

# FIRST DATA CLOSED LOOP GIFT CARD SOLUTIONS



Vx 570

**RETAIL + RESTAURANT**  
STANDARD REDEMPTION WITH TIPPING

## QUICK REFERENCE GUIDE


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<b>VOID</b>		Use this procedure to <b>void</b> any Gift Card transaction in the current open batch.
<b>From the Main menu...</b>		
REDEEM = F2 PRE-AUTH = F3 POST-AUTH = F4	Press	↓
ACTIVATE = F1 RELOAD = F2 BALANCE INQ = F3 BALANCE XFER = F4	Press	↓
VOID = F1 UNLOCK = F2 CASHOUT = F3 SERVER SETUP = F4	Press	<b>F1</b>
VOID LAST TRANS? YES NO	Press 'F' key for desired option	
RETRIEVE BY: INV# ACCT#	Press 'F' key for desired option	
<b>Terminal May Prompt:</b> INVOICE NUMBER or LAST 4 DIGITS	Key Invoice Number or last 4 digits of Card Account Number and press	←
VOID <transaction type> <card number> \$\$.\$\$ YES NO NEXT	Press 'F' key for desired option	
<b>Terminal May Prompt:</b> CLERK or SERVER ID:	Key Clerk or Server ID Number and press	←
DIALING...	[Terminal will communicate with the host for approval]	
PRNT CUST COPY? YES NO	Press "F" key for desired option. The terminal will automatically return to the Main menu	

<b>UNLOCK</b>		Use this procedure to <b>unlock</b> a previously locked gift card without redemption.
<b>From the Main menu...</b>		
REDEEM = F2 PRE-AUTH = F3 POST-AUTH = F4	Press	↓
ACTIVATE = F1 RELOAD = F2 BALANCE INQ = F3 BALANCE XFER = F4	Press	↓
VOID = F1 UNLOCK = F2 CASHOUT = F3 SERVER SETUP = F4	Press	<b>F2</b>
Enter Inv# of pending transaction INV #:	Key Invoice Number of corresponding Pre-Auth transaction and press	←
Unlock Account? <Card Number> YES NO	Press 'F' key for desired option	
DIALING...	[Terminal will communicate with the host for approval]	
PRNT CUST COPY? YES NO	Press "F" key for desired option. The terminal will automatically return to the Main menu	

<b>CASHOUT</b>		Use this procedure if the consumer wants the balance amount given to them in cash.
<b>From the Main menu...</b>		
REDEEM = F2 PRE-AUTH = F3 POST-AUTH = F4	Press	↓
ACTIVATE = F1 RELOAD = F2 BALANCE INQ = F3 BALANCE XFER = F4	Press	↓
VOID = F1 UNLOCK = F2 CASHOUT = F3 SERVER SETUP = F4	Press	<b>F3</b>
Swipe or Enter ACCT:	Swipe card or manually key card number and press	← (Enter)
<b>Terminal May Prompt:</b> CLERK or SERVER ID:	Key Clerk or Server ID Number and press	←
DIALING...	[Terminal will communicate with the host for approval]	
PRNT CUST COPY? YES NO	Press "F" key for desired option. The terminal will automatically return to the Main menu	

<b>REPORTS</b>		Use this procedure to print reports.
<b>From the Main menu...</b>		
	Select the right-most purple button directly under the display	
<b>Terminal May Prompt:</b> Password:	Key password and press	←
REPORTS Totals Report = F2 Detail Report = F3 Server Reports = F4	Press 'F' key for desired option	
<Report Name>	[Terminal will print report while name of selected report displays on screen]	
Delete Batch? YES NO	Press "F" key for desired option. The terminal will automatically return to the REPORTS menu	
REPORTS Totals Report = F2 Detail Report = F3 Server Reports = F4	Press "F" key for desired option or press	ⓧ to return to the Main menu.

<b>PROGRAMMING INFORMATION</b>	
Merchant ID (MID)	_____
Alt Merchant ID (Alt Mid)	_____
Terminal ID (TID)	_____
Download Telephone No.	_____
<b>HELP DESK PHONE NUMBER</b>	
CUSTOMER SUPPORT	_____

<b>REDEEM</b>		Use this procedure to <b>redeem</b> (spend) a specific amount from the gift card.
* While at the main menu of the gift card application, the display header alternately displays the configured idle message and current date/time.		
REDEEM = F2 ACTIVATE = F3 RELOAD = F4	Press	<b>F2</b>
Swipe or Enter ACCT:	Swipe card or manually key card number and press	← (Enter)
<b>Terminal May Prompt:</b> CLERK or SERVER ID:	Key Clerk or Server ID Number and press	←
AMOUNT: \$	Key amount and press	←
DIALING...	[Terminal will communicate with the host for approval]	
PRNT CUST COPY? YES NO	Press "F" key for desired option. The terminal will automatically return to the Main menu	

**PRE-AUTH** *Use this procedure to **validate the balance** on the gift card and **lock funds** on the card to allow for a Restaurant with Tip transaction.*

**From the Main menu...**

REDEEM = F2 PRE-AUTH = F3 POST-AUTH = F4	Press <b>F3</b>
Swipe or Enter ACCT:	Swipe card or manually key card number and press  (Enter)
<b>Terminal May Prompt:</b> CLERK or SERVER ID:	Key Clerk or Server ID Number and press
AMOUNT: \$	Key amount and press
DIALING...	[Terminal will communicate with the host for approval]
PRNT CUST COPY? YES NO	Press "F" key for desired option. The terminal will automatically return to the Main menu

**ACTIVATE** *Use this procedure to **activate** a gift card for a specific dollar amount.*

**From the Main menu...**

REDEEM = F2 PRE-AUTH = F3 POST-AUTH = F4	Press
ACTIVATE = F1 RELOAD = F2 BALANCE INQ = F3 BALANCE XFER = F4	Press <b>F1</b>
Swipe or Enter ACCT:	Swipe card or manually key card number and press  (Enter)
<b>Terminal May Prompt:</b> CLERK or SERVER ID:	Key Clerk or Server ID Number and press
AMOUNT: \$	Key amount and press
DIALING...	[Terminal will communicate with the host for approval]
PRNT CUST COPY? YES NO	Press "F" key for desired option. The terminal will automatically return to the Main menu

**BALANCE INQUIRY** *Use this procedure to print the **balance** of any active gift card.*

**From the Main menu...**

REDEEM = F2 PRE-AUTH = F3 POST-AUTH = F4	Press
ACTIVATE = F1 RELOAD = F2 BALANCE INQ = F3 BALANCE XFER = F4	Press <b>F3</b>
Swipe or Enter ACCT:	Swipe card or manually key card number and press  (Enter)
<b>Terminal May Prompt:</b> CLERK or SERVER ID:	Key Clerk or Server ID Number and press
DIALING...	[Terminal will communicate with the host for approval]
PRNT CUST COPY? YES NO	Press "F" key for desired option. The terminal will automatically return to the Main menu

**POST-AUTH** *This transaction allows a server to **finalize a Pre-auth** for the total transaction amount including any additional for tip.*

**From the Main menu...**

REDEEM = F2 PRE-AUTH = F3 POST-AUTH = F4	Press <b>F4</b>
Enter Inv# of pending transaction INV #:	Enter the Invoice Number of the corresponding Pre-Auth transaction and press
<b>Enter amount of pending purchase</b> AMOUNT: \$	Key amount associated with the Pre-Auth transaction and press
TIP: \$	Key tip amount and press
TOTAL: <\$. \$\$> DIALING...	[Terminal will display the total of the purchase amount plus tip and communicates with the host for approval]
PRNT CUST COPY? YES NO	Press "F" key for desired option. The terminal will automatically return to the Main menu

**RELOAD** *Use this procedure to **reload/add** a specific amount onto an already active gift card.*

**From the Main menu...**

REDEEM = F2 PRE-AUTH = F3 POST-AUTH = F4	Press
ACTIVATE = F1 RELOAD = F2 BALANCE INQ = F3 BALANCE XFER = F4	Press <b>F2</b>
Swipe or Enter ACCT:	Swipe card or manually key card number and press  (Enter)
<b>Terminal May Prompt:</b> CLERK or SERVER ID:	Key Clerk or Server ID Number and press
AMOUNT: \$	Key amount and press
DIALING...	[Terminal will communicate with the host for approval]
PRNT CUST COPY? YES NO	Press "F" key for desired option. The terminal will automatically return to the Main menu

**BALANCE TRANSFER** *Use this procedure to **transfer the balance** from an old/defective gift card to a new inactive card. The new card will become active once the terminal completes the transfer.*

**From the Main menu...**

REDEEM = F2 PRE-AUTH = F3 POST-AUTH = F4	Press
ACTIVATE = F1 RELOAD = F2 BALANCE INQ = F3 BALANCE XFER = F4	Press <b>F4</b>
ENTER OLD CARD	Manually key old card number and press  (Enter)
SWIPE NEW CARD	Swipe the new card
<b>Terminal May Prompt:</b> CLERK or SERVER ID:	Key Clerk or Server ID Number and press
DIALING...	[Terminal will communicate with the host for approval]
PRNT CUST COPY? YES NO	Press "F" key for desired option. The terminal will automatically return to the Main menu

**NOTE:**

SOME PROMPTS MAY VARY BASED UPON TERMINAL SETUP.