

Activate or Reload

Activates or reloads an Ernex gift card.

1. Click on **GIFT** in the main menu bar.
2. Click on **activate** in the sub-menu bar.
3. Select a Card Entry method from the drop-down list.
4. Optional: Fill in the **Order ID*** and **Customer ID **** fields.
5. Enter the card Account no. (Refer to "Card Entry Methods.")
6. Key the Card Validation code into the **CVC** field.
 - If the **Activation Amount** field appears, key in the dollar amount to be loaded on the card.
7. Click the **Process** button to submit the transaction.
 - If the **Continue** button appears, continue in "Split-Tender Purchase" at step 2.
8. Process receipts. (Refer to "Receipts.")

Deactivate

Permanently deactivates an Ernex gift card.

Note: The balance cannot be transferred to another card.

1. Click on **GIFT** in the main menu bar.
2. Click on **deactivate** in the sub-menu bar.
3. Select a Card Entry method from the drop-down list.
4. Optional: Fill in the **Order ID*** and **Customer ID**** fields.
5. Enter the card Account no. (Refer to Card Entry Methods.)
6. Key the Card Validation code into the **CVC** field, and then click the **Process** button to submit the transaction.
7. Process receipts. (Refer to "Receipts.")

Balance Inquiry

Displays the current balance of an Ernex gift card.

1. Click on **GIFT** in the main menu bar.
2. Click on **balance inquiry** in the sub-menu bar.
3. Select a Card Entry method from the drop-down list, and enter the card Account no. (Refer to "Card Entry Methods.")
4. Key the Card Validation code into the **CVC** field.
5. Click the **Next** button to display the results.

Gift Transactions Report

Displays Ernex gift card transactions processed within the last 18 months. The report may be printed/saved.

1. Click on **REPORT** in the main menu bar.
2. Click on **gift transactions** in the sub-menu bar.
3. Select a common date and/or specific time criteria:
 - Common Date: Select the radio button under **Date**, and then select a date from the drop-down list.
 - Specific Date/Time: Select the **From/To** radio button. Select begin and end date/times in the **From** and **To** drop-down lists.
4. Optional: Refine the search by selecting the checkbox(es) for **Transaction Type** and/or **Transaction Response**, and then select the corresponding sub-criteria (e.g., **Purchase, Refund, Approved, Declined**, etc.).
5. Optional: Refine the search by selecting from Other criteria (e.g., **Card Number, Order ID, Customer ID**, etc.).

Note: For certain criteria it may be necessary to key in data and/or make drop-down list selections.
6. Organize the results by selecting criteria (**Date, Hits Per Page, and Ascending/ Descending**) from the Sort By section.
7. Optional: To save the search criteria, click the **Save Settings** button.
8. Click the **Submit Search** (or **Perform Query**) button to generate the report.
9. Optional: To export the results to a file for printing and/or data analysis, do the following:
 - a. Click the **Export Transactions to File** button.
 - b. When the dialog box opens, choose whether to view the CSV-formatted data in another program or save the data to disk as a file.
 - c. Print/and or view the data using the file format's native program.

End-of-Day Procedure

Follow this procedure daily to ensure that funds are deposited to your Merchant account the next business day.

1. If the store is set for Manual Batch Close, close the gift batch before 11 PM. (Refer to "Batch Close.") If the store is set for Auto-Batch Close, begin at step 2.
2. Before 11 PM, generate a gift Batch report for the current business day/open batch. (Refer to "Batch Report.")

IMPORTANT: If the report indicates an "out of balance" status, call 1-866-319-7450 within 5 days for assistance.

Batch Report

Displays Ernex gift card transactions according to batch; also compares *e-Select plus* and Ernex Host totals. The report may be saved/ printed.

1. Click on **REPORT** in the main menu bar.
2. Click on **batches** in the sub-menu bar.
3. Select the checkbox of the Ernex Terminal ID to be viewed.
4. Follow steps 3 to 8 of "*Gift Transactions Report*" to select search criteria, but note:
 - a. Refine the search by selecting the **Date, Batch Status** and/or **Batch Number** checkbox(es).
 - b. Organize results by **Terminal ID, Batch Status, or Date/Time**.
5. Click the **Details** button to view the report.

Note: To print/save the results, continue in "*Gift Transactions Report*" at step 9.

Batch Close

Closes the Ernex gift batch.

1. Click on **REPORT** in the main menu bar.
2. Click on **batches** in the sub-menu bar.
3. Click the **Close Batch** button of the Ernex Terminal ID to be closed.
4. When the Batch results page opens, click the **Continue** button to return to the Batch Reports page.

Note: To print/view a report, generate a Batch report. (Refer to "Batch Report.")

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

PROCESSING GIFT CARD TRANSACTIONS

Purchase

Ernex gift card sale of goods and services.

1. Click on **GIFT** in the main menu bar.
2. Click on **purchase** in the sub-menu bar.
 - If the **Transaction Type** drop-down list appears, select **Dollar Value Purchase/Redemption**.
3. Key the Purchase amount into the **Total Amount** field, and then click the **Next** button.
4. Select a Payment/Card Entry method (i.e., **Gift Card----**) from the **Payment Method** drop-down list.
5. Optional: Fill in the **Order ID*** and **Customer ID**** fields.
6. Optional: Check the card balance by clicking the **Gift Card Balance Inquiry** button. (Continue in "Balance Inquiry" at step 3.)
7. Enter the card Account no. (Refer to "Card Entry Methods.")
8. Key the Card Validation code into the **CVC** field.
9. Click the **Process** button to submit the transaction.
 - If the Host response is "Balance Due," continue below in "Split-Tender Purchase" at step 2.
10. Process receipts. (Refer to "Receipts.")

Split-Tender Purchase

Sale using an Ernex gift card and another form of payment (i.e., credit, debit, cash, or Ernex gift or loyalty):

1. Follow the "Purchase" procedure described above. When "Balance Due" appears, continue below at step 2 of this procedure.
2. Click the **Continue** button, and select a payment tender:
 - **Credit /Debit or Credit Card:** Refer to the *e-Select plus Debit/Credit Quick Reference Guide*, and continue in "Purchase" at the step for selecting a Payment/Card Entry method.
 - **Cash:** Click the **Complete** button, and then process receipts. (Refer to "Receipts.")
 - **Gift Card:** Continue in "Purchase" at step 4 in this guide.
 - **Loyalty Card:** Refer to the *e-Select plus Loyalty Card Transactions Quick Reference Guide*, and continue in "Redeem Points" at the step for selecting a Payment/Card Entry method.

Void

Reverses an Ernex gift card transaction in an open batch.

Note: 100% of the transaction is reversed.

1. Click on **GIFT** in the main menu bar.
2. Click on **void** in the sub-menu bar.
3. Identify the Order ID on the original gift transaction receipt, and key it into the **Order ID** field. (If you have only a partial ID, select the **begins with** or **ends with** radio button.)
4. Click the **Locate Transaction** button.
5. Click the **Void** button beside the listed transaction to be reversed.
6. Key the Card Validation code into the **CVC** field.
7. Click the **Process** button to submit the transaction.
8. Process receipts. (Refer to "Receipts.")

Refund

Reverses an Ernex gift card transaction in a closed batch.

Note: 100% of the transaction is reversed.

1. Click on **GIFT** in the main menu bar.
2. Click on **refund** in the sub-menu bar.
3. Identify the Order ID on the original gift transaction receipt, and key the ID into the **Order ID** field. (If you have only a partial ID, select the **begins with** or **ends with** radio button.)
4. Click the **Locate Transaction** button.
5. Click the **Refund** button beside the listed transaction to be reversed.
6. Key the Card Validation code into the **CVC** field.
7. Click the **Process** button to submit the transaction.
8. Process receipts. (Refer to "Receipts.")

Independent Refund

Reverses an Ernex gift card transaction that is not referenced on *e-Select plus*.

1. Click on **GIFT** in the main menu bar.
2. Click on **independent refund** in the sub-menu bar.
3. Select a Card Entry method from the drop-down list.
4. Optional: Fill in the **Order ID*** and **Customer ID**** fields.
5. Enter the card Account no. (Refer to "Card Entry Methods.")
6. Key the Card Validation code into the **CVC** field.
7. Key the Reference number into the **Reference Number** field.
8. Key the Refund amount into the **Refund Amount** field.
9. Click the **Process** button to submit the transaction.
10. Process receipts. (Refer to "Receipts.")

Coupon Validation

Redeems Ernex coupons or vouchers. (A valid Ernex gift card is also required for this transaction.)

Note: Coupons are dependent on Ernex program setup.

1. Click on **GIFT** in the main menu bar.
2. Click on **redeem** in the sub-menu bar.
3. Select a Card Entry method from the drop-down list.
4. Optional: Fill in the **Order ID*** and **Customer ID**** fields.
5. Enter the card Account no. (Refer to "Card Entry Methods.")
6. Key the Card Validation code into the **CVC** field.
7. Key the Reference number into the **Reference Number** field. (The Ref. number is printed on the cardholder's copy of the original transaction receipt.)
8. Click the **Process** button to submit the transaction.
9. Process Receipts. (Refer to "Receipts.")

Card Entry Methods

KEYED ENTRY

1. Key the card Account number into the **Gift Card Number** field, and then click the **Next** button.

MSR

1. Click the on-screen **Swipe Card** (or **Swipe Gift Card**) button.
2. Swipe the gift card on the magnetic stripe reader device.

7800 PINPAD

1. Click the on-screen **Swipe Card** (or **Swipe Gift Card**) button.
2. When the **SWIPE CARD** prompt appears on the PINpad, swipe the gift card on that device's magnetic stripe reader.

Receipts

When the Host response page opens following a transaction:

1. Print and/or e-mail a copy of the receipt for your own records, and give the cardholder a copy, but note:
 - **Purchases:** If the cardholder is present, have them sign your copy of the receipt.
 - **Voids/Refunds:** Sign the cardholder's copy.
2. The print/e-mail buttons appear in the Action Items section of the Host response page:

PRINTING A RECEIPT

- a. Click the **Print Receipt - # x #** button.
- b. Select a printer from the Print dialog box, and then click the **Print** button (in the dialog box).

E-MAILING A RECEIPT

- a. Click the **Send Email Receipt** button.
- b. Key the cardholder's e-mail address into the **Email Address** field.
- c. Click the **Send Receipt & Close** button.

* If the **Order ID** field is left blank, the ID is automatically generated. If entering your own Order ID, ensure that it has never been used. It may be up to 50 characters, contain letters, numbers, and characters: - : . @

** The **Customer ID** field is an additional piece of data that can be submitted with the transaction. The Customer ID may be up to 30 characters long, contain letters, numbers, and the following special characters: - : @ \$ = /