



Quick Reference Card for  
**Paymentech's Gift Card  
 on the Eclipse**  
 Stored Value Card



**ISSUANCE**

<b>Idle Prompt</b>	Press <b>[OTHER]</b> , <b>[GIFT CARD]</b> , and then <b>[ISSUANCE]</b> .
<b>ISSUANCE</b> Swipe Card	Swipe card. Or, key in card account number and press <b>[ENTER]</b> .
<b>EXPIRE DATE MMYY?</b>	Press <b>[ENTER]</b> to bypass.
<b>ISSUANCE AMOUNT?</b> \$0.00	Key in the dollar amount and press <b>[ENTER]</b> .
<b>DIALING</b> <b>APPROVED</b> PRINTING RECEIPT	The terminal dials in for approval. Store receipt prints.
<b>PRINT CUSTOMER RECEIPT</b> YES NO	Press <b>[YES]</b> .
<b>PRINTING CUSTOMER RECEIPT</b>	Customer receipt prints.
<b>APPROVED</b>	Press <b>[CLEAR]</b> to return to idle prompt.

**REDEMPTION**

<b>Idle Prompt</b>	Press <b>[OTHER]</b> , <b>[GIFT CARD]</b> , and then <b>[REDEEM]</b> .
<b>REDEMPTION</b> Swipe Card	Swipe card. Or, key in card account number and press <b>[ENTER]</b> .
<b>EXPIRE DATE MMYY?</b>	Press <b>[ENTER]</b> to bypass.
<b>REDEEM AMOUNT?</b> \$0.00	Key in dollar amount and press <b>[ENTER]</b> .
<b>TIP AMOUNT?</b> \$0.00	Key in dollar amount and press <b>[ENTER]</b> .
<b>CASH OUT?</b> YES NO	Press <b>[YES]</b> to cash out card balance, or press <b>[NO]</b> .
<b>DIALING</b> <b>APPROVED</b> Printing Receipt	The terminal dials in for authorization. Store receipt prints.
<b>PRINT CUSTOMER RECEIPT?</b> YES NO	Press <b>[YES]</b> .
<b>PRINTING CUSTOMER RECEIPT</b>	Customer receipt prints.
<b>APPROVED</b>	Press <b>[CLEAR]</b> to return to idle prompt.

**TOTALS REVIEW/REPORT**

<b>Idle Prompt</b>	Press <b>[CREDIT]</b> , <b>[MORE]</b> , <b>[MORE]</b> . To review, press <b>[VIEW REPORT]</b> . To print, press <b>[PRINT REPORT]</b> .
<b>VIEW</b> Net Card Card Total Total Detail	Choose appropriate option.
<b>Server</b> Tabs Total Detail	

**IMPORTANT NOTE ABOUT GIFT CARD TRANSACTIONS**

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

**BALANCE INQUIRY\***

<b>Idle Prompt</b>	Press [OTHER], [GIFT CARD], and then [INQUIRY].
<b>GIFT INQUIRY SWIPE CARD</b>	Swipe card. Or key, in card number and press [ENTER].
<b>EXPIRE DATE MMYY?</b>	Press [ENTER] to bypass.
<b>DIALING APPROVED PRINTING RECEIPT</b>	Terminal dials in for approval. Store receipt prints.
<b>PRINT CUSTOMER RECEIPT YES NO</b>	Press [YES].
<b>PRINTING CUSTOMER RECEIPT APPROVED</b>	Customer receipt prints. Press [CLEAR] to return to idle prompt.

**ADD TIP**

<b>Idle Prompt</b>	Press [EDIT] key on the keypad, and then [CREDIT].	
<b>TRAN TYPE</b> Total Amt Auth Code 9999999999999999	<b>TRAN NUMBER</b> \$X.XX XXXXXX 9999999999999999	Scroll to desired transaction and press [EDIT].
< EDIT >		
<b>EDIT TRANS</b> ChgAmt AddTip	Void	Press [ADDTIP].
<b>TIP AMOUNT?</b> \$0.00		Key in dollar amount and press [ENTER].
<b>DIALING APPROVED PRINTING RECEIPT</b>		Terminal dials in for approval. Store receipt prints.
<b>PRINT CUSTOMER RECEIPT YES NO</b>		Press [YES].
<b>PRINTING CUSTOMER RECEIPT</b>		Customer receipt prints. Press [CLEAR] to return to idle prompt.

**VOID\*\***

<b>Idle Prompt</b>	Press [EDIT] key on the keypad, and then [CREDIT].	
<b>TRAN TYPE</b> Total Amt Auth Code 9999999999999999	<b>TRAN NUMBER</b> \$X.XX XXXXXX 9999999999999999	Scroll to desired transaction and press [EDIT].
< EDIT >		
<b>EDIT TRANS</b> ChgAmt AddTip	Void	Press the [VOID] key to void the transaction.
<b>DIALING APPROVED PRINTING RECEIPT</b>		Terminal dials in for approval. Store receipt prints.
<b>PRINT CUSTOMER RECEIPT YES NO</b>		Press [YES].
<b>PRINTING CUSTOMER RECEIPT</b>		Customer receipt prints.
<b>VOID OK</b>		Press [CLEAR] to return to idle prompt.

**FORCE ISSUANCE**

<b>Idle Prompt</b>	Press [OTHER], [GIFT CARD], [FORCE], and then [ISSUANCE].
<b>FORCE ISSUANCE Swipe Card</b>	Swipe card. Or, key in card account number and press [ENTER].
<b>EXPIRE DATE MMYY?</b>	Press [ENTER] to bypass.
<b>ISSUANCE AMOUNT?</b> \$0.00	Key in the dollar amount and press [ENTER].
<b>ENTER AUTH CODE</b>	Key in approval code and press [ENTER].
<b>DIALING APPROVED PRINTING RECEIPT</b>	The terminal dials in for approval. Store receipt prints.
<b>PRINT CUSTOMER RECEIPT YES NO</b>	Press [YES].
<b>PRINTING CUSTOMER RECEIPT APPROVED</b>	Customer receipt prints. Press [CLEAR] to return to idle prompt.

**FORCE REDEMPTION**

<b>Idle Prompt</b>	Press [OTHER], [GIFT CARD], [FORCE], and then [REDEEM].
<b>FORCE REDEEM Swipe Card</b>	Swipe card. Or, key in card account number and press [ENTER].
<b>EXPIRE DATE MMYY?</b>	Press [ENTER] to bypass.
<b>REDEEM AMOUNT?</b> \$0.00	Key in dollar amount and press [ENTER].
<b>TIP AMOUNT?</b> \$0.00	Key in dollar amount and press [ENTER].
<b>CASH OUT?</b> YES NO	Press [YES] to cash out card balance, or press [NO].
<b>ENTER AUTH CODE</b>	Key in approval code and press [ENTER].
<b>DIALING APPROVED Printing Receipt</b>	The terminal dials in for authorization. Store receipt prints.
<b>PRINT CUSTOMER RECEIPT? YES NO</b>	Press [YES].
<b>PRINTING CUSTOMER RECEIPT APPROVED</b>	Customer receipt prints. Press [CLEAR] to return to idle prompt.

**SETTLEMENT**

<b>Idle Prompt</b>	Press [CREDIT], [MORE], and then [CLOSE].
<b>CONFIRM CLOSE YES NO</b>	press [YES].
<b>DIALING</b>	Terminal dials into Host.
<b>Close Complete OK XXX XXX XXX</b>	Terminal prints the settlement report.
<b>Close Complete OK XXX XXX XXX</b>	Press [CLEAR] to return to idle prompt.

\* A Balance Inquiry cannot be performed on a card with no value.  
\*\* An Issuance cannot be voided once it has been redeemed.

Shaded sections are optional features.

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## 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 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 on a daily basis.

**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 to be 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 to Paymentech's help desk for questions regarding gift card transactions.

*For voice authorization on  
Gift Card transactions, call: 1-888-959-1493.*

