# Gift Card

**Valutec VIRTUAL TERMINAL**

## Quick Reference Guide

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

- **Go to www.valutec.net**
- **Select "login" below merchants at the bottom left of your screen**
- **Select "login" below "virtual terminal access"**
- **Input user name/password and select submit**
- **The Virtual Terminal interface should appear.**

| HOW TO | DESCRIPTION |
|---|---|
| ### Activate a New Card | **"ACTIVATION"** places value on a card for the first time. |
| 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 | |

| ### Redeem a Card | **"REDEEM VALUE"** reduces the $ value of a gift card by the amount entered. |
|---|---|
| ① Select "REDEEM VALUE/POINTS" | |
| ② Select card type | **"NSF MESSAGE"** if card value is less than the sale amount, a NSF receipt prints showing the available card balance. |
| • **GIFT CARD: enter $ amount** | |
| ③ Enter card number | |
| • **Click "card number" field and swipe card, or manually type in card number** | **"SPLIT TENDER"** when an "amount due" message is displayed, press any key. A receipt prints showing the amount due. |
| ④ Click "Process Transaction" button | |

| ### Add Value | **"ADD VALUE"** increases the dollar value of an already-active gift card by the amount entered. |
|---|---|
| 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 | |

| HOW TO | DESCRIPTION |
|---|---|
| ### Get Card Balance | **"CARD BALANCE"** looks up the current value of a gift card. |
| 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 | |

| ### Void A Transaction | **"VOID"** cancels the last transaction. |
|---|---|
| ① Select "VOID TRANSACTION" | |
| ② Select card type | **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. |
| • **GIFT CARD** | |
| ③ Enter auth code for transaction | |
| ④ Enter card number | |
| • **Click "card number" field and swipe card, or manually type card number** | **Auth Code:** can be found on the receipt. |
| ⑤ Click "Process Transaction" button | |

| ### Replace a Lost or Damaged Card | **"REPLACE"** deactivates a lost or damaged card and transfers the balance to a new card. |
|---|---|
| ① Select "REPLACE CARD" | |
| ② Select card type | |
| • **GIFT CARD** | **NOTE:** you must have the card number of the lost or damaged 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 | |

| ### Deactivate a Card | **"DEACTIVATE"** permanently disables a card and refunds the balance to the customer. |
|---|---|
| ① Select "DEACTIVATE CARD" | |
| ② Select card type | |
| ③ Enter card number | |
| • **Click "card number" field and swipe card, or manually type in card number** | |
| ④ Click "Process Transaction" button | |

## 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.