

Secure Payment Systems

PRIMETREX IP GIFT CARD INSTRUCTIONS

Rev 3.0

1. **Activating a Gift Card**
 - a. From the main menu, select Gift
 - b. Press "**F2**" for Activation
 - c. Press "**F1**" for Activate Purchase or "**F2**" for Activate Store Credit
 - d. Swipe the card through the slot on the right side of the terminal and press "**ENTER**"
 - 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 "**F1**" for 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 Scroll Down Arrow key and press "**F1**" for 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**"

4. **Crediting a gift card sale**
 - a. From the main menu, select Gift
 - b. Press the purple key corresponding to the "**MORE**" option to go to the next menu
 - c. Press "**F2**" for Credit
 - d. Enter the Item Number and press "**ENTER**"
 - e. Enter the amount to credit and press "**ENTER**"
 - f. 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 "**F4**" for Balance Inquiry
 - c. Press "**F1**" to see the balance on the card or "**F2**" to print the Card Detail
If CASH BACK is enabled, press "**F2**" to see Purchased value or press "**F3**" to see Store Credit value, and Card Detail moves to "**F4**"
 - d. 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**"
 - e. Terminal begins Dialing sequence (Dialing, Connecting, Receiving, Transmitting etc.) It displays the balance on the screen if the "**F1**" option was selected or prints a card report if the "**F2**" option selected

6. **Performing a Balance Increase**
 - a. From the main menu, select Gift
 - b. Press "**F3**" for Balance Increase
 - c. Press "**F1**" to Increase Purchase or "**F2**" to Increase Store Credit
 - 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

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7. **Transferring a gift card balance**
 - a. From the main menu, select Gift
 - b. Press the Scroll Down Arrow key to go to the next menu
 - c. Press "**F3**" to select Balance Transfer
 - d. Swipe the card which the balance is to be transferred from
 - e. Swipe the card on which the balance is to be transferred to (**This card must be Activated**)
 - f. 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

8. **Reprint Receipt** (in case there was a printer problem)
 - a. From the main menu, select Gift
 - b. Press the Scroll Down Arrow key to the third menu
 - c. Press "**F2**" for Reprint
 - d. 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

9. **Batch Close**
 - a. From the main menu, select Gift
 - b. Press the Scroll Down Arrow key to the third menu
 - c. Press "**F1**" for Batch Close
 - d. Press "**F1**" to confirm Batch Close

10. **Printing Reports**
 - a. From the main menu, select Gift
 - b. Press the Scroll Down Arrow key to the third menu
 - c. Press "**F3**" for Reports and "**F1**" for Batch Summary or "**F2**" for Host Detail
 - d. Enter the required date in **mmddyy** format and press "**ENTER**"
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 Summary Report

11. **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 Scroll Down Arrow key to go to the next menu
 - c. Press "**F4**" for Adjust and enter the Manager Password and press "**ENTER**"
 - d. Press "**F1**" for Increase or "**F2**" for Decrease
(If mandated by State Law, Cash Back is also available on this menu)
 - 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. Enter the amount to Adjust and press "**ENTER**"
 - g. Terminal begins Dialing sequence (Dialing, Connecting, Receiving, Transmitting etc.) It will give an approval, print a copy of the balance adjustment receipt and prompt for the customer copy

12. **Range Activation** (If allowed, to activate from 2 to 100 cards with the same value)
 - a. From the main menu, select Gift
 - b. Press the Scroll Down Arrow key to the third menu
 - c. Press "**F4**" for Range Act, enter the Manager Password and press "**ENTER**"
 - d. Press "**F1**" for Purchase or press "**F2**" for Store Credit
 - e. Swipe the first card in the sequence through the slot on the right side of the terminal
 - f. Swipe the last card in the sequence through the slot on the right side of the terminal
 - g. Enter the amount to Activate the range for and press "**ENTER**"
 - h. Terminal begins Dialing sequence (Dialing, Connecting, Receiving, Transmitting etc.) It will give an approval, print a copy of the Range Activation receipt and prompt for the customer copy