To process gift cards, press the "Payment/Mode" key until you view "VALUCARD" on the screen.

ACTIVATION

ACTION:

1. Swipe the 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.

DESCRIPTION:

ACTIVATION: Places value on a card for the first time.

SALE (REDEEM A CARD)

ACTION:

1. Swipe the gift card.

2. Select 1 = Gift (if requested).

3. Choose SALE by pressing 1 or pressing ENTER.

4. Enter amount, press ENTER.

DESCRIPTION:

SALE: Reduces the dollar value of a gift card by the amount tendered.

NSF MESSAGE: If card value is less than the sale amount, an 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

ACTION:

1. Swipe the gift card.

2. Select 1=Gift (if requested).

3. Scroll down to "Add Value" by pressing the FORCED key, and press ENTER.

5. Enter amount, press ENTER.

DESCRIPTION:

ADD VALUE: Increases the dollar value of an already active gift card by the amount entered

GET CARD BALANCE

ACTION:

1. Swipe the gift card.

2. Select 1=Gift (if requested).

3. Scroll down to "Balance" by pressing the FORCED key, and press ENTER.

DESCRIPTION:

BALANCE: Looks up the current value of gift card.

VOID TRANSACTION

ACTION:

1. Swipe the 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.

DESCRIPTION:

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

ACTION:

1. Swipe thenew gift card.

2. Select 1=Gift (if requested).

3. Scroll down to "Replace" by pressing the FORCED key, and press ENTER.

4. Key in the old gift card number and press ENTER.

DESCRIPTION:

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

(Card cannot be reused)

ACTION:

1. Swipe the gift card.

2. Select 1=Gift by pressing 1 (if requested).

3. Scroll down to "Deactivate" by pressing the FORCED key, and press ENTER.

DESCRIPTION:

DEACTIVATE: Permanently disables a card with an option to refund the balance to the customer.

END OF DAY PROCEDURES

ACTION:

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.

DESCRIPTION:

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.