

Gift Card – Cash Out Transaction Steps

Integrated 7750/7900 Registers

Due to the functionality of the register, integrated gift card stores will not be able to redeem gift cards for cash at the register using the V-Link buttons.

Redeem a Gift Card for Cash (without a food purchase)

Use these procedures if a customer would like the full balance of their gift card redeemed as cash. Cash can only be redeemed when the balance of the gift card is less than \$10.00.

- 1st: Do a Balance Inquiry
- 2nd: Perform a PAID OUT to give cash back to the customer
- 3rd: Retain the Gift Card to redeem manually later
- 4th: Call ValueLink to redeem the gift card back to your account

Register – balance inquiry

1. Enter Cashier number
2. Touch **Cashier #**
3. Touch **PAY SCREEN**
4. Touch **V-LINK BALANCE**
5. Swipe Card
6. If balance is less than \$10.00 perform a PAID OUT and give customer cash

Register – perform a paid out

1. At Login screen, touch **MGR #**
2. Enter a Manager number
3. Touch **MGR #**
4. Touch **MANAGER MENU**
5. Enter Cashier number
6. Touch **Cashier #**
7. Touch **PRODUCT** (in PAID OUT column)
8. Cash drawer will pop open
9. Enter dollar amount redeemed from the gift card (**must be less than \$10.00**)
10. Touch **CASH**
11. Touch **PRODUCT** (in PAID OUT column)
12. Touch **RECEIPT ISSUE** (place in cash drawer)
13. Touch **EXIT**
14. Retain the Gift Card (**to redeem manually later**)

NOTE: To redeem gift cards manually call ValueLink's Merchant IVR number; 1-800-832-0710, which is for offline redemptions.

Gift Card – Cash Out Transaction Steps

Integrated 7750/7900 Registers (cont)

Due to the functionality of the register, integrated gift card stores will not be able to redeem gift cards for cash at the register using the V-Link buttons.

Redeem a Gift Card for Cash (with a food purchase)

Use these procedures if a customer is purchasing an item with a gift card and would like the remaining balance in cash instead of back on the gift card.

Cash can only be redeemed when the remaining balance of the gift card is less than \$10.00.

- 1st. Ring in food item
- 2nd. Redeem Gift Card at Register for order amount
- 3rd. Retain the Gift Card to redeem manually later
- 4th. Perform a PAID OUT for remaining cash
- 5th. Call ValueLink to redeem the gift card back to your account

Register

1. Enter Cashier number
2. Touch **Cashier #**
3. Ring in food order
4. Touch **PAY SCREEN**
5. Press **V-LINK REDEEM**
6. Swipe Card
7. Touch **RECEIPT ISSUE** (place in cash drawer)
8. Touch **EXIT**

Tell customer the remaining balance on card. If cash back is requested (\$10.00 or less) then...

9. Retain the Gift Card (to redeem manually later) and Perform a **PAID OUT**

Register – perform a paid out

10. At Login screen, touch **MGR #**
11. Enter a Manager number
12. Touch **MGR #**
13. Touch **MANAGER MENU**
14. Enter Cashier number
15. Touch **Cashier #**
16. Touch **PRODUCT** (in PAID OUT column)
17. Cash drawer will pop open
18. Enter cash back dollar amount from the gift card not the amount of the entire transaction (**must be less than \$10.00**)
19. Touch **CASH**
20. Touch **PRODUCT** (in PAID OUT column)
21. Touch **RECEIPT ISSUE** (attach receipt to your OMNI receipt and place in cash drawer)
22. Touch **EXIT**
23. At a later time redeem gift card manually

NOTE: To redeem gift cards manually call ValueLink's Merchant IVR number; 1-800-832-0710, which is for offline redemptions.
