Gift Card

Valutec

VERIFONE TRANZ SERIES
Quick Reference Guide

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

- **To cycle between applications on a Tranz 380 x 2, press Enter twice at idle state**

HOW TO	DESCRIPTION
Sell a New Card ① Press **2** for "ACTIVATION" ② Select **1** for Gift ③ Swipe card (or enter card number, press Enter) ④ Enter Activation Amount, press Enter	**"ACTIVATION"** places value on a card for the first time.
Redeem a Card ① Press **1** "SALE" ② Select **1** for Gift ③ Swipe card (or enter card number, press Enter) ④ Enter $ Amount, press 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. **SPLIT TENDER:** when an "amount due" message is displayed, press any key. A receipt prints showing the amount due.
Add Value to a Card ① Press **3** "ADD VALUE" ② Select **1** for Gift ③ Swipe card (or enter card number, press Enter) ④ Enter $ Amount, press Enter	**"ADD VALUE"** increases the dollar value of an already-active gift card by the amount entered.
Get Card Balance ① Press **5** "BALANCE" ② Select **1** for Gift ③ Swipe card (or enter card number, press Enter)	**"BALANCE"** looks up the current value of a gift card.

HOW TO	DESCRIPTION
Void a Transaction ① Press **4** "VOID" ② Select **1** for Gift ③ Swipe card (or enter card number, press 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 Press **8** "REPLACE" ② Select **1** for Gift ③ Swipe New Card 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, **2** for No Refund ④ Swipe card (or enter card number, press Enter)	**"DEACTIVATE"** permanently disables a card with an option to refund the balance to the customer.
End of Day Procedures ① Press [Enter & then **1**] ② Select (**1** = Print Detail) or (**2** = Print Summary) ③ Report will be printed ④ DELETE BATCH? Select **1** for Yes, **2** for No	**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.