Gift Card	Forced Red	Key in cashier # and
Enter Cashier Number press [ENTER].		
Gift Card	Forced Red	Key in base amount and
Base Amount \$ 0.00 press [ENTER].		
Gift Card	Forced Red	Key in reference number
Enter Ref Num and press [ENTER].		
Gift Card	Forced Red	Key approval code and
Enter Approval Code press [ENTER].		
Gift Card	Forced Red	Receipt prints.
Transaction Accepted		
Print Second Receipt Press [ENTER] to print		
Correct? Yes or No Press [CLEAR] to cancel.		

CLEAR GIFT CARDS		
Date	Time	Press [FUNCTION] [57].
Swipe Customer Card and [ENTER].		
Clear Gift Cards Key in password.		
Enter Password Press [ENTER]		
Clear Gift Cards Press [ENTER] to clear.		
Yes or No? Report will print.		
Press [CLEAR] to abort.		
Clear Gift Cards Gift cards have been removed		
Transaction Complete from the terminal, but will still be		
included in the settlement.		

GIFT CARD PROCESSING THROUGH YOUR TERMINAL

Your point-of-sale device has been configured to process gift card transactions through Paymentech. You can think of a gift card as an electronic version of the traditional paper gift certificate. It works a lot like a credit card, but instead of accessing a credit line the consumer's gift card account has already been prepaid.

GIFT CARD TRANSACTIONS

Issuance - This transaction activates and/or adds value to a gift card account when a customer purchases a card. Multiple cards can be issued in a single transaction.

Redemption - This transaction deducts value from a gift card account when a consumer uses it to purchase goods or services.

Balance Inquiry - This transaction determines the remaining balance on a gift card account.

Void - A void transaction cancels a transaction that was processed earlier in the active batch.

FREQUENTLY ASKED QUESTIONS

Q: *Why did my store decide to offer a gift card to our customers?*

A: Your store will benefit in many ways by offering a gift card to your customers. Some of the most compelling advantages of a gift card include:

Customers typically spend more when they are using a gift card because part of their purchase is prepaid.

Transactions are processed efficiently, just like your credit card transactions.

Your store's name and logo appears on the card.

Since the "value" is not loaded on the gift card until the customer buys it, you can safely display gift cards to your customer.

Q: *Do I need to settle gift card transactions?*

A: If you are using this terminal to process credit card transactions as well as gift card transactions, then the gift card transactions will automatically settle with the credit card transactions. However, if you are only using this terminal for gift card transactions, then you should manually settle your giftcard transactions following the instructions within this quick card. Do not forget to settle your gift card transactions at the same time you settle credit card transactions.

Q: *Where can my customer call to check the remaining balance on their card?*

A: There is a toll-free phone number on the back of the gift card. Your customer can verify the remaining balance on the card 24 / 7.

Q: *Do consumers prefer a gift card to a paper gift certificate?*

A: Absolutely! Gift cards are more attractive and durable than a paper gift certificate. Many customers will carry your gift card in their wallet, just like a credit card.

Q: *What should I do if the customer's transaction is declined?*

A: Many times when a transaction is declined, it's because the purchase amount is for more than the gift card balance. Your terminal will always print the remaining balance on the receipt, so you can simply re-run the transaction for amount left on the card and ask your customer for another form of payment for the remainder.

Q: *When do I enter a Force/Prior Issuance or Redemption?*

A: If you are having problems with your terminal and have to call for a voice authorization, then you should enter a Force/Prior transaction (for each voice authorized transaction) when your terminal is available again. This will help your terminal gift card totals accurate. Key in the expiration date of 12/49 if prompted during the Force/Prior transaction.

Q: *What do I do if the magnetic stripe on the card is bad?*

A: You can key the gift card account number into your terminal. If you are prompted for an expiration date and the card does not have one, key in 12/49.

Q: *How does offering a gift card benefit me?*

A: Since gift cards are processed and tracked electronically, the time it takes to run a transaction is greatly reduced. You will also have access Paymentech's help desk for questions regarding gift card transactions.

POS-0424

