

# Gift Card



NURIT SERIES

## Quick Reference Guide

MERCHANT SUPPORT: 1-888-381-8258

BALANCE / SALE BY PHONE: 1-877-654-6937

- To process Gift Cards: Press the PAYMENT/MODE key until you view "VALUCARD" on screen

### HOW TO

### DESCRIPTION

#### Sell a New Card

- ① Swipe "GIFT CARD"
- ② Select **1** =Gift (if requested)
- ③ Scroll down to "ACTIVATION" by pressing the **▼** FORCED key, and Press Enter
- ④ Enter Amount, press Enter

"ACTIVATION" places value on a card for the first time.

#### Redeem a Card

- ① Swipe "GIFT CARD"
- ② Select **1** =Gift (if requested)
- ③ Choose "SALE" by pressing 1 or pressing 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 Swipe "GIFT CARD"
- ② Select **1** =Gift (if requested)
- ③ Scroll down to "ADD VALUE" by pressing the **▼** FORCED key, and 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 Swipe "GIFT CARD"
- ② Select **1** =Gift (if requested)
- ③ Scroll down to "BALANCE" by pressing the **▼** FORCED key, and Press Enter

"BALANCE" looks up the current value of a gift card.

### HOW TO

### DESCRIPTION

#### Void a Transaction

- ① Swipe "GIFT CARD"
- ② Select **1** =Gift (if requested)
- ③ Scroll down to "VOID" by pressing the **▼** FORCED key, and Press Enter
- ④ Enter Auth Code (found on printout from sale, activation, or add value), press enter

"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.

#### Replace a Lost or Damaged Card

- ① Swipe NEW "GIFT CARD"
- ② Select **1** =Gift (if requested)
- ③ Scroll down to "REPLACE" by pressing the **▼** FORCED key, and Press Enter
- ④ Key in OLD "GIFT CARD", and 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 Swipe "GIFT CARD"
- ② Select **1** =Gift, by pressing 1 (if requested)
- ③ Scroll down to "DEACTIVATE" by pressing the **▼** FORCED key, and Press Enter

"DEACTIVATE" permanently disables a card with an option to refund the balance to the customer.

#### End of Day Procedures

- ① Press BATCH/ALT key
- ② Scroll to "VTGL Gn" host by pressing the **▼** FORCED key, and Press Enter
- ③ Scroll down to "Clear Batch" and Press Enter

**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.