Secure Payment Systems
HYPERCOM OPTIMUM GIFT CARD INSTRUCTIONS

1. **Activating a Gift Card**
   a. From the main menu, select **Gift**

   b. Press the key corresponding to **Activation**

   c. Press the key corresponding to **"Purchase"** to activate **Purchase** or the key corresponding to **"Store Cred"** to activate **Store Credit**

   d. Swipe the card through the slot on the right side of the terminal

   e. Type in the full Reference Number printed on the back of the card and press "**ENTER**"

   f. Type in the amount of activation and press "**ENTER**"

   g. Terminal begins Dialing sequence (Dialing, Connecting, Receiving, Transmitting etc.) It will give an approval, print a copy of the activation receipt and prompt for the customer copy

2. **Performing a Sale transaction**
   a. From the main menu, select **Gift**

   b. Press the key corresponding to **Sale**

   c. Swipe the card through the slot on the right side of the terminal or type in the Reference Number printed on the back of the card and press "**ENTER**"

   d. Type in the amount of the sale and press "**ENTER**"

   e. Terminal begins Dialing sequence (Dialing, Connecting, Receiving, Transmitting etc.) It will give an approval, print a copy of the sale receipt and prompt for the customer copy

3. **Void Transaction (in case a transaction is to be cancelled)**
   a. From the main menu, select **Gift**

   b. Press the key corresponding to → to go to the next screen and then press the key corresponding to **Void**

   c. Enter the Item Number and press "**ENTER**"
      i. If Item Number not available, run a Card Detail Report from the Balance Inquiry menu and the Item Number will be displayed on the receipt

   d. Enter the amount to void and press "**ENTER**"

   e. Terminal begins Dialing sequence (Dialing, Connecting, Receiving, Transmitting etc.) It will give an approval, print a copy of the void receipt and prompt for the customer copy

4. **Performing a gift card credit**
   a. From the main menu, select **Gift**

   b. Press the key corresponding to → to go to the next screen and then press the key corresponding to **Credit**

   c. Enter the Item Number and press "**ENTER**"

   d. Enter the amount to credit and press "**ENTER**"

   e. Terminal begins Dialing sequence (Dialing, Connecting, Receiving, Transmitting etc.) It will give an approval, print a copy of the credit receipt and prompt for the customer copy

5. **Performing a Balance Inquiry**
   a. From the main menu, select **Gift**

   b. Press the key corresponding to **Balance**

   c. Press the key corresponding to **"Balance"** to see the **total balance** on the card **OR** Press the key corresponding to **"Detail"** to print the **card detail** report

   d. Press the key corresponding to **"Purchased"** to see **cash balance** on the card **OR** Press the key corresponding to **"Store Cred"** to see the **credit balance** on the card (This step will follow **ONLY IF** Cash Back functionality enabled)

   e. Swipe the card through the slot on the right side of the terminal or enter the Reference Number printed on the back of the card and press "**ENTER**"

   f. Terminal begins Dialing sequence (Dialing, Connecting, Receiving, Transmitting etc.) It displays the balance according to the choice made

6. **Batch Close**
   a. From the main menu, select **Gift**

   b. Press the key corresponding to → twice and then press the key corresponding to **Close**

   c. Press the key corresponding to **"Yes"** to confirm Batch Close or the key corresponding to **"No"** to decline

   d. Terminal begins Dialing sequence (Dialing, Connecting, Receiving, Transmitting etc.) It will close the batch and print a receipt to that effect

7. **Performing a Balance Increase**
   a. From the main menu, select **Gift**
   b. Press the key corresponding to **Increase**
   c. Press the key corresponding to **"Purchase"** to increase the **purchase balance** or press the key corresponding to **"Store Cred"** to increase the **store credit balance**
   d. Swipe the card through the slot on the right side of the terminal or type in the Reference Number printed on the back of the card and press "**ENTER**"
   e. Enter the amount to Increase and press "**ENTER**"
   f. Terminal begins Dialing sequence (Dialing, Connecting, Receiving, Transmitting etc.) It will give an approval, print a copy of the balance increase receipt and prompt for the customer copy

8. **Transferring a gift card balance**
   a. From the main menu, select **Gift**
   b. Press the key corresponding to → to go to the next screen and then press the key corresponding to **Transfer**
   c. Swipe the card which the balance is to be transferred from
   d. Swipe the card on which the balance is to be transferred to (This card must be Activated)
   e. Terminal begins Dialing sequence (Dialing, Connecting, Receiving, Transmitting etc.) It will give an approval, print a copy of the balance transfer receipt and prompt for the customer copy

9. **Adjusting the balance of a Gift Card (To add or remove value as neither Purchase nor Store Credit)**
   a. From the main menu, select **Gift**
   b. Press the key corresponding to → to go to the next screen and then press the key corresponding to **Adjust**
   c. Type in the Manager Password and press **"ENTER"**
   d. Press the key corresponding to **"Increase"** to increase the value of the card **OR** press the key corresponding to **"Decrease"** to reduce the value of the card.

(If mandated by State Law, Cash Back is also available on this menu and pressing the key corresponding to **"Cash Back"** and running the card through the slot enables the user to get cash back from a card)

   e. Swipe the card through the slot on the right side of the terminal or type in the Reference Number printed on the back of the card and press "**ENTER**"
   f. Type in the amount of the adjustment and press "**ENTER**"
   g. Terminal begins Dialing sequence (Dialing, Connecting, Receiving, Transmitting etc.) It will give an approval, print a copy of the adjustment receipt and prompt for the customer copy

10. **Reprint Receipt** (in case there was a printer problem)
    a. From the main menu, select **Gift**
    b. Press the key corresponding to → twice and then press the key corresponding to **Reprint**
    c. Enter the Item Number to reprint a particular transaction or press "**ENTER**" to reprint the last transaction
       i. If Item Number not available, run a Card Detail Report from the Balance Inquiry menu and the Item Number will be displayed on the receipt

11. **Printing a Batch Summary or Host Detail Report**
    a. From the main menu, select **Gift**
    b. Press the key corresponding to → twice and then press the key corresponding to **Reports**
    c. Press the key corresponding to **"Batch Sum"** for **Batch Summary Report** or press the key corresponding to **"Host Detail"** for **Host Detail Report**
    d. Enter the required date in **mmddyy** format and press "**ENTER**" **OR** press "**ENTER**" for current information **OR** enter the 9 digit batch number and press "**ENTER**" to print a specific batch
    e. Terminal begins Dialing sequence (Dialing, Connecting, Receiving, Transmitting etc.) and prints the batch report