

REPORTING TRANSACTIONS

Transaction Inquiry

Display or print details of an Ernex gift card transaction for the current batch without closing the batch.

1. Select **GIFT & LOYALTY**.
2. Press the Reports key (first purple key on the right).
3. Select **Trans Inquiry**. The 'All' prompt appears.
 - o If the 'Clerk ID' prompt appears, key in the clerk ID and press **OK**.
4. To print all transactions for all cards:
 - a. Press **OK** for all cards.
 - b. Press **OK** again for all cards.
 - c. Press **OK** for all amounts.
 - d. Press **OK** for all dates.

To retrieve details about a specific card number:

- a. Select **Slect**, key in the gift card number and press **OK**.
OR Scroll through the list of cards using **Prev** and **Next** then press **OK** to select a displayed option.
- b. Key in a dollar amount and press **OK**.
- c. Key in the date and press **OK**.
- d. To view details on the terminal, select **View**.

Note: You can scroll through the list of transactions using **Prev** and **Next**.

To print the transaction details, select **Print**.

The terminal prints the report and returns to the Reports main menu.

5. Press **CANC ANNUL** to return to the Gift main menu.

Clerk Subtotals Report

Display or print the totals of all Ernex gift transaction types for one or more clerk IDs in the current batch without closing the batch.

1. Select **GIFT & LOYALTY**.
2. Press the Reports key (first purple key on the right).
3. Select **Clerk Subtotals**.
The 'Zero Clerk totals' prompt appears.
 - o If the 'Clerk ID' prompt appears, key in the clerk ID and press **OK**.
4. To reset clerk totals to zero (0) upon completion of the report, select **Yes** OR
To continue accumulating clerk totals, Select **No**.
5. To print subtotals for one Clerk:
 - a. Select **One** then enter the Clerk ID and press **OK**.

To print subtotals for a group of Clerks:

- a. Select **Grp** then Enter the group ID and press **OK**.

To print subtotals for more than one Clerk:

- a. Select **List** then enter the clerk ID and press **OK**.
- b. Select **Yes** to add more clerks to the list OR select **No** to finish the list and print the report.

To print subtotals for all clerks:

- a. Select **All**.

The terminal prints the report and returns to the Reports main menu.

6. Press **CANC ANNUL** to return to the Gift main menu.

END OF DAY PROCESS

Print a Transaction Log

Display or print gift card transactions stored on the terminal for the current batch without closing the batch.

1. Select **GIFT & LOYALTY**.
2. Press the Reports key (first purple key on the right).
3. Select **Trans List**.
 - o If the 'Clerk ID' prompt appears, key in the clerk ID and press **OK**.
The 'Print by Date or Batch' prompt appears.
4. Choose the selection method:
Select **Date**. The 'Date' prompt appears.
 - a. Key in the date and press **OK**.
OR
Press **OK** for all dates.

OR

Select **Batch Number**. The 'Batch Num' prompt appears.

- a. Key in the batch number and press **OK**.
OR
Press **OK** for all batches

The terminal prints the Stored Transactions report.

5. Press **CANC ANNUL** to return to the Gift main menu.

Close Gift Card Batch

Close an Ernex gift card batch.

1. Select **GIFT & LOYALTY**.
2. Press the Reports key (first purple key on the right).
3. Press the Arrow key once to scroll down.
4. Select **Batch Close**.
 - o If the 'Clerk ID' prompt appears, key in the clerk ID and press **OK**.
The 'Print Details Report' prompt appears.
5. Select **Yes** to include transaction details in the batch summary report OR
Select **No** to print only totals in the batch summary report.
The terminal prints the batch summary report and returns to the Reports main menu.
6. Press **CANC ANNUL** to return to the Gift main menu.
!!! If "Batch Balance – NO" is printed on the batch summary report, contact Moneris the next business day for reconciliation assistance.

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ADMIN FUNCTIONS

Helpful Hints

- All instructions in this Guide begin at the applications menu.
- To access the applications menu from any other screen, press the **CANC ANNUL** key repeatedly on the Vx810 until the transaction menu appears then press the * (asterisk) key.
- To scroll through menus, use the Arrow key (first purple key from the left). Press the **CORR** key to toggle between scrolling up **↑** and down **↓**.
- If the backlight goes off (i.e. the display and buttons lose their blue glow), press any key.

Reprint Receipts

Print a duplicate of a receipt.

1. Select **GIFT & LOYALTY**.
2. Press the Reprint key (second purple key from the right).
3. To print the most recent receipt:
 - a. Select **Last Receipt**.
To print an earlier receipt:
 - a. Select **Any Receipt**.
The 'Ernex Ref Number' prompt appears.
 - b. Key in the reference number and press **OK**.
4. The terminal re-prints the customer copy of the receipt.

Card Inquiry

Display or print an Ernex gift card balance and expiry date.

1. Select **GIFT & LOYALTY**.
2. Scroll down and select **Card Inquiry**.
The 'Swipe or Enter Card' prompt appears.
3. Swipe the gift card OR
Key in the gift card number and press **OK**.
The terminal displays the last four digits of the card number then the 'Enter CVC' prompt appears.
4. Key in the CVC number and press **OK**.
 - o If the 'Clerk ID' prompt appears, key in the clerk ID and press **OK**.
The 'Card Inquiry 000 Inquiry Complete' prompt appears.
5. Press **OK**.
The terminal displays the Card Balance and Card Status then the 'Press OK key' prompt appears.
6. Press **OK**.
The 'Print Receipt?' prompt appears.
7. To print the receipt, select **Yes** OR
To skip printing the receipt, select **No**.
The terminal returns to the Gift main menu.



Quick Reference Guide for Gift Card Transactions

Your Moneris Merchant Number is:



For Assistance

- call the Moneris Merchant Service Centre
toll-free at 1-866-319-7450

For More Information

- visit the Moneris downloads webpage at www.moneris.com/index.php?context=/onlineservice/downloads/qrg_manual
 - o for detailed instructions and information on more features, select **Vx810 Operating Manual**.
 - o to download a PDF file of this guide, select **Gift Card Transactions (Vx810 Duet)**.

PERFORMING GIFT CARD ADMIN FUNCTIONS

All instructions in this Guide begin at the applications menu. To access the applications menu from any other screen, press the **CANC ANNUL** key repeatedly on the Moneris Vx810 until the transaction menu appears then press the * (asterisk) key.

PERFORMING GIFT CARD TRANSACTIONS

Activate or Re-Load

To activate or reload an Ernex gift card.

1. Select **GIFT & LOYALTY**.
2. Scroll down and select **Activate/Load**.
3. Swipe the gift card at the 'Swipe or Enter Card' prompt. The terminal displays the card number then the 'Enter CVC' prompt appears.
4. Key in the CVC number and press **OK**.
 - o If the 'Clerk ID' prompt appears, key in the clerk ID and press **OK**.
 - o If the 'Enter Amount' prompt appears, key in the dollar amount to be loaded on the card and press **OK**.
 - o If prompted, key in the additional transaction information and press **OK**.
 - o If the 'Invoice Number' prompt appears, key in the Invoice number and press **OK**. The terminal displays 'Approved'.The terminal displays 'Balance Due' then the 'Press OK key' prompt appears.
5. Press **OK**. The 'Select Payment For Balance Due' prompt appears.
6. Use the function keys to select the payment type: **Debit/Credit, Gift, Cash** or **Split Tender**. The terminal displays 'Approved' and prints the customer copy of the receipt then displays 'Press OK key'.
7. Press **OK** to print the merchant copy of the receipt and return to the Gift main menu.
8. If you selected:
 - Debit/Credit:** proceed with the financial Purchase transaction using the Credit/Debit Quick Reference Guide.
 - Gift:** proceed to step 3 in the *Purchase* section of this Quick Reference Guide.
 - Cash:** the transaction is complete.
 - Split Tender:** the transaction is complete.

Deactivate

Deactivate an Ernex gift card.

- IMPORTANT:** Once the gift card is deactivated, it can never be used again.
1. Select **GIFT & LOYALTY**.
 2. Scroll down and select **Deactivate**. The 'Swipe or Enter Card' prompt appears.
 3. Swipe the gift card OR Key in the gift card number and press **OK**. The terminal displays the last four digits of the card number then the 'Enter CVC' prompt appears.
 4. Enter the CVC number and press **OK**.
 - o If the 'Clerk ID' prompt appears, key in the clerk ID and press **OK**.
 - o If prompted, key in the additional transaction information and press **OK**.
 - o If the 'Invoice Number' prompt appears, key in the Invoice number and press **OK**.The terminal displays 'Approved' and prints the customer copy of the receipt then displays 'Press OK key'.
 5. Press **OK** to print the merchant copy of the receipt. The 'Transfer Balance to New Card' prompt appears.
 6. To move the remaining balance to a new gift card:

IMPORTANT: Balance can be transferred only from and to a variable amount gift card.

 - a. Select **Yes**.
 - b. Proceed to step 3 in the *Activation* section of this Quick Reference Guide.
 - c. Select **No**.The terminal returns to the Gift main menu.

Initialization

Initialize your terminal to process Ernex gift cards.

1. Select **GIFT & LOYALTY**.
2. Scroll down and select **Setup**. The 'Password' prompt appears.
3. Key in the manager's password and press **OK**.
4. Scroll down and select **Initialization**.
 - o If the 'Batch Not Empty Close Batch?' prompt appears, select **Yes** to close Ernex Batch OR select **No** to skip.The 'Ernex Term ID' prompt appears.
5. Press **OK** to continue. The terminal completes the initialization and returns to the Setup main menu.
6. Press **CANC ANNUL** to return to the Gift main menu.

Purchase

Sale of goods or services using an Ernex gift card.

1. Select **GIFT & LOYALTY**.
2. Select **Purchase**. The 'Total Amount' prompt appears.
3. Key in the total amount and press **OK**. The 'Swipe or Enter Card' prompt appears.
4. Swipe the gift card OR Key in the gift card number and press **OK**.
 - o If the 'Password' prompt appears, key in the manager's password and press **OK**.The 'Enter CVC' prompt appears.
5. Key in the CVC number at and press **OK**.
 - o If the 'Clerk ID' prompt appears, key in the clerk ID and press **OK**.
 - o If prompted, key in the additional transaction information and press **OK**.
 - o If the 'Invoice Number' prompt appears, key in the invoice number and press **OK**.The terminal displays 'Approved' and prints the customer copy of the receipt then the 'Press OK key' prompt appears.
6. Press **OK** to print the merchant copy of the receipt and return to the Gift main menu.

Split Tender Purchase

Sale of goods and services using an Ernex gift card and another form of payment (credit, debit or cash).

1. Complete steps 1 through 6 of the *Purchase* section in this Quick Reference Guide. The terminal displays 'Balance Due' then the 'Press OK key' prompt.
2. Press **OK**. The 'Select Payment For Balance Due' prompt appears.
3. Use the function keys to select the payment type: **Debit/Credit, Gift, Cash** or **Split Tender**. The terminal displays 'Tear Receipt' and prints the customer copy of the receipt then displays 'Press OK key'.
4. Press **OK** to print the merchant copy of the receipt and return to the Gift main menu.
5. If you selected:
 - Debit/Credit:** proceed with the financial Purchase transaction using the Credit/Debit Quick Reference Guide.
 - Gift:** proceed to step 3 in the *Purchase* section of this Quick Reference Guide.
 - Cash:** the transaction is complete.
 - Split Tender:** the transaction is complete.

Void

Void a gift card transaction.

IMPORTANT: This transaction must be performed in the same batch and for the same amount as the original transaction.



1. Select **GIFT & LOYALTY**.
2. Scroll down and select **Void**. The 'Password' prompt appears.
3. Key in the manager's password and press **OK**. The 'Swipe or Enter Card' prompt appears.
4. Swipe the gift card. The 'Enter CVC' prompt appears.
5. Key in the CVC number and press **OK**.
 - o If the 'Clerk ID' prompt appears, key the clerk ID and press **OK**.The 'Ernex Ref Number' prompt appears.
6. Key in the original reference number from the gift card transaction receipt and press **OK**.
 - o If the 'Invoice Number' prompt appears, key in the invoice number and press **OK**.The terminal displays 'Approved' and prints the customer copy of the receipt then displays the 'Press OK key' prompt.
7. Press **OK** to print the merchant copy of the receipt and return to the Gift main menu.

Refund

Refund a gift card transaction. It credits a cardholder's gift card for a previous gift card transaction.

1. Select **GIFT & LOYALTY**.
2. Select **Refund**. The 'Total Amount' prompt appears.
3. Key in the refund amount and press **OK**. The 'Swipe or Enter Card' prompt appears.
4. Swipe the gift card. The 'Enter CVC' prompt appears.
5. Key in the CVC number and press **OK**.
 - o If the 'Clerk ID' prompt appears, key in the clerk ID and press **OK**.
 - o If prompted, key in the additional transaction information and press **OK**.The 'Ernex Ref Number' prompt appears.
6. Key in the original reference number from the gift card transaction receipt and press **OK**. OR press **OK** to leave this blank.
 - o If the 'Invoice Number' prompt appears, key in the invoice number and press **OK**.The terminal displays 'Approved' and prints the customer copy of the receipt then displays the 'Press OK key' prompt.
7. Press **OK** to print the merchant copy of the receipt and return to the Gift main menu.

Helpful Hints

- To scroll through menus, use the Arrow key (first purple key from the left). Press the **CORR** key to toggle between scrolling up  and down .
- If the backlight goes off (i.e. the display and buttons lose their blue glow), press any key.