



An RBC Royal Bank/

BMO Bank of Montreal Joint Investment

# 3100IP

## Quick Reference Guide

Loyalty Gift Card Program

### AIR MILES ERNEX ValueLink

*Before processing Loyalty or Gift Card transactions:*

- You must be registered with the Loyalty program provider
- The Loyalty program must be enabled, configured and initialized on your **3100IP** terminal.
- The **3100IP** terminal must be logged on.

**Standard Buttons on the 3100IP Screens**

If a button or selection is outlined in grey, it is not usable on that screen

#### BUTTON | ACTION

BUTTON	ACTION
<span style="border: 1px solid grey; padding: 2px;">?</span>	displays the Online help from any screen.
Lang	changes the language displayed on the screens and printed on the Merchant Copy of all receipts and reports. Not available on all screens
Clear	deletes the value or text displayed on the screen so a new value or text can be keyed in.
Exit	cancels the transaction in progress and displays either the previous menu or the <b>Purchase</b> screen
Del	clears the last character keyed in from the display on the screen
Enter	completes the current step and displays the next screen
Arrow keys	moves the cursor left and right through text, and moves up and down through the menus
Admin	displays the Administrative Transactions menu.
Config	displays the Terminal Configuration menu.
Finan	displays the Financial Transactions menu.
Reprint	prints a duplicate of the most recent transaction (debit, credit or Loyalty) performed on the terminal.
Term Lang	changes the language of the terminal display to French from English and vice versa.

## AIR MILES Loyalty Program

AIR MILES is a card-based loyalty program that provides reward points to AIR MILES cardholders based on their purchases. There are three ways of earning rewards. Cardholders receive Reward points:

- based on the amount of their purchases
- based on Incentive programs which are calculated automatically
- based on the purchase of specific Sales Items

## Accessing AIR MILES on the 3100IP

To access the AIR MILES rewards transactions:

- On the **Purchase** screen, press **Menu**. The **Reward Purchase** and **Reward Refund** transactions appear on the **Financial Transactions menu**.

To access the AIR MILES reports and administrative transactions:

1. On the **Purchase** screen, press **Menu**.
2. Press **Admin**. The Rewards reports and the **Upload SAF** transactions appear on the **Administrative Transactions** menu. Use the **Down Arrow** button to scroll down through the menu until the Rewards reports appear.

## Performing AIR MILES Transactions

**Note:** Italicized prompts are optional and appear only if that function was enabled using the **Terminal Configuration** menu.

If an Incentive amount has been configured, it will be applied automatically. No input is required.

Follow these steps, beginning at the **Financial Transactions** menu:

### AIR MILES Rewards Purchase:

1. Press **Reward Purchase**.
2. *Key in the Clerk ID and press **Enter** or swipe the Clerk ID card.*
3. *Select the Reward Program Store type.*
4. *Key in the Reference Number and press **Enter**.*
5. Key in the amount of the Purchase and press **Enter**.
6. *IF one or more Sale Items are configured, see “Assigning Points per Sale Item” instructions below.  
IF NOT, go to step 7.*
7. Swipe the AIR MILES collector card on the terminal OR
  - a. Key in the card number and press **Enter**.
  - b. Select the language for the Cardholder receipt.
8. Keep the Merchant Copy of the receipt and press **Next Copy**.
9. Give the Cardholder Copy and the AIR MILES card to the customer.
10. Press **Exit** to return to the **Purchase** screen.

### Assigning Points per Sale Item:

If Sale Items were purchased:

6.
  - a. Select the Sale Item Reward purchased.
  - b. Key in the number of Sale Items purchased and press **Enter**.
  - c. Repeat steps a and b for each Sale Item purchased.
  - d. When all Sale Items have been selected, press **Enter** and continue from Step 7 above.

If no Sale Items were purchased:

6. Press **Enter** and continue from Step 7 above.

## AIR MILES Rewards Refund:

1. Press **Reward Refund**.
2. *Key in the Clerk ID and press **Enter** or swipe the Clerk ID card.*
3. *Select the Reward Program Store type.*
4. *Key in the Reference Number and press **Enter**.*
5. Key in the dollar amount of the Refund and press **Enter**.
6. Key in the number of AIR MILES points to be removed from the cardholder's AIR MILES account and press **Enter**.
7. Swipe the AIR MILES collector card on the terminal OR
  - a. Key in the card number and press **Enter**.
  - b. Select the language for the Cardholder receipt.
8. Keep the Merchant Copy of the receipt and press **Next Copy**.
9. Give the Cardholder Copy and the AIR MILES card to the customer.
10. Press **Exit** to return to the **Purchase** screen.

## Printing AIR MILES Reports

Follow these steps, beginning at the **Administrative Transactions** menu:

### AIR MILES Reward Transaction Report:

1. Press **Reward Transaction Report**.
2. To select Reward transactions processed on a specific date, key in the date and press **Enter**.  
To select all dates, just press **Enter**.
3. To select Reward transactions processed using a specific AIR MILES card, key in the Card Number and press **Enter**.  
To select all collector cards, just press **Enter**.
4. To select Reward transactions of a specific number of Reward Points, key in the number of Reward Points and press **Enter**.  
To select transactions of any number of points, press **Enter**.
5. The terminal prints the report then returns to the **Purchase** screen.

### AIR MILES Reward Daily Totals Report:

Totals are drawn from all AIR MILES transactions performed since the last End-of-Day report was printed and are sorted by terminal.

1. Press **Reward Daily Totals Report**.
2. The terminal prints the report then returns to the **Purchase** screen.

### AIR MILES Reward SAF Transaction Report:

1. Press **Reward SAF Transact Report**.
2. Select **Print** to print the report. The terminal prints the report then returns to the **Purchase** screen OR  
Select **Display** to view the list of SAF transactions on the terminal screen. Press **Exit** twice to return to the **Purchase** screen.

## Completing AIR MILES Transactions

The 3100IP automatically connects to the Moneris Host to upload and complete AIR MILES transactions. The message **SAF Communications in Progress** appears while the terminal communicates with the Moneris Host. The transactions are then moved from the AIR MILES SAF Log to the AIR MILES Transactions Log.

**Note:** The AIR MILES SAF Log can hold up to 100 transactions.

Follow these steps, beginning at the **Administrative Transactions** menu:

## Completing AIR MILES Transactions Manually

1. Press **Upload SAF**.
2. The message **SAF Communications in Progress** appears while the terminal communicates with the Moneris Host. The AIR MILES transactions are then moved from the SAF Log to the AIR MILES Transactions Log.
3. The **Purchase** screen appears.

## Deleting AIR MILES Transactions from the SAF Log

1. Press **Reward SAF Transact Report**.
2. Select **Display**.
3. Select the transaction to be deleted.
4. Select **Yes**.
5. *Swipe the Moneris POS Administrative card.*
6. To delete additional SAF transactions, repeat steps 3 to 5 OR To return to the **Purchase** screen, press **Exit** twice.

## For Assistance with the AIR MILES Program

If you are experiencing any problems with AIR MILES Cards and require immediate assistance, please call TOLL FREE **1-866-319-7450**.

## AIR MILES TROUBLESHOOTING

MESSAGE	SOLUTION
Invalid Card	The collector card has expired OR The card number keyed in is not an AIR MILES number. Swipe the card again OR Check the card number and re-key it.
Card Not Supported Please Retry	An invalid POS Admin card was swiped. Swipe the card again OR Swipe another Admin card.
Invalid Date	The date format was incorrect. Rekey using the correct format: YYMMDD
SAF Upload Failed	Communication with Moneris may be down. Wait then try the SAF Upload manually. If this appears again, contact the Moneris Merchant Service Centre
No Transaction Found	There are no transactions in the Rewards Log that match the criteria you selected. Check the criteria and try again.
Reward Exceeds Limit	The rewards calculated for this purchase are greater than the Maximum Reward Limit. The cardholder will receive the maximum number of rewards allowed.
Reward Transactions Reached 90%	AIR MILES SAF Log is at 90% of its capacity. Wait for the terminal to automatically clear the AIR MILES SAF Log OR Complete the transactions manually.
Reward Transactions Reached 100%	The AIR MILES SAF Log is full and AIR MILES Purchase and Refund transactions cannot be performed. Wait for the terminal to automatically clear the AIR MILES SAF Log OR Complete the transactions manually.
SAF Upload Required	Training Mode cannot be entered until the AIR MILES SAF Log is cleared. Complete the transactions manually.

## ERNEX Electronic Marketing Programs

ERNEX provides two electronic card-based programs that are activated and processed through the 3100IP terminal:

- E-Gift: allows merchants to offer customers an electronic gift card
- Real Time Points: is a loyalty program in which the amount is recorded on a card in points. Points are assigned based on the dollar value of purchases a cardholder makes.

### Performing ERNEX E-Gift Transactions

**IMPORTANT:** ERNEX E-Gift cards have a 3-digit Card Validation Code printed on the back of the card. This code must be keyed in for every E-Gift transaction to ensure that the card is authentic.

**Note:** Follow the italicized steps below only if the prompt appears on the screen.

### ERNEX E-Gift Card Activation:

Activate E-Gift cards **ONLY** when they are sold. Activation enables purchases to be made using the E-Gift card as payment.

1. Press **MENU**.
2. Press **ACTIVATE CARD**.
3. Swipe the E-Gift Card.
4. Key in the Card Validation Code and press **ENTER**.
5. *Key in the Clerk ID and press **ENTER**.*
6. *Key in the amount (dollars or points) to be placed on the card and press **ENTER**.*
7. Press **EXIT** when the transaction is complete.
8. Press **CASH OR**  
Press **CARD** then swipe a Debit, Credit or an active E-Gift Card.
9. *Key in the last four digits of the Credit Card and press **ENTER**.*
10. Press **EXIT** when the transaction is complete.

### ERNEX E-Gift Card Purchase:

Use this when a E-Gift Card is presented as payment. If the Purchase amount is greater than the card's value, the terminal will prompt for payment for the outstanding amount.

1. Press **MENU**.
2. Press **PURCHASE**.
3. Swipe the E-Gift Card.
4. Key in the Card Validation Code and press **ENTER**.
5. *Key in the Clerk ID and press **ENTER**.*
6. Key in purchase amount and press **ENTER**.
7. *Key in Info Prompt and press **ENTER**.*
8. *Key in or scan Product Data and press **ENTER**.*

If the value on the E-Gift Card is greater than the purchase amount:

9. Press **EXIT** when transaction is complete.

If the purchase amount is greater than the value on the E-Gift Card:

9. The Terminal will flash "Balance Owing", press **EXIT**.
10. Select **CASH OR** Select **CARD** then swipe a Debit or Credit Card.
11. Press **EXIT** when the transaction is complete.

## ERNEX E-Gift Card Void:

voids an incorrectly-entered E-Gift activation or purchase. Process this for the ENTIRE amount of the original transaction.

1. Press **MENU**.
2. Press **ERNEX VOID**.
3. *Swipe Admin Card.*
4. Swipe the E-Gift Card.
5. Key in the Card Validation Code and press **ENTER**.
6. *Key in the Clerk ID and press ENTER.*
7. Key in the total transaction amount and press **ENTER**.
8. Key in the ERNEX reference number (see the bottom of the original receipt) and press **ENTER**.
9. Press **EXIT** when the transaction is complete.

## Performing ERNEX Loyalty Transactions

### ERNEX Loyalty Card Activation:

Loyalty cards do NOT require activation unless a sign-up fee is charged. If a sign-up fee is charged, see *ERNEX E-Gift Card Activation* and follow the instructions, but skip step 4.

### ERNEX Loyalty Transaction Instructions

Most Loyalty transactions are combined with the debit or credit transaction so that only one transaction is required to complete both. A description of each transaction follows the instructions.

**Note:** Follow the italicized steps below only if the prompt appears on the screen.

1. Press **MENU**.
2. Press **PURCHASE** or **REFUND** or **PURCHASE VOID** or **REFUND VOID** or **PRE-AUTHORIZATION**.
3. *Swipe the POS Admin Card (for Refund, Purchase Void, Refund Void)*
4. Swipe the Loyalty Card.
5. *Key in the Clerk ID and press ENTER.*
6. Key in the transaction amount and press **ENTER**.
7. *Key in the ERNEX Reference Number (for Refund, Purchase Void, Refund Void).*
8. *Key in Info Prompt and press ENTER.*
9. *Key in or scan Product Data and press ENTER.*
10. *Key in Amount Prompt and press ENTER.*
11. Select payment method:
  - Select **CASH** then press **EXIT** OR
  - Select **CARD** then swipe a Debit, Credit or E-Gift Card.
12. *Give the PINPad to the customer to continue the transaction OR Key in the last four digits of the Credit Card and press ENTER OR Key in the CVC of the E-Gift Card and press ENTER.*
13. *Key in the original AUTH. # from the receipt and press ENTER (for Refund, Purchase Void, Refund Void).*
14. *Key in the second ERNEX reference number (for Purchase Void, Refund Void).*
15. Press **EXIT** when the transaction is complete.

## ERNEX Loyalty Transaction Descriptions

### Purchase with Loyalty:

This adds points to a Loyalty card based on the Purchase amount AND prompts for the Purchase transaction.

### Refund with Loyalty:

This deducts points from a Loyalty card based on the Refund amount AND refunds the financial transaction.

### Purchase Void with Loyalty:

Used to remove an incorrectly entered Purchase with Loyalty transaction, this deducts points from the Loyalty card based on the void amount AND voids the Purchase transaction. The amount voided must equal the amount of the original Purchase.

### Refund Void with Loyalty:

Used to remove an incorrectly entered Refund with Loyalty transaction, this adds points back on to the Loyalty card based on the void amount AND voids the Refund transaction. The amount voided must equal the amount of the original Refund.

### Pre-Authorization with Loyalty:

This adds points to a Loyalty card based on the Pre-auth amount AND prompts for the Pre-auth transaction. Pre-auth can be used only with a Credit card. A Pre-auth transaction simply places a hold on funds in the cardholder's account. It must be followed by an Advice transaction to complete the transaction and move the funds to your business account.

### Advice:

This has no effect on the Loyalty card. It must follow a Pre-Authorization with Loyalty transaction. It confirms that the amount placed on hold should be transferred to your business account.

1. Press **MENU**.
2. Press **ADVICE**.
3. Press **YES** to find the original transaction.
4. Key in the last six digits of the Receipt Number on the receipt and press **ENTER**.
5. Press **ENTER** to confirm the card number displayed is correct.
6. Key in the new total amount and press **ENTER**.
7. *Key in the new Clerk ID and press **ENTER**.*
8. *Key in the new Info Prompt and press **ENTER**.*
9. *Key in the new Amount Prompt and press **ENTER**.*
10. Press **EXIT** when the transaction is complete.

### ERNEX Loyalty Card Void:

Voids only the Loyalty portion of an incorrectly-entered transaction of any type. If a debit or credit card was used to complete the Loyalty transaction, the debit or credit portion is NOT voided. The amount voided must equal the amount of the original transaction.

1. Press **MENU**.
2. Press **ERNEX VOID**.
3. Swipe Admin Card.
4. Swipe the Loyalty Card.
5. *Key in the Clerk ID and press **ENTER**.*
6. Key in the total transaction amount and press **ENTER**.
7. Key in the ERNEX reference number (see the bottom of the original receipt) and press **ENTER**.
8. Press **EXIT** when the transaction is complete.

## Loyalty Redemption:

This allows a Loyalty cardholder to purchase items using the points on their Loyalty card. It deducts points from the Loyalty Card by specifying the number of points redeemed.

1. Press **MENU**.
2. Press **REDEMPTION**.
3. Swipe the Loyalty Card.
4. *Key in the Clerk ID and press **ENTER**.*
5. Key in the number of points to be redeemed and press **ENTER**.
6. *Key in Info Prompt and press **ENTER**.*
7. *Key in Amount Prompt and press **ENTER**.*
8. Press **EXIT** when the transaction is complete.

## Performing ERNEX Administrative Transactions

### ERNEX Card Deactivation:

Use this transaction to deactivate an E-Gift or Loyalty Card at the terminal. This may be used when a card is lost, stolen or demagnetized. The terminal will print a receipt with the last available balance on the ERNEX Card before it was deactivated.

**IMPORTANT:** Once an ERNEX Card has been deactivated it can NEVER be used again.

1. Press **MENU**.
2. Press **DEACTIVATE CARD**.
3. Swipe the E-Gift or Loyalty Card OR  
Key in Card number and press **ENTER**.
4. *Key in the Card Validation Code and press **ENTER**.*
5. *Key in the Clerk ID and press **ENTER**.*
6. Press **EXIT** when transaction is complete.

### ERNEX Card Balance Inquiry:

Use this transaction to check the value remaining, the status (active or deactivated) and the expiry date of an ERNEX E-Gift or Loyalty Card.

1. Press **MENU**.
2. Press **ERNEX INQUIRY**.
3. Swipe the E-Gift or Loyalty Card OR  
Key in E-Gift Card number and press **ENTER**.
4. *Key in the Card Validation Code and press **ENTER**.*
5. *Key in the Clerk ID and press **ENTER**.*
6. Press **EXIT** when transaction is complete.

### Print Stored ERNEX Transactions:

Prior to closing your batch, print a list of the transactions in that batch to assist with balancing and reconciliation. The report lists all approved ERNEX transactions.

1. Press **MENU**.
2. Press **ADMIN**.
3. Press **ERNEX ADMINISTRATION**.
4. Press **PRINT ERNEX TRANSACTIONS**.
5. Press **BATCH**.
6. Press **ENTER** for the current batch OR  
Key in the required batch number and press **ENTER**.

## ERNEX End-of-Day Close:

The 3100IP's Close Batch transaction processes both financial and ERNEX transactions. A balance status indicator ("BAL – YES" or "BAL – NO") is printed on the report.

1. Press **MENU**.
2. Press **ADMIN**.
3. Press **CLOSE BATCH**.
4. *Key in Clerk ID and press ENTER.*
5. Terminal display will show "Select Close?", press **YES**.

## For Assistance with the ERNEX Program

Contact the ERNEX Help Desk at **1-888-ERNEX-99 (1-888-376-3999)**.

## ERNEX TROUBLESHOOTING

MESSAGE	SOLUTION
Card Not Supported	Initialize the terminal with ERNEX then try transaction again. If the error code reappears, call the ERNEX Help Desk.
Gift Card has Been Disabled (322)	The E-Gift Card has been deactivated and cannot be used.
Gift Card is Not Read By Terminal	Verify the terminal's card reader works by swiping a different card through it. If it works, the original card is probably demagnetized and cannot be used. Deactivate the card and activate a new card for the balance of the old card (found on the Deactivation receipt)
Ins. funds to complete transaction	Perform a Balance Inquiry to check the balance of the E-Gift Card.
Insufficient points for redemption	The Loyalty card did not have sufficient points to cover the redemption. Request another form of payment.
Invalid CVC (325)	Check the Card Validation Code located on the back of the E-Gift Card. Key in correct validation code and press <b>ENTER</b> . If the code reappears, call the ERNEX Help Desk
Invalid Transaction Amount - VOIDED	Try transaction again
Lost card	The customer will have to purchase another card OR If the customer has a receipt with the lost E-Gift Card number on it: Deactivate that card number and activate a new card for the balance of the old card (found on the Deactivation receipt)
No Configuration to be downloaded	Continue with regular transactions
Terminal is offline	E-Gift Card transactions can NOT be completed if your terminal is offline.
Transaction amount over maximum	Try keying amount again
Transaction not permitted for first use	Activate E-Gift Card
"BAL - NO" on the Close Batch report	Call the ERNEX Help Desk to report that the terminal totals for ERNEX do not match the ERNEX Host totals.

## ValueLink Gift Card Program

The ValueLink program gives merchants the opportunity to offer their customers electronic gift cards for use at their store locations.

## Accessing the ValueLink Gift Card Transactions Menu

From the **Purchase** screen:

1. Press **Menu**.
2. Press **Gift Card Transactions**.

## Performing ValueLink Gift Card Transactions

The following instructions all begin at the *Gift Card Transactions* menu.

### Activation:

Activates a Gift Card so that it can be used.

1. Press **Activation**.
2. Swipe the Gift Card on the terminal.
3. Select the language for the Cardholder receipt.
4. Key in the value to be placed on the Gift Card and press **Enter**.
5. Keep the Merchant copy of the receipt. Press **Next Copy**.
6. Give the Cardholder copy and the Gift Card to your customer.
7. Press **Exit** to return to the **Purchase** screen.

### Redemption:

Use this transaction when a Gift Card is presented as payment for a transaction.

1. Press **Redemption**.
2. Swipe the Gift Card on the terminal.
3. Select the language for the Cardholder receipt.
4. Key in the amount to be redeemed and press **Enter**.
5. Keep the Merchant copy of the receipt. Press **Next Copy**.
6. Give the Cardholder copy to your customer.
7. Press **Exit** to return to the **Purchase** screen.

### Redemption with Balance Owing:

If the value on the Gift Card is less than the Redemption amount, you must select a payment method for the balance owing.

Complete steps 1 to 4 of the Redemption instructions, then:

5. Select the payment method the customer wants to use to pay the balance owing. Select:
  - **Payment Card** to use a Credit or Debit card.
  - **Gift Card** to use another Gift Card.
  - **Cash** to use cash.
6. Keep the Merchant copy of the receipt. Press **Next Copy**.
7. Give the Cardholder copy to your customer.
8. The next transaction begins. If you selected:
  - **Payment Card**, a Purchase transaction begins automatically.
  - **Gift Card**, a Redemption transaction begins automatically.
  - **Cash**, press **Exit**. The 3100IP transaction is complete.
9. Follow the instructions on the screen to complete the transaction.

## Refund/Reload:

Adds all or a portion of the original Redemption amount back on to the Gift Card (minimum Refund = \$5.00).

1. Press **Refund**.
2. Swipe the Gift Card on the terminal.
3. Select the language for the Cardholder receipt.
4. Key in the amount to be added back on to the Gift Card and press **Enter**.
5. Keep the Merchant copy of the receipt. Press **Next Copy**.
6. Give the Cardholder copy to your customer.
7. Press **Exit** to return to the **Purchase** screen.

## Activation Void:

De-activates a Gift Card so that it can no longer be used.

1. Press **Activation Void**.
2. Swipe the POS Admin Card on the terminal.
3. Swipe the Gift Card on the terminal.
4. Select the language for the Cardholder receipt.
5. Key in the amount remaining on the Gift Card and press **Enter** to clear the amount.
6. Keep the Merchant copy of the receipt. Press **Next Copy**.
7. Give the Cardholder copy to your customer.
8. Press **Exit** to return to the **Purchase** screen.

## Redemption Void:

Voids a Redemption transaction and adds the amount back on to the Gift Card. It must be for the same amount as the original Redemption transaction.

1. Press **Redemption Void**.
2. Swipe the POS Admin Card on the terminal.
3. Swipe the Gift Card on the terminal.
4. Select the language for the Cardholder receipt.
5. Key in the amount of the redemption to be voided and press **Enter**.
6. Keep the Merchant copy of the receipt. Press **Next Copy**.
7. Give the Cardholder copy to your customer.
8. Press **Exit** to return to the **Purchase** screen.

## Refund Void:

Voids a Gift Card Refund transaction and removes the amount from the Gift Card. It must be for the same amount as the original Refund transaction.

1. Press **Refund Void**.
2. Swipe the POS Admin Card on the terminal.
3. Swipe the Gift Card on the terminal.
4. Select the language for the Cardholder receipt.
5. Key in the amount of the refund to be voided and press **Enter**.
6. Keep the Merchant copy of the receipt. Press **Next Copy**.
7. Give the Cardholder copy to your customer.
8. Press **Exit** to return to the **Purchase** screen.

## Balance Inquiry:

Prints a receipt indicating the value remaining on the Gift Card.

1. Press **Balance Inquiry**.
2. Swipe the Gift Card on the terminal.
3. Select the language for the Cardholder receipt.
4. Give the receipt to your customer.
5. Press **Exit** to return to the **Purchase** screen.

## Balance Transfer:

Moves the value remaining on an active Gift Card to a new Gift Card.

1. Press **Balance Transfer**.
2. Key in the card number of the original Gift Card (the value is deleted from this card) and press **Enter**.
3. Swipe the new Gift Card (the value is added to this card).
4. Select the language for the Cardholder receipt.
5. Keep the Merchant copy of the receipt. Press **Next Copy**
6. Give the Cardholder copy and the new Gift Card to your customer.
7. Press **Exit** to return to the **Purchase** screen.

## Cash Out:

Reduces the Gift Card value to zero. Use this transaction after you have given your customer the value of the Gift Card in cash.

1. Press **Cash Out**.
2. Swipe the POS Admin Card on the terminal.
3. Swipe the Gift Card on the terminal.
4. Select the language for the Cardholder receipt.
5. Keep the Merchant copy of the receipt. Press **Next Copy**.
6. Give the Cardholder copy to your customer.
7. Press **Exit** to return to the **Purchase** screen.

## Printing ValueLink Gift Card Reports

### Print Gift Card Transactions:

This produces a chronological report with totals of all Gift Card transactions stored in the 3100IP memory.

From the **Purchase** screen:

1. Press **Menu**.
2. Press **Admin**.
3. Scroll down and press **Print Gift Card Transactions**.
4. Select the report type. Press:
  - **Batch** to print the report for a specific batch number OR
  - **Date** to print the report for a specific date.
5. Key in the Batch Number or Date and press **Enter**.
6. When the report is printed, press **Exit** to return to the **Purchase** screen.

**Note:** If the 3100IP is not logged on, step 2 is not required.

## Gift Card Transaction Inquiry:

This produces a chronological report that can be printed or displayed on the 3100IP. If displayed, additional transaction details can be viewed and Duplicate copies of Gift Card receipts can be printed.

From the **Purchase** screen:

1. Press **Menu**.
2. Press **Admin**. (not required if the 3100IP is not logged on).
3. Scroll down and press **Gift Card Transaction Inquiry**.
4. Key in the criteria (see definitions below) and press **Enter** OR simply press **Enter** to leave the criteria blank. The criteria are:
  - Gift Card Number: find all transactions for a specific Gift Card
  - Amount: find all transactions of a specific amount
  - Transaction Type: find all transactions of a specific type, e.g. Redemption or Cash Out
  - Date: find all transaction performed on a specific date
5. Select **Print** to print the report OR Select **Display** to view the report on the 3100IP. Press the Transaction item to view more detail, then press **Reprint** to print a Duplicate receipt and press **Enter** to return to the report.
6. Press **Exit** to return to the **Purchase** screen.

## For Assistance with the ValueLink Program

If you are experiencing any problems with your Gift Cards or have questions about how to use them, please call the Moneris Merchant Service Centre TOLL FREE 1-866-319-7450


## VALUELINK TROUBLESHOOTING

MESSAGE	SOLUTION
Card Problem Please Retry	Swipe the Gift Card again. If the message reappears, verify the terminal's card reader works by swiping a different card through it. If it works, the magnetic stripe on the Gift Card isn't working. Perform a Balance Transfer, then complete the transaction with the new Gift Card. If it doesn't work, call the Moneris Merchant Service Centre.
Invalid Card Number Please retry	Swipe the Gift Card again. If the message reappears, call the ValueLink Help Desk.
No Transaction Found Please Retry	No Gift Cards transactions exist that match the criteria entered for the Gift Card Transaction Inquiry. Check the criteria and try the Inquiry again.
Line Not Available Communication Error 40#	Wait for a moment then retry the transaction. If the problem persists, call the Moneris Merchant Service Centre.

# Loyalty & Gift Card Program Assistance

## On-screen Help

Press the  to view information on that screen.

Press the  on the Help screen to view a searchable index.

## On the web

Refer to the 3100IP Operating Manual: click on **HiSpeed 3100IP** at [www.moneris.com/merchant/manuals/index.html](http://www.moneris.com/merchant/manuals/index.html).

## AIR MILES Help Desk

TOLL FREE 1-866 319-7450

## ERNEX Help Desk

1-888-ERNEX-99 (1-888-376-3999).

## ValueLink

Call the Moneris Merchant Service Centre

TOLL FREE 1 866 319-7450

## Moneris Merchant Service Centre

If you are experiencing any problems with your terminal, call  
TOLL FREE 1 866 319-7450

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