



BE PAYMENT READY

Moneris® VX 820

Duet

Gift Card Program Reference Guide





BE PAYMENT READY

Need help?

Web: moneris.com/support-vx820

Toll-free: 1-866-319-7450

Record your Moneris merchant ID here:

Contents

- Overview3**
- The Moneris Gift Card Program.....4**
- Gift card entry options.....5**
 - Swipe: Magnetic stripe cards5
 - Manual entry5
- Using the Touchscreen.....6**
 - Touchscreen Tips6
 - Tips for moving through the menus6
- Gift card transactions7**
- Processing a Purchase.....8**
 - Processing a Split Tender Purchase9
- Entering a tip amount.....10**
 - Basic Tip Processing.....10
 - Enhanced Tip Processing11
- Processing a Refund13**
- Voiding a gift card transaction14**
- Receipts15**
 - Gift card reference number.....15
 - Gift card receipt.....15
 - Reprinting a receipt15
- Administration.....17**
- Administrative transactions.....18**
 - Initializing the terminal.....18
 - Activating/Reloading a gift card19
 - Looking up a card balance (Card Inquiry)20
 - Deactivating a gift card20
 - Enabling tip processing on gift card purchases21
- Reporting.....23**
 - Transaction Inquiry.....23
 - Clerk Sub-Totals.....24
 - Tip Totals25
- End-of-day process27**
 - Printing a Stored Transactions Report.....27
 - Closing a batch.....27
- Troubleshooting.....29**

Merchant support.....31



Overview

In this section, we provide an overview of the Moneris Gift Card Program.

The Moneris Gift Card Program

The Moneris Gift Card Program allows you to sell stored-value cards for future purchases in your store. Gift cards can help to boost sales, attract new customers, and promote your brand.

Gift card entry options

There are two ways to perform transactions with a gift card using the terminal:

Swipe: Magnetic stripe cards

1. Wait for the “Swipe or Enter Card:” prompt to appear on the terminal display.
2. Swipe the gift card on the terminal’s magnetic stripe reader.

Manual entry

You may manually enter the card number for Card Inquiry, Card Deactivation, and Purchase transactions. When keying in the card number for a Purchase, you will also need to enter the manager password.

1. Wait for the “Swipe or Enter Card:” prompt to appear on the terminal display.
2. Key in the gift card number and press the green **OK** key.





Using the Touchscreen

The terminal and/or external PIN Pad react when you touch various areas on the screen (icons) in much the same way it reacts when you press a key on the keypad. Press icons on the touchscreen with your finger or a soft, blunt-tipped object (such as a stylus).

Touchscreen Tips

- Use your fingertip or an approved stylus with a soft plastic tip.
- Do not use sharp or pointed objects (e.g., pens, pencils, golf tees, etc.) to press icons on the touchscreen.
- Keep the touchscreen clean and free of fingerprints by using a dry microfibre cloth to wipe down the screen.
- Do not use liquid cleaning agents, such as glass cleaner on the screen.

Tips for moving through the menus

- To scroll down or up: On the touchscreen, press the  (**Arrow**) icon, i.e., the first blue icon from the left.
- To change the direction of the arrow: Press the yellow **CORR** key.
- To select a menu item: On the touchscreen, press the  (Blue Function) icon that appears to the right of the menu item.
- To finish entering information and move on to the next step: Press the green **OK** key.



Gift card transactions

In this section, we go over everything you need to know regarding gift card transaction processing with the VX 820 Duet terminal.

Processing a Purchase

Follow the steps below to process the sale of products and services using a gift card.

1. On the applications menu, select **GIFT & LOYALTY**.
2. On the Gift & Loyalty transactions menu, select **Purchase**.
The “Total Amount:” prompt appears.
3. Key in the total purchase dollar amount and press the green **OK** key.
The “Accept amount?” prompt appears.
4. Choose one of the following:
 - To accept the purchase amount, select **Yes**. The “Swipe or Enter Card:” prompt appears. Proceed to step 5.

OR

 - To change the amount, select **No**. The “Total Amount:” prompt appears. Repeat step 3.
5. Swipe the gift card or key in the gift card number and press the green **OK** key.
 - If the “Password:” prompt appears, key in the manager password and press the green **OK** key.The “Enter CVC:” prompt appears.


Note: *The Card Validation Code (CVC) is a 3-digit code located on the back of the card.*
6. Key in the 3-digit CVC and press the green **OK** key.
 - If the “Clerk ID:” prompt appears, key in the Clerk ID and press the green **OK** key.
 - If prompted to enter a tip, see *Entering a tip amount* on page 10.
 - If the “Invoice Number:” prompt appears, key in the Invoice Number and press the green **OK** key.
7. Press the green **OK** key.

Note: *If “Balance Due:” appears, there is insufficient value on the gift card to pay for the purchase. See Processing a Split Tender Purchase on page 9.*

The terminal communicates with the Moneris Host and displays the “000 Approved” message.
8. Press the green **OK** key. The terminal prints the Customer copy of the receipt. The “Tear Receipt” prompt appears.
9. Tear off the Customer copy of the receipt.
10. Press the green **OK** key to print the Merchant copy of the receipt and return to the Gift & Loyalty transactions menu.
11. Press the * (**asterisk**) key to return to the applications menu.

Processing a Split Tender Purchase

Follow the steps below to process the sale of products and services using a gift card and another form of payment (credit, debit, or cash).

1. Complete steps 1 through 8 of the *Processing a Purchase* section on page 8.
2. At the “Balance Due:” prompt, press the green **OK** key.
The “Select Payment For Balance Due” prompt appears.
3. Use a  (Blue Function) icon to select the payment type:
 - To pay by debit or credit card, select **DbCr**.
 - To pay by another gift card, select **Gift**.
 - To pay by cash, select **Cash**.The terminal prints the Customer copy of the receipt.
The “Tear Receipt” prompt appears.
4. Tear the Customer copy of the receipt.
5. Press the green **OK** key to print the Merchant copy of the receipt.
6. If you selected:
 - **Db/Cr:** The terminal displays the Purchase screen, with the “Amount: \$0.00” prompt visible. Key in the amount to be loaded on the card (printed on the Balance Due line of the Purchase receipt) and proceed with the financial Purchase transaction following the instructions in the ***Moneris VX 820 Duet: Reference Guide*** (available at moneris.com/support-vx820).
 - **Gift:** The “Total Amount:” prompt appears. Proceed to step 3 in the *Processing a Purchase* section on page 8.
 - **Cash:** The transaction is complete. The terminal returns to the Gift & Loyalty transactions menu.
7. Press the * (**asterisk**) key to return to the applications menu.

Entering a tip amount

Follow the steps below to process a tip on a Purchase transaction.

Basic Tip Processing

If Basic Tip Processing is enabled on the terminal, the customer is prompted to add a tip amount as a dollar value.

1. Follow steps 1 – 6 of *Processing a Purchase* on page 8.

The "Tip: \$0.00" prompt appears on the terminal.

2. Pass the terminal to the customer, who will follow the prompts.
3. The customer keys in a tip amount to add to the transaction and presses the green **OK** key.

Note: *If the "Excess Tip" message appears, the tip amount exceeds the maximum dollar value allowed.*

In the event of an excess tip amount, the customer can choose the following course of action:

- To remove the value, press the yellow **CORR** key to delete the digits one at a time, then key in a lower value.

OR

- To continue without adding a tip, the customer can simply press the green **OK** key.

4. The "Accept Total?" prompt appears with the new transaction total.
5. The customer can do one of the following:

- To accept the displayed amount, select **Yes**. Proceed to step 6.

OR

- To enter a different amount than the one displayed, select **No**. The terminal returns to the "Total Amount:" prompt. Retrieve the terminal from the customer and begin the transaction again (refer to step 3 of the *Processing a Purchase* section on page 8).

6. Retrieve the terminal from the customer.

The terminal communicates with the Moneris Host and returns the "000 Approved" prompt.

7. Press the green **OK** key. The customer copy of the receipt prints, then the "Tear Receipt" prompt appears.
8. Tear off the Customer copy of the receipt.
9. Press the green **OK** key. The Merchant copy of the receipt prints and the terminal returns to the Gift & Loyalty transactions menu.
10. Press the * (**asterisk**) key to return to the applications menu.

Enhanced Tip Processing

If Enhanced Tip Processing is enabled on the terminal, the customer is prompted to add a tip amount as a dollar value or as a percentage.

1. Follow steps 1 – 6 of *Processing a Purchase* on page 8.

The “Tip Type:” prompt appears on the terminal.

2. Pass the terminal to the customer, who will follow the prompts.

3. The customer can choose the following:

- To apply a tip as a percentage, select %.

- If no tip percentages have been configured on the terminal, the "Tip %:" prompt appears, and the customer keys in a tip percentage* and then presses the green **OK** key to continue the transaction with the tip added.

**Note: If the "Excess Tip" message appears, the tip amount exceeds the maximum dollar value allowed.*

In the event of an excess tip amount, the customer can choose the following course of action:

- To remove the value, use the yellow **CORR** key to delete the digits one at a time, then key in a lower value.

OR

- To continue without adding a tip, the customer can simply press the green **OK** key.

OR

- If suggested percentages have been configured on the terminal, up to three suggested percentages appear with an additional **Other** selection. The customer selects the desired suggested tip percentage OR selects **Other**, keys in a tip percentage and then presses the green **OK** key to continue the transaction with the tip added accordingly.

OR

- To apply the tip as a dollar amount, select \$:

- At the "Tip:" prompt, the customer keys in a tip amount* and then presses the green **OK** key to continue the transaction with the tip added.

**Note: If the "Excess Tip" message appears, the tip amount exceeds the maximum dollar value allowed.*

In the event of an excess tip amount, the customer can choose the following course of action:

- To remove the value, use the yellow **CORR** key to delete the digits one at a time, then key in a lower value.

OR

- To continue without adding a tip, the customer can simply press the green **OK** key.

OR

- To proceed without entering a tip:
 - The customer selects **No Tip**.

The transaction continues with no tip added.

Note: *This selection is available when the “No Tip” option is enabled on the terminal.*

4. Retrieve the terminal from the customer once the tip has been entered successfully.
5. The terminal communicates with the Moneris Host and returns the “000 Approved” prompt.
6. Press the green **OK** key. The Customer copy of the receipt prints, then the “Tear Receipt” prompt appears.
7. Tear off the Customer copy of the receipt.
8. Press the green **OK** key. The Merchant copy of the receipt prints and the terminal returns to the Gift & Loyalty transactions menu.
9. Press the * (**asterisk**) key to return to the applications menu.

Processing a Refund

Follow the steps below to refund a Purchase transaction that was processed using a gift card.

1. On the applications menu, select **GIFT & LOYALTY**.
2. On the Gift & Loyalty transactions menu, select **Refund**.
The “Total Amount:” prompt appears.
3. Key in the total dollar amount to be refunded, including tip (if any), and press the green **OK** key.
The “Swipe or Enter Card:” prompt appears.
4. Swipe the gift card.
The “Enter CVC:” prompt appears.
Note: *The Card Validation Code (CVC) is a 3-digit code located on the back of the card.*
5. Key in the 3-digit CVC and press the green **OK** key.
 - If the “Clerk ID:” prompt appears, key in the Clerk ID and press the green **OK** key.The “Ernex Ref Number:” prompt appears.
6. Key in the gift card reference number (**Ref #**) printed on the gift card Purchase receipt and press the green **OK** key.
 - If the “Invoice Number:” prompt appears, key in the Invoice Number and press the green **OK** key.“000 Approved” appears.
7. Press the green **OK** key to print the Customer copy of the receipt.
The “Tear Receipt” prompt appears.
8. Tear off the Customer copy of the receipt.
9. Press the green **OK** key. The Merchant copy of the receipt prints and the terminal returns to the Gift & Loyalty transactions menu.
10. Press the * (**asterisk**) key to return to the applications menu.

Voiding a gift card transaction

Follow the steps below to void a gift card transaction in the open batch.

Important: A Void must be performed in the same batch and for the same amount as the original transaction. To reverse a gift card Purchase transaction in a closed batch, you must process a Refund (see page 13).

1. On the applications menu, select **GIFT & LOYALTY**.
2. On the Gift & Loyalty transactions menu, scroll down and select **Void**.
The “Password:” prompt appears.
3. Key in the manager password and press the green **OK** key.
The “Swipe or Enter Card:” prompt appears.
4. Swipe the gift card.
The “Enter CVC:” prompt appears.
Note: *The Card Validation Code (CVC) is a 3-digit code located on the back of the card.*
5. Key in the 3-digit CVC and press the green **OK** key.
 - If the “Clerk ID:” prompt appears, key the Clerk ID and press the green **OK** key.The “Ernex Ref Number:” prompt appears.
6. Key in the gift card reference number (**Ref #**) printed on the receipt of the gift card transaction you want to void and press the green **OK** key.
 - If the “Invoice Number:” prompt appears, key in the Invoice Number and press the green **OK** key.“000 Approved” appears.
7. Press the green **OK** key to print the Customer copy of the receipt.
The “Tear Receipt” prompt appears.
8. Tear off the Customer copy of the receipt.
9. Press the green **OK** key to print the Merchant copy of the receipt. The terminal returns to the Gift & Loyalty transactions menu.
10. Press the * (**asterisk**) key to return to the applications menu.

Receipts

Gift card reference number

A gift card transaction’s reference number is printed at the bottom of each receipt (**Ref #**). You will be prompted to key in this number when transacting gift card Refunds and Voids, and when reprinting transaction receipts.

Gift card receipt


LABEL	DESCRIPTION
A	Transaction type. This value is variable based on the type of transaction processed. May also display: Refund, Cancellation, Pre-authorization, Pre-authorization Completion etc.
B	Gift card program name. This value can be customized.
C	Original gift transaction reference number (prints only on Refund and Void receipts).
D	Transaction total amount <i>including</i> tax.
E	Amount paid by gift card.
F	Current balance on the gift card (<i>including</i> value added or removed for this transaction).
G	Coupon or Bonus Code. The code used to accumulate bonus points.
H	Gift transaction reference number (prints on all transaction receipts).

Merchant Name		Merchant Address		Merchant City & Prov/State	
Terminal ID 999999		Clerk ID 00			
Gift Purchase					
Card Description Gift Card		Card xxxxxxxxxxxxxx6789		Entry Method Swiped	
[Orig Ref #		12345678]			
D	Amount	\$	10.00	E	
	Paid with Gift	\$	10.00		
F	Card Balance	\$	5.00		
	Coupon Code		9999	G	
YYYY/MM/DD		HH:MM:SS		Batch # 0	
H	000 Approved	Ref # 12345678			
Merchant Copy					

Reprinting a receipt

This function prints a duplicate Cardholder’s copy of a gift card transaction receipt in the current batch.

1. On the applications menu, select **GIFT & LOYALTY**.

2. On the Gift & Loyalty transactions menu, press the  (**Reprint**) icon.

The Reprints menu appears.

3. Select the receipt you want to print:

- To reprint the receipt from the last transaction, select **Last Receipt**.
- To reprint another receipt:
 - a. Select **Any Receipt**.
 - b. At the “Ernex Ref Number:” prompt, key in the gift card reference number of the transaction for which you want to print a receipt and press the green **OK** key.

The terminal prints the receipt and returns to the Reprints menu.

4. Press the red **CANC ANNUL** key to return to the Gift & Loyalty transactions menu.
5. Press the * (**asterisk**) key to return to the applications menu.



Administration

This section covers administrative transactions, reporting tools, end of day processes, and troubleshooting procedures.

Administrative transactions

Initializing the terminal

You must initialize your terminal when you first configure it for the Gift Card program, and when prompted by the terminal after a program change request has been processed.

1. On the applications menu, select **GIFT & LOYALTY**.
2. On the Gift & Loyalty transactions menu, scroll down and select **Setup**.
 - If the “Password:” prompt appears, key in the manager password and press the green **OK** key.
3. On the Setup menu, scroll down and select **Initialization**.
 - If the “Batch Not Empty Close Batch?” prompt appears, choose one of the following:
 - To leave the batch open and keep all transactions in the terminal memory, select **No**. (This is recommended.)
 - OR
 - To close the batch and delete all transactions from the terminal memory, select **Yes**.

The “Ernex Term ID:” prompt appears.


4. Choose one of the following:
 - To accept the displayed ID, press the green **OK** key.
- OR
- To change the Ernex Terminal ID:
 - a. Press the red **CANC ANNUL** key.
 - b. On the Setup menu, select **Merchant**.
 - c. Select **Next** until “Ernex Term ID” appears.
 - d. Select **Edit** and key in the new terminal ID.
 - e. Press the green **OK** key to accept your input.
 - f. Select **Exit**.
 - g. Press the green **OK** key to save your changes. The terminal returns to the Setup menu.
 - h. Return to step 3.

The terminal communicates with the Moneris Host and “000 Approved” appears after the initialization is completed successfully.

5. Press the red **CANC ANNUL** key to return to the Gift & Loyalty transactions menu.
6. Press the * (**asterisk**) key to return to the applications menu.

Activating/Reloading a gift card

Follow the steps below to activate and load a dollar value on a gift card. You may also reload a gift card with value if your Gift Card program has been set up with the card reload functionality.

1. On the applications menu, select **GIFT & LOYALTY**.
2. On the Gift & Loyalty transactions menu, scroll down and select **Activate/Load**.
The “Swipe or Enter Card:” prompt appears.
3. Swipe the gift card.
The terminal displays the masked card number with only the last 4 digits visible.
The “Enter CVC:” prompt appears.
Note: *The Card Validation Code (CVC) is a 3-digit code located on the back of the card.*
4. Key in the 3-digit CVC and press the green **OK** key.
 - If the “Clerk ID:” prompt appears, key in the Clerk ID and press the green **OK** key.
 - If the “Enter Amount:” prompt appears, key in the dollar amount to be loaded on the card and press the green **OK** key.
 - If the “Invoice Number:” prompt appears, key in the invoice number and press the green **OK** key.“000 Approved” appears.
5. Press the green **OK** key.
The “Activate/Load another card?” prompt appears.
6. Choose one of the following:
 - To activate or load another gift card, select **Yes**. The terminal prints a Customer copy of the first activation receipt, then returns to the “Swipe or Enter Card:” prompt. Repeat steps 3 – 5.OR
 - To continue without activating another gift card, select **No**.The terminal displays “Balance Due:” with the outstanding dollar amount.
7. Press the green **OK** key.
The “Select Payment For Balance Due” prompt appears.
8. Use the  (**Blue Function**) icon to select the payment type:
 - To pay by debit or credit card, select **DbCr**.
 - To pay by another gift card, select **Gift**.
 - To pay by cash, select **Cash**.The terminal prints the Customer copy of the receipt. The “Tear Receipt” prompt appears.
9. Tear off the Customer copy of the receipt.
10. Press the green **OK** key to print the Merchant copy of the receipt.

11. If you selected:

- **Db/Cr:** The terminal displays the Purchase screen, with the “Amount: \$0.00” prompt visible. Key in the amount to be loaded on the card (printed on the Balance Due line of the Activation receipt) and proceed with the financial Purchase transaction following the instructions in the ***Moneris VX 820 Duet: Reference Guide***.
- **Gift:** The “Total Amount:” prompt appears. Proceed to step 3 in the *Processing a Purchase* section on page 8.
- **Cash:** The transaction is complete. The terminal returns to the Gift & Loyalty transactions menu.

12. Press the * (asterisk) key to return to the applications menu.

Looking up a card balance (Card Inquiry)

Follow the steps below to display and print the cash balance on a gift card.

1. On the applications menu, select **GIFT & LOYALTY**.

2. On the Gift & Loyalty transactions menu, 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 the green **OK** key.

The terminal displays the card number.

The “Enter CVC:” prompt appears.

Note: *The Card Validation Code (CVC) is a 3-digit code located on the back of the card.*

4. Key in the 3-digit CVC and press the green **OK** key.

- If the “Clerk ID:” prompt appears, key in the Clerk ID and press the green **OK** key.

The terminal displays “000 Approved”.

5. At the “000 Approved” prompt, press the green **OK** key.

The card’s cash balance and status appear on the terminal display.

6. Press the green **OK** key.

The “Print Receipt?” prompt appears.

7. To print a receipt with the cash balance, select **Yes**. The Customer copy of the receipt prints and the terminal returns to the Gift & Loyalty transactions menu.

OR

To return to the Gift & Loyalty transactions menu without printing, select **No**.

8. Press the * (asterisk) key to return to the applications menu.

Deactivating a gift card

Important: Once the gift card is deactivated, it can never be used again.

1. On the applications menu, select **GIFT & LOYALTY**.
 2. On the Gift & Loyalty transactions menu, scroll down and select **Deactivate**.
 - If the “Password:” prompt appears, key in the manager password and press the green **OK** key.The “Swipe or Enter Card:” prompt appears.
 3. Swipe the gift card or key in the gift card number and press the green **OK** key.
The terminal displays the card number.
The “Enter CVC:” prompt appears.
Note: *The Card Validation Code (CVC) is a 3-digit code located on the back of the card.*
 4. Enter the 3-digit CVC and press the green **OK** key.
 - If the “Clerk ID:” prompt appears, key in the Clerk ID and press the green **OK** key.
 - If the “Invoice Number:” prompt appears, key in the Invoice Number and press the green **OK** key.“000 Approved” appears.
 5. Press the green **OK** key. The terminal prints the Customer copy of the receipt.
The “Tear Receipt” prompt appears.
 6. Tear off the Customer copy of the receipt.
 7. Press the green **OK** key to print the Merchant copy of the receipt.
 - If the “Transfer Balance to New Card?” prompt appears, choose one of the following:
 - To deactivate the card and transfer the remaining balance to a new gift card, select **Yes**. The “Swipe or Enter Card:” prompt appears. Proceed to step 3 in the *Activating/ Reloading a gift card* section on page 19.
- OR
- To deactivate the card without transferring the remaining balance to a new card, select **No**.
8. Press the red **CANC ANNUL** key to return to the Gift & Loyalty transactions menu.
 9. Press the * (**asterisk**) key to return to the applications menu.

Enabling tip processing on gift card purchases

If you wish to allow tipping on Purchases paid by gift card, follow the steps below.

1. On the applications menu, select **GIFT & LOYALTY**.
2. On the Gift & Loyalty transactions menu, scroll down and select **Setup**.
 - If the “Password:” prompt appears, key in the manager password and press the green **OK** key.
3. In the Setup menu, scroll down and select **Terminal**.
The SETUP menu appears with “Clrk/Srvr Mode” as the displayed option.
4. Select **Next** until “Tip Processing” appears.

5. Select **Edit**.

The “New:” prompt appears.

6. Select **Next** until your desired tip processing option is displayed.

- To enable basic tip processing, choose **Basic Tip**.
- To enable enhanced tip processing, choose **Enhanced Tip**.
- To process gift card purchases without tipping prompts, choose **None**.

7. Once you have chosen the type of tip processing, select **Slct**.

8. Select **Exit**, and when prompted to save changes, select **OK**.

9. Press the red **CANC ANNUL** key to return to the Gift & Loyalty transactions menu.


10. Press the * (**asterisk**) key to return to the applications menu.

If enhanced tip processing is enabled, you can choose to enable different features like the “No Tip” option and suggested tip percentages. For a complete listing of enhanced tip processing options, please refer to the **VX 820 Duet Web Help**, available at moneris.com/support-VX820.

Reporting

Transaction Inquiry

This report lists details of gift card transactions in the current batch by card type, card number, amount, and date. You can choose to view or print the results.

1. On the applications menu, select **GIFT & LOYALTY**.
2. On the Gift & Loyalty transactions menu, press the  (**Reports**) icon.
3. On the Reports menu, select **Trans Inquiry**.

The “Password:” prompt appears.

4. Key in the manager password and press the green **OK** key.
 - If the “Clerk ID:” prompt appears, key in the Clerk ID and press the green **OK** key.
5. At the “All” prompt, choose one of the following output options:
 - To select a specific card type, select **Next** until the card type appears (under the “Card Descrip.:” prompt), then select **Slct**.

The “Enter Amount:” prompt appears. Proceed to step 6.

OR

- To include all card types, select **All** and press the green **OK** key. The “Card #:” prompt appears.
 - Key in the desired card number and press the green **OK** key.

OR

- Press the green **OK** key to include all card numbers.

The “Enter Amount:” prompt appears.

6. At the “Enter Amount:” prompt, key in the desired amount and press the green **OK** key.

OR

Press the green **OK** key to include all amounts.

The “Date: MMDDYY” prompt appears.

7. At the “Date: MMDDYY” prompt, key in the desired date and press the green **OK** key.

OR

Press the green **OK** key to include all dates.


The “Select option” prompt appears.

8. At the “Select option” prompt, choose how you want to view results:
 - To view the report results on the screen:

- a. Select **View**.
 - b. Select **Prev/Next** to scroll up/down through results and view individual transactions.
 - c. Select **Cncl** to stop viewing results and return to the Reports menu.
- To print the report results:
 - Select **Print** to print the transaction list and return to the Reports menu.
9. Press the red **CANC ANNUL** key to return to the Gift & Loyalty transactions menu.
 10. Press the * (**asterisk**) key to return to the applications menu.

Clerk Sub-Totals

This report lists totals for all gift card transactions for one or more clerk IDs. Clerk sub-totals remain in memory even when a batch is closed and deleted. The steps below include the option of resetting the clerk sub-totals to zero.

1. On the applications menu, select **GIFT & LOYALTY**.
2. On the Gift & Loyalty transactions menu, press the  (**Reports**) icon.
3. On the Reports menu, select **Clerk Subtotals**.
 - If the “Clerk ID:” prompt appears, key in the Clerk ID and press the green **OK** key.
The “Zero Clerk totals?” prompt appears.
4. Choose one of the following:
 - To reset clerk totals to zero (0) upon completion of the report, select **Yes**.OR
 - To continue accumulating clerk totals, select **No**.The “Select Clerks” prompt appears.
5. Select the clerk subtotals you want to print:
 - To print subtotals for one clerk:
 - a. Select **One**.
 - b. At the “Enter Clerk ID:” prompt, key in the desired Clerk ID and press the green **OK** key.
 - To print subtotals for a group of clerks:
 - a. Select **Grp**.
 - b. At the “Enter Group:” prompt, key in the desired Group ID and press the green **OK** key.

- To print subtotals for a list of clerks:
 - a. Select **List**.
 - b. At the "Add Clerk/Group ID:" prompt, key in the desired Clerk ID or Group ID and press the green **OK** key.
The "Add more?" prompt appears.
 - To include another clerk's or group's sub-totals in the report, select **Yes** and key in the appropriate ID as above. Continue adding clerks/groups as needed.

OR

 - To print the report now, select **No**.
- To print subtotals for all clerks:
 - Select **All**.


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

6. Press the red **CANC ANNUL** key to return to the Gift & Loyalty transactions menu.
7. Press the * (**asterisk**) key to return to the applications menu.

Tip Totals

This report prints gift card tip activity for a selected clerk or for all clerks, for a given date or for all dates in the current batch.

Important: This report is available only when Tip Processing and the Tip Total Report parameters are both enabled.

1. On the applications menu, select **GIFT & LOYALTY**.
2. On the Gift & Loyalty transactions menu, press the  (**Reports**) icon.
3. On the Reports menu, scroll down and select **Tip Totals**.
 - If the "Password:" prompt appears, key in the manager password and press the green **OK** key.
 - If you are not using Clerk IDs, the terminal prints the report showing all tip activity in the current batch and returns to the Reports menu. Proceed to step 7.
4. If the "Clrk Rpt Opt" prompt appears, do one of the following.
 - To print the report for a specific clerk, select **One**. At the "Clerk ID:" prompt, key in the desired Clerk ID and press the green **OK** key.

OR

 - To print the report for all clerks, select **All**.

5. At the "Rpt Period:" prompt:
 - To print the report for a specific date, select **Date**. At the "Date (MMDDYYYY):" prompt, key in the date and press the green **OK** key.

OR

- To print the report for all tip activity in the current batch, select **All**.


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

6. Press the red **CANC ANNUL** key to return to the Gift & Loyalty transactions menu.
7. Press the * (**asterisk**) key to return to the applications menu.

End-of-day process

Printing a Stored Transactions Report

This report prints gift card transactions in the terminal memory by date or by batch, without closing the current batch. The report includes transaction details and batch totals.

1. On the applications menu, select **GIFT & LOYALTY**.
2. On the Gift & Loyalty transactions menu, press the  (**Reports**) icon.
3. On the Reports menu, select **Trans List**.
 - If the "Password:" prompt appears, key in the manager password and press the green **OK** key.
 - If the "Clerk ID:" prompt appears, key in the Clerk ID and press the green **OK** key.

The "Print by Date or Batch?" prompt appears.

4. Select the transactions you want to print:

Note: *Only the current batch is stored in memory and available for reporting.*

- By date:
 - a. Select **Date**.
 - b. At the "Date: MMDDYY" prompt, key in the desired date and press the green **OK** key.

OR

Simply press the green **OK** key to include all dates.

The "Print Totals Only?" prompt appears.

- c. To print totals only, select **Yes**.

OR

To print a more detailed report including transaction information, select **No**.

- By batch:
 - a. Select **Batch**.
 - b. At the "Batch Num:" prompt, simply press the green **OK** key.

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


5. Press the red **CANC ANNUL** key to return to the Gift & Loyalty transactions menu.
6. Press the * (**asterisk**) key to return to the applications menu.

Closing a batch

This transaction closes the current batch of gift card transactions and settles with the Moneris Host.

Important: A Batch Close must be completed daily.

Note: Moneris recommends printing a Stored Transactions report (see page 27) before performing a Batch Close to ensure batch totals are balanced. If totals are not balanced, please contact Moneris Customer Care toll-free at **1-866-319-7450**.

1. On the applications menu, select **GIFT & LOYALTY**.
2. On the Gift & Loyalty transactions menu, press the  (**Reports**) icon.
3. On the Reports menu, scroll down and select **Batch Close**.
 - If the “Clerk ID:” prompt appears, key in the Clerk ID and press the green **OK** key.The “Print Details Report?” prompt appears.
4. To include transaction details in the Batch Close report, select **Yes**.
OR
To print only batch totals, select **No**.
“000 Approved” appears.
5. Press the green **OK** key. The terminal prints the Batch Close report, displays “BATCH DELETED”, and returns to the Reports menu.
6. Press the red **CANC ANNUL** key to return to the Gift & Loyalty transactions menu.
7. Press the * (**asterisk**) key to return to the applications menu.

Important: If “Balanced – NO” is printed at the bottom of the report, contact the Moneris Customer Care the next day for reconciliation assistance.

Troubleshooting

If an error message appears, first press the green **OK** key or the red **CANC ANNUL** key to clear the message, then retry the transaction. If the error message reappears and is listed in the table below, follow the instructions in the table's Solution column. If the problem is still not resolved, call Moneris Customer Care toll-free at **1-866-319-7450**.

Message	Solution
BATCH EMPTY	No gift card transactions have been processed since the last Batch Close.
CARD ALREADY ACTIVE	The gift card you swiped has already been activated and loaded with a dollar value. You cannot add further value. Use a new card.
CARD DISABLED	The gift card you swiped has been deactivated and cannot be used.
CARD NOT SUPPORTED	The card type you swiped cannot be used for gift card transactions. Try again with a different card or cancel the transaction.
CARD READ ERROR	There is a problem with the magnetic stripe on the gift card that was swiped. Try swiping the card again, this time more slowly or quickly, or from the front of the terminal to the back.
ERNEX INITIALIZATION FAILED	There has been a terminal, host or communication problem during initialization with the Moneris Host. Press the green OK key to return to the Gift & Loyalty transactions menu. Try to re-initialize again (see page 18). If this does not work, contact Moneris Customer Care toll-free at 1-866-319-7450 .
ERNEX INITIALIZATION REQUIRED	Your terminal requires re-initialization with the Moneris Host (see page 18).
Excess Tip	The entered tip amount or tip percentage exceeds the maximum allowed. Use the yellow CORR key to remove the value, and then enter a lower value.
INITIALIZE ERNEX	The Moneris Host is requesting a re-initialization of the terminal (see page 18).
INVALID AMOUNT	The \$ amount you have entered is invalid, e.g. you have entered \$0.00 or the amount you have entered exceeds the maximum, or falls below the minimum. Enter a valid \$ amount.
INVALID EXPIRY DATE	An expired gift card has been used for a Purchase. Try again with a different card or cancel the transaction. <i>Note: The expired card and its balance cannot be used again, nor can the balance be transferred to another card.</i>
Matching Transaction Not Found or RECORD NOT FOUND	No gift card transaction matching the Reference number you entered could be found. Check the number and try again.

Message	Solution
“NO TOTALS AVAILABLE” appears and is printed on a Batch Close report.	A Batch Close has been sent to the Moneris Host but there are no transaction totals at the host.
Refund Amount Greater Than Original	The \$ amount you have entered for a refund is greater than the amount in the original purchase transaction. Press the green OK key and retry the Refund with the correct amount.
SYSTEM ERROR PLEASE TRY LATER	One or more configuration parameters may have been set up incorrectly or the terminal is unable to communicate with the Moneris Host. Re-try your transaction later. Check the parameter configuration and make the necessary corrections. You will need to re-initialize your terminal before processing any transactions (see page 18).
Transaction Amount Over Maximum	The transaction amount exceeds the maximum allowable amount for a single transaction using a gift card. If the transaction is a gift card Purchase, do a split-tender transaction, or request another gift card or other form of payment.
Transaction Code Invalid	The gift card transaction cannot be voided because the original transaction is in a closed batch. Process a gift card Refund (see page 13).



Merchant Support

At Moneris, help is always here for you 24/7.

If you need assistance with your payment processing solution, we're here to help, 24/7.

We're only one click away.

- Visit moneris.com/support-vx820 to:
 - watch the **VX 820 Setup and Installation** video
 - download additional copies of this guide and other resources
 - consult the **Moneris VX 820 Duet WebHelp** for detailed information on all of the options available on your terminal and how to enable them
- Visit shop.moneris.com to purchase point-of-sale supplies and receipt paper
- Visit moneris.com/insights for business and payment news, trends, customer success stories, and quarterly reports & insights

Need us on-site? We'll be there.

One call and a knowledgeable technician can be on the way. Count on minimal disruptions to your business as our Field Services provide assistance with your payment terminals.

Can't find what you are looking for?

Call Moneris Customer Care (available 24/7) toll-free at **1-866-319-7450**. We'll be happy to help.

You can also send us a secure message 24/7 by logging in to Merchant Direct® at moneris.com/mymerchantdirect.



BE PAYMENT READY

®MONERIS, MONERIS BE PAYMENT READY & Design and MERCHANT DIRECT are registered trade-marks of Moneris Solutions Corporation. All other marks or registered trade-marks are the property of their respective owners.

© 2018 Moneris Solutions Corporation, 3300 Bloor Street West, Toronto, Ontario, M8X 2X2. All Rights Reserved. This document shall not wholly or in part, in any form or by any means, electronic, mechanical, including photocopying, be reproduced or transmitted without the authorized consent of Moneris Solutions Corporation ("Moneris"). This manual is for informational purposes only. Neither Moneris nor any of its affiliates shall be liable for any direct, indirect, incidental, consequential or punitive damages arising out of use of any of the information contained in this manual. Neither Moneris or any of its affiliates nor any of our or their respective licensors, licensees, service providers or suppliers warrant or make any representation regarding the use or the results of the use of the information, content and materials contained in this manual in terms of their correctness, accuracy, reliability or otherwise. Your Gift card processing is governed by your Moneris Gift Program Agreement with Moneris. Your Loyalty card processing is governed by your Moneris Loyalty Program Agreement with Moneris. Your DCC processing is governed by your Moneris Dynamic Currency Conversion Agreement; and your credit and/or debit card processing is governed by the terms and conditions of the Moneris Merchant Agreement (the "Merchant Agreement") with Moneris. It is the merchant's responsibility to ensure that proper card processing procedures are followed at all times. Please refer to your Merchant manuals and the Terms and Conditions of your Merchant Agreement(s) for details. The *Moneris Merchant Operating Manual* is available at moneris.com/support.