Gift Card Program

Using Your Terminal for Gift Card

For Moneris® iCT250
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, extend your product line and build your brand.

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

**Swipe**

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.  

*Note: When keying in the card number for a Purchase or a Void, you will also be prompted to swipe your POS Admin card.*

1. Wait for the “SWIPE OR ENTER CARD” prompt to appear on the terminal display.
2. **Key in the card number** and press the green key.

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**To navigate through the menus:**

- Press the key to scroll down and highlight menu items.
- Press the key to scroll up and highlight menu items.
- Press the green key to select the highlighted menu item.
Hints

• All instructions in this guide begin at the debit/credit READY screen. To access this READY screen from any other screen, press the red key repeatedly until the READY screen appears.

• If Tip Entry (for Gift Card program) is enabled on your terminal, during gift card Purchases, your customers must respond to Tip prompts on the terminal or the external iP320 PINpad if attached.

Hints and shortcuts

Admin code shortcuts

To bypass scrolling through menus to select a transaction, use the Admin codes to jump directly to the transaction. Admin codes can be found in this guide in square brackets beside the transaction name (e.g. GIFT PURCHASE [300] means the Admin code for initiating a gift card Purchase is 300).

• To use an Admin code:
  a. Press the key until the “ENTER ADMIN CODE” prompt appears.
  b. Key in the Admin code and press the green key.

• To print a list of all gift card Admin codes:
  a. Press the key until the “ENTER ADMIN CODE” prompt appears.
  b. Key in 340 and press the green key.

Initializing the terminal [301]

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. From the READY screen, press the key.
2. On the MAIN MENU, select ERNEX and press the green key.
3. On the ERNEX menu, select SETUP and press the green key.
4. On the SETUP menu, press the green key to select INITIALIZATION.

The “ENTER ERNEX TERMINAL ID” prompt appears.
5. To accept the displayed Terminal ID, press the green key.
   OR
   Key in a new Ernex Terminal ID and press the green key.

The terminal communicates with the Moneris host and the “CLEAR TERMINAL STORAGE?” prompt appears.
6. Select NO to keep transaction records in the terminal memory.

The terminal returns to the ERNEX menu.
7. To return to the READY screen, press the red key.

Activating/Reloading a gift card [304]

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

Note: The card’s expiry date may be printed on the Activation receipt (and any other applicable transaction receipts) if an expiry rule and message is configured for the card. Alternatively, you may determine a card’s expiry date by asking your manager, visiting the Merchant Web Portal if available to you (Enhanced and Pro program only), or calling the Moneris Merchant Service Centre.

1. From the READY screen, press the key.
2. On the MAIN MENU, select ERNEX and press the green key.
3. On the ERNEX menu, select ACTIVATE/LOAD and press the green key.

The “SWIPE OR ENTER CARD” prompt appears.
4. Swipe the **gift card**, or key in the **gift card number** and press the green \( \text{ } \) key. 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 \( \text{ } \) key. If the “ENTER CLERK ID” prompt appears, key in the **Clerk ID** and press the green \( \text{ } \) key. The “ENTER AMOUNT” prompt appears.

6. Key in the **dollar amount to be loaded** on the card and press the green \( \text{ } \) key. If a prompt for additional data appears (e.g., “Tracking Code PRESS OK”):

   - To enter data (consult your manager if you are unsure of what to enter):
     a. Press the green \( \text{ } \) key.
     b. When the “ENTER DATA” prompt appears, key in the appropriate information and press the green \( \text{ } \) key.

   - To bypass the prompt:
     a. Press the green \( \text{ } \) key.
     b. When the “ENTER DATA” prompt appears, press the green \( \text{ } \) key.

7. One of the following prompts appears:

   If the “APPROVED ACTIVATE NEXT?” prompt appears:

   - To activate/load another gift card:
     a. Select **YES**.
     b. Press the green \( \text{ } \) key.
     c. Enter another card. Go back to step 4.

   - To proceed **without** activating/loading another gift card:
     a. Select **NO**.
     b. Press the green \( \text{ } \) key. Proceed to Processing a Balance Due on page 10.

If the “TRANSFERRING $##.## PRESS OK” prompt appears ($##.## is the cash balance):

   a. Press the green \( \text{ } \) key.
   b. The “Approved” message appears and the Merchant copy of the receipt prints.
   c. Press the green \( \text{ } \) key to print the Cardholder copy of the receipt.
   d. Press the green \( \text{ } \) key to clear the “Approved” message and return to the ERNEX menu.
   e. To return to the READY screen, press the red \( \text{ } \) key.

### Looking up a gift card balance (Card Inquiry) [306]

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

1. From the READY screen, press the \( \text{ } \) key.
2. On the MAIN MENU, select **ERNEX** and press the green \( \text{ } \) key.
3. On the ERNEX menu, select **CARD INQUIRY** and press the green \( \text{ } \) key. The “SWIPE OR ENTER CARD” prompt appears.
4. Swipe the gift card, or key in the **gift card number** and press the green \( \text{ } \) key.

   If the “ENTER CLERK ID” prompt appears, key in the **Clerk ID** and press the green \( \text{ } \) key.

5. At the “Approved” message, press the green \( \text{ } \) key.

   The “CARD BALANCE $##.## PRESS OK” prompt appears ($##.## is the card’s cash balance).

6. Press the green \( \text{ } \) key. The “PRINT RECEIPT?” prompt appears.

7. To print a receipt showing the cash balance and card status, select **YES**.

   OR

   To return to the ERNEX menu, select **NO**.

8. To return to the READY screen, press the red \( \text{ } \) key.

### Deactivating a gift card [312]

Follow the steps below to deactivate a gift card and print a receipt showing the current balance, if any.

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

1. From the READY screen, press the \( \text{ } \) key.
2. On the MAIN MENU, select **ERNEX** and press the green \( \text{ } \) key.
3. On the ERNEX menu, select **DEACTIVATION** and press the green \( \text{ } \) key.

   The “SWIPE OR ENTER CARD” prompt appears.

4. Swipe the gift card, or key in the **gift card number** and press the green \( \text{ } \) key.
If the “ENTER CLERK ID” prompt appears, key in the Clerk ID and press the green key.

If a prompt for additional data appears (e.g. “Tracking Code PRESS OK”):

- To enter data (consult your manager if you are unsure of what to enter):
  a. Press the green key.
  b. When the “ENTER DATA” prompt appears, key in the appropriate information and press the green key.
- To bypass the prompt:
  a. Press the green key.
  b. When the “ENTER DATA” prompt appears, press the green key.

5. The “Approved” message appears and the Merchant copy of the receipt prints.

6. Press the green key to print the Cardholder copy of the receipt.

7. Press the green key to clear the “Approved” message.

If the “TRANSFER BALANCE TO NEW CARD?” prompt appears, choose one of the following:

- To transfer the balance to another gift card:
  a. Select YES.
     Note: The new card must be a variable amount card, which can be reloaded with any dollar amount.
  b. When prompted, swipe or key in the new gift card number and press the green key.
  c. Proceed to step 4 of the Activating/Reloading a gift card section on page 5.
- To proceed without a balance transfer:
  a. Select NO to return to the ERNEX menu.
  b. To return to the READY screen, press the red key.

Processing a gift card Purchase [300]

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

1. From the READY screen, press the key.

2. On the MAIN MENU, select ERNEX and press the green key.

3. On the ERNEX menu, select PURCHASE and press the green key.
   
   The “SWIPE OR ENTER CARD” prompt appears.

4. Swipe the gift card, or key in the gift card number and press the green key.
   
   If the “SWIPE ADMIN CARD” prompt appears, swipe your POS Admin card.

   The “ENTER CVC” prompt appears.

5. Key in the 3-digit CVC and press the green key.

   If the “ENTER CLERK ID” prompt appears, key in the Clerk ID and press the green key.

6. Key in the total transaction dollar amount and press the green key.

   If the “CUSTOMER PRESS OK TO CONTINUE” prompt appears on the terminal:
   a. Pass the terminal to the customer.
      Proceed to the Customer prompts on terminal table on page 13.
   b. When the “RETURN TO CLERK” prompt appears, press the green key.

   If the “CONTINUE ON PINPAD” prompt appears on the terminal:
   a. Pass the iPP320 PINpad to the customer.
      Proceed to the Customer prompts on PINpad table on page 14.

   If a prompt for additional data appears (e.g. “Tracking Code PRESS OK”):
   a. Press the green key.
   b. When the “ENTER DATA” prompt appears, key in the appropriate information and press the green key.

   To bypass the prompt:
   a. Press the green key.
   b. When the “ENTER DATA” prompt appears, press the green key.
7. The following prompt or message may appear:
   • If the “BALANCE DUE $4.### PRESS OK” prompt appears, press the green ➡️ key. Proceed to Processing a Balance Due below.
   • If the “Approved” message appears, the terminal prints the Merchant copy of the receipt. Proceed to step 8.

8. Press the green ➡️ key to print the Cardholder copy of the receipt.
9. Press the green ➡️ key to clear the “Approved” message and return to the ERNEX menu.
10. To return to the READY screen, press the red ⬅️ key.

Processing a Refund [311]
Follow the steps below to reverse a gift card transaction in a closed batch.

Important: A Refund must be for the full amount of the original transaction. To reverse a gift card transaction in an open batch, you must process a gift card Void (see page 12).

1. From the READY screen, press the ➡️ # key.
2. On the MAIN MENU, select ERNEX and press the ➡️ key.
3. On the ERNEX menu, select REFUND and press the ➡️ key.
   If the “SWIPE ADMIN CARD” prompt appears, swipe your POS Admin card.
   The “SWIPE OR ENTER CARD” prompt appears.
4. Swipe the gift card, or key in the gift card number and press the ➡️ key.
   If the “ENTER CLERK ID” prompt appears, key in the Clerk ID and press the ➡️ key.
   The “ENTER TOTAL AMOUNT” prompt appears.
5. Key in the total dollar amount to be refunded, and press the ➡️ key.

   If a single Activation/Load or a gift card Purchase was processed and you selected:
   • CR/DB:
     a. The “Approved” message appears and the Merchant copy of the receipt prints.
     b. Press the green ➡️ key to print the Cardholder copy of the receipt.
     c. Enter a debit/credit card. Proceed to step 2 of the Purchase instructions in the Moneris iCT250 Using Your Terminal Guide.
   • GIFT:
     a. The “Approved” message appears and the Merchant copy of the receipt prints.
     b. Press the green ➡️ key to print the Cardholder copy of the receipt.
     c. Enter a gift card. Proceed to step 4 of the Processing a gift card Purchase section on page 9.

   • CASH:
     a. The “Approved” message appears and the Merchant copy of the receipt prints.
     b. Press the green ➡️ key to print the Cardholder copy of the receipt.
     c. Press the green ➡️ key to clear the “Approved” message and return to the ERNEX menu.
     d. To return to the READY screen, press the red ⬅️ key.

Processing a Balance Due
1. When the “BALANCE DUE PAY WITH” prompt appears, use the function keys to select CR/DB (credit/debit), GIFT (gift card), or CASH.
2. Do one of the following:
   If multiple Activations/Loads were processed, wait for an Activation Summary report to print (which you retain). If you selected:
   • CR/DB: Enter a debit/credit card as prompted. Proceed to step 2 of the Purchase instructions in the Moneris iCT250 Using Your Terminal Guide.
   • GIFT: Enter a gift card as prompted. Proceed to step 4 of the Processing a gift card Purchase section on page 9.
   • CASH: To return to the READY screen, press the red ⬅️ key.

If a single Activation/Load or a gift card Purchase was processed and you selected:
   • CR/DB:
     a. The “Approved” message appears and the Merchant copy of the receipt prints.
     b. Press the green ➡️ key to print the Cardholder copy of the receipt.
     c. Enter a debit/credit card. Proceed to step 2 of the Purchase instructions in the Moneris iCT250 Using Your Terminal Guide.
   • GIFT:
     a. The “Approved” message appears and the Merchant copy of the receipt prints.
     b. Press the green ➡️ key to print the Cardholder copy of the receipt.
     c. Enter a gift card. Proceed to step 4 of the Processing a gift card Purchase section on page 9.

   • To enter data (consult your manager if you are unsure of what to enter):
     a. Press the green ➡️ key.
     b. When the “ENTER DATA” prompt appears, key in the appropriate information and press the green ➡️ key.

   • To bypass the prompt:
     a. Press the green ➡️ key.
     b. When the “ENTER DATA” prompt appears, press the green ➡️ key.
6. If the “ERNEX REFERENCE NUMBER” prompt appears, key in the gift card reference number printed on the receipt of the gift card transaction you want to refund and press the green key.

7. When the “Approved” message appears, wait for the Merchant copy of the receipt to print.

8. Press the green key to print the Cardholder copy of the receipt.

9. Press the green key to clear the “Approved” message and return to the ERNEX menu.

10. To return to the READY screen, press the red key.

**Customer prompts on terminal**

This table lists the prompts that you and your customers might see during a gift card Purchase. The actions to take for each prompt are also listed.

**Note:** The prompts are listed in the order in which they should appear (from top to bottom).

To correct a tipping error: When the second “PURCHASE $#.##-OK?” prompt appears, press the yellow key to go back to the original Tip prompt.

<table>
<thead>
<tr>
<th>Customer prompts</th>
<th>Customer actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>CUSTOMER PRESS OK TO CONTINUE</td>
<td>Press the green key.</td>
</tr>
<tr>
<td>PURCHASE $#.##-OK?</td>
<td>Press the green key.</td>
</tr>
<tr>
<td>ENTER TIP AMOUNT OR PRESS OK AA% OTHER</td>
<td>To enter the preset %: Select AA%. To enter a different amount: Select OTHER. To bypass entering a Tip: Press the green key.</td>
</tr>
<tr>
<td>ENTER TIP AMOUNT OR PRESS OK PERCENT AMOUNT % $</td>
<td>To enter a percentage: Select %. To enter a dollar amount: Select $. To bypass entering a Tip: Press the green key.</td>
</tr>
<tr>
<td>ENTER TIP PERCENTAGE AA</td>
<td>To enter a Tip: Key in a percentage and press the green key. To bypass entering a Tip: Key in 0 (zero) and press the green key.</td>
</tr>
<tr>
<td>ENTER TIP AMOUNT $0.00</td>
<td>To enter a Tip: Key in a dollar amount and press the green key. To bypass entering a Tip: Press the green key without entering an amount.</td>
</tr>
<tr>
<td>PURCHASE $#.##-OK?</td>
<td>Confirm the amount and press the green key.</td>
</tr>
<tr>
<td>RETURN TO CLERK</td>
<td>Return the terminal to you.</td>
</tr>
</tbody>
</table>

**Voiding a gift card transaction [307]**

Follow the steps below to reverse 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 transaction in a closed batch, you must process a gift card Refund (see page 11).

1. From the READY screen, press the key.

2. On the MAIN MENU, select ERNEX and press the green key.

3. On the ERNEX menu, select VOID and press the green key.

   The “SWIPE ADMIN CARD” prompt appears.

4. Swipe your POS Admin card.

   The “SWIPE OR ENTER CARD” prompt appears.

5. Swipe the gift card on the terminal, or key in the gift card number and press the green key.

   If the “SWIPE ADMIN CARD” prompt appears again, swipe your POS Admin card.

   If the “ENTER CLERK ID” prompt appears, key in the Clerk ID and press the green key.

   The “ERNEX REFERENCE NUMBER” prompt appears.

6. Key in the gift card reference number printed on the receipt of the gift card transaction you want to void and press the green key.

7. When the “Approved” message appears, wait for the Merchant copy of the receipt to print.

8. Press the green key to print the Cardholder copy of the receipt.

9. Press the green key to clear the “Approved” message and return to the ERNEX menu.

10. To return to the READY screen, press the red key.
Receipts

Customer prompts on PINpad

This table lists the prompts that you and your customers might see during a gift card Purchase. The actions to take for each prompt are also listed.

Note: The prompts are listed in the order in which they should appear (from top to bottom).

To correct a tipping error: When the second “PURCHASE $#.##-OK?” prompt appears, press the yellow key to go back to the original Tip prompt.

<table>
<thead>
<tr>
<th>Customer prompts</th>
<th>Customer actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>PURCHASE $#.##-OK?</td>
<td>Press the green key.</td>
</tr>
<tr>
<td>TIP AMOUNT AA% OTHER</td>
<td>To enter the preset %: Select AA%.</td>
</tr>
<tr>
<td></td>
<td>To enter a different amount: Select OTHER.</td>
</tr>
<tr>
<td></td>
<td>To bypass entering a Tip: Press the green key.</td>
</tr>
<tr>
<td>TIP AMOUNT % $</td>
<td>To enter a percentage: Select %.</td>
</tr>
<tr>
<td></td>
<td>To enter a dollar amount: Select $.</td>
</tr>
<tr>
<td></td>
<td>To bypass entering a Tip: Press the green key.</td>
</tr>
<tr>
<td>TIP AMOUNT</td>
<td>To enter a Tip: Key in a percentage and press the green key.</td>
</tr>
<tr>
<td></td>
<td>To bypass entering a Tip: Key in o (zero) and press the green key.</td>
</tr>
<tr>
<td>TIP AMOUNT $0.00</td>
<td>To enter a Tip: Key in a dollar amount and press the green key.</td>
</tr>
<tr>
<td></td>
<td>To bypass entering a Tip: Press the green key without entering an amount.</td>
</tr>
<tr>
<td>PURCHASE $#.##-OK?</td>
<td>Confirm the amount and press the green key.</td>
</tr>
<tr>
<td>WELCOME/BONJOUR</td>
<td>Return the PINpad to you.</td>
</tr>
</tbody>
</table>

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.

Reprinting a receipt [329]

This function reprints a Merchant copy or a Cardholder copy of the last gift card transaction.

Note: A Cardholder copy of the receipt cannot be reprinted for multiple Activation transactions.

1. From the READY screen, press the key.
2. On the MAIN MENU, select ERNEX and press the key.
3. On the ERNEX menu, select REPRINT and press the key.
4. At the “REPRINT COPY” prompt:
   - To print a Merchant copy of the receipt, select MERCHANT.
   - To print a Cardholder copy of the receipt, select CUSTOMER.

The terminal returns to the ERNEX menu.

5. To return to the READY screen, press the key.
Reporting

Masking card numbers on reports
For security reasons, card numbers are printed masked on reports, where only part of the digits are shown in full while the rest are hidden by asterisks.

Gift card Transaction Inquiry [366]
This report lists gift card transactions by card program, card number, transaction amount and/or transaction date. You can choose to display or print results.

1. From the READY screen, press the key.
2. On the MAIN MENU, select ERNEX and press the green key.
3. On the ERNEX menu, select REPORT FUNCS and press the green key.
4. On the REPORT FUNCS menu, select TRANS INQUIRY and press the green key.
   If the “SWIPE ADMIN CARD” prompt appears, swipe your POS Admin card, or simply press the green key to continue.
   If the “ENTER CLERK ID” prompt appears, key in the Clerk ID and press the green key.
5. At the CARDS TO SEARCH menu, select the desired Gift Card program and press the green key.
   OR
   To include all Gift Card programs, select ALL CARDS.

   Note: Each Gift Card program is identified by a unique terminal card code and a card description/program name. To view a full listing of applicable card codes and their corresponding Gift Card program name, print a Gift Configuration Report (see page 21).
6. At the “CARD NUMBER” prompt:
   • Key in the desired gift card number and press the green key.
     OR
   • To include all card numbers, press the green key.
7. At the “ENTER AMOUNT” prompt:
   • Key in the desired transaction amount and press the green key.
     OR
   • To include all amounts, press the green key.
8. At the “DATE (YY)MMDD” prompt:
   • Key in the desired date and press the green key.
   OR
   • Press the green key to include all dates.
   The “PRINT OR DISPLAY?” prompt appears.
9. Select how you want to view results:
   • Print:
     a. Select PRINT to print the transaction list and return to the ERNEX menu.
   • Display:
     a. Select DISPLAY.
     b. Select a transaction and press the green key.
     c. Press the green key to display details of the selected transaction.
     d. When a transaction is displayed:
        To return to the transaction list, select NEXT.
        OR
        To print a duplicate Merchant copy of the transaction’s receipt and return to the transaction list, select REPRINT.
10. To return to the READY screen, press the red key repeatedly.

Clerk Subtotals [382]
This report lists totals for all gift and loyalty card transactions for one or more Clerk IDs. Clerk subtotals remain in the Moneris host memory even when a batch is closed and deleted. The steps below include the option of resetting the clerk subtotals to zero.

   Note: Clerk Subtotalling must be enabled. For more information, refer to your Moneris iCT250 Using Your Terminal Guide.
1. From the READY screen, press the key.
2. On the MAIN MENU, select ERNEX and press the green key.
3. On the ERNEX menu, select REPORT FUNCS and press the green key.
4. On the REPORT FUNCS menu, select CLERK INQUIRY and press the green key.
If the “ENTER CLERK ID” prompt appears:

- To print the Tip total for a specific clerk, key in the Clerk ID.
- OR
- To print Tip totals for all clerks, press the green key (without entering an ID).

The “PRINT DATE OR BATCH?” prompt appears.

5. Select the transactions that you want to print.

- To print by date:
  a. Select DATE.
  b. At the “START DATE” prompt, key in the start date (YYMMDD) and press the green key.
  c. At the “START TIME” prompt, key in the start time (HHMM, 24-hour clock) and press the green key.
  d. At the “END DATE” prompt, key in the end date and press the green key.
  e. At the “END TIME” prompt, key in the end time and press the green key.

- To print by batch:
  a. Select BATCH.
  b. At the “BATCH NUMBER” prompt, key in the number of the batch to be printed and press the green key.

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

6. To return to the READY screen, press the red key.

**Tip Totals Report [370]**

This report prints a summary of Tip amounts entered on the terminal for gift card transactions in a specified batch or a specified date range.

*Note: If Clerk Subtotalling is enabled, Tip amounts are summarized by Clerk ID.*

1. From the READY screen, press the key.
2. On the MAIN MENU, select ERNEX and press the green key.
3. On the ERNEX menu, select REPORT FUNCS and press the green key.
4. On the REPORT FUNCS menu, select TIP TOTALS and press the green key.
If the “ENTER CLERK ID” prompt appears:

- To print totals for a specific Clerk ID, key in the Clerk ID and press the green key. OR
- To print totals for all Clerk IDs, simply press the green key.

The “PRINT DATE OR BATCH?” prompt appears.

5. Select the transaction that you want to print:

- To print by date:
  a. Select DATE.
  b. Key in a date (YYMMDD format) and press the green key. OR
  For the current date, simply press the green key.

- To print by batch:
  a. Select BATCH.
  b. Key in a specific batch number and press the green key. OR
  For the current batch, simply press the green key.

6. At the “PRINT TOTALS ONLY?” prompt:

- To print only the gift terminal batch totals, select YES. OR
- To print the batch totals and transaction details, select NO.

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

7. To return to the READY screen, press the red key.

**Printing a Batch Totals Report [390]**

This report prints totals of gift card transactions stored on the Moneris host for the current batch.

*Note: If you also have a Moneris Loyalty program on your terminal, Loyalty transactions will be included in this report.*

1. From the READY screen, press the key.
2. On the MAIN MENU, select ERNEX and press the green key.
3. On the ERNEX menu, select REPORT FUNCS and press the green key.

4. On the REPORT FUNCS menu, select OPEN BATCH TOT and press the green key.

If the “ENTER CLERK ID” prompt appears, key in the Clerk ID and press the green key.

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

5. To return to the READY screen, press the red key.

**Gift Configuration Report [316]**

This report prints parameters for each Gift Card program that was downloaded to the terminal during its last initialization to the Moneris host.

You can view the card code (e.g. 101) and the card description/program name (e.g. Acme Gift Card program) on the report.

*Note: If you also have a Moneris Loyalty program on your terminal, loyalty card transactions will be included in this report.*

1. From the READY screen, press the key.
2. On the MAIN MENU, select ERNEX and press the green key.
3. On the ERNEX menu, select REPORT FUNCS and press the green key.

4. On the REPORT FUNCS menu, select CONFIG LIST and press the green key.

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

5. To return to the READY screen, press the red key.
Troubleshooting

Error message | Solution
--- | ---
Card Disabled | The gift card you swiped has been deactivated and cannot be used.
Card Not Active | The gift card you entered has not been activated.
CARD NOT SUPPORTED PLEASE RETRY | The card type you swiped cannot be used for gift card transactions.
CARD READ ERROR | There is a problem with the magnetic stripe on the gift card that was swiped.
ERNEX INITIALIZATION FAILED | There has been a terminal, host or communication problem during initialization to the Moneris host.
ERNEX INITIALIZATION REQUIRED | Your terminal requires re-initialization to the Moneris host.
INITIALIZE ERNEX | The Moneris host is requesting a re-initialization of the terminal.

End-of-day process

Merchant Close

Important: When you close the batch for your debit and credit card transactions, the “CLOSE ERNEX BATCH?” prompt may appear. If this prompt appears, select NO then ensure that you close the batch for your gift card transactions immediately as instructed below.

Closing a Batch [399]

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: We recommend printing a Stored gift card Transactions Report (see page 19) before performing a Batch Close to ensure batch totals are balanced. If totals are not balanced, please contact the Moneris Merchant Service Centre.

1. From the READY screen, press the  key.
2. On the MAIN MENU, select ERNEX and press the green  key.
3. On the ERNEX menu, select REPORT FUNCS and press the green  key.
4. On the REPORT FUNCS menu, select CLOSE BATCH and press the green  key.
   If the “ENTER CLERK ID” prompt appears, key in the Clerk ID and press the green  key.
5. At the “CLOSE BATCH?” prompt, select YES to close the batch and have funds deposited to your account.

   The terminal communicates with the Moneris host, closes the batch, prints the report and returns to the ERNEX menu.
6. To return to the READY screen, press the red  key.
<table>
<thead>
<tr>
<th>Error message</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid Expiry Date</td>
<td>The card that you entered has passed its expiry date. Request another gift card.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> The expired card and its balance cannot be used again nor can the balance be transferred to another card.</td>
</tr>
<tr>
<td>Matching Transaction Not Found</td>
<td>No gift card transaction matching the Reference number you entered could be found. Check the number and try again.</td>
</tr>
<tr>
<td>No Totals Available</td>
<td>No gift card transactions have been processed since the last gift card Batch Close.</td>
</tr>
<tr>
<td>Refund Amount Greater Than Original</td>
<td>The refund amount entered is greater than the original purchase amount. Re-try the transaction with the correct refund amount.</td>
</tr>
<tr>
<td>System Error Please Try Later</td>
<td>There is a problem at the Moneris host. Retry the transaction. If the issue is not resolved, call the Moneris Merchant Service Centre.</td>
</tr>
<tr>
<td>Transaction Amount Over Maximum</td>
<td>The transaction amount exceeds the maximum allowable amount for a single transaction using a gift card.</td>
</tr>
<tr>
<td></td>
<td>If the transaction is a gift card Purchase, do a split-tender transaction, or request another gift card or other form of payment.</td>
</tr>
<tr>
<td>Transaction Code Invalid</td>
<td>The gift card transaction cannot be voided because the original transaction is in a closed batch. Process a gift card Refund (see page 11).</td>
</tr>
<tr>
<td>TRANSFER NOT ALLOWED FOR THIS CARD</td>
<td>The card to which you are attempting to transfer a balance is not a variable amount gift card. Press the green key to return to the READY screen.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRANSACTION NOT FOUND</td>
<td>This problem has occurred because:</td>
</tr>
<tr>
<td></td>
<td>a. A gift card transaction matching the Reference number (or other criteria) you entered could not be found in the terminal memory.</td>
</tr>
<tr>
<td></td>
<td>Check the Reference number and try again.</td>
</tr>
<tr>
<td></td>
<td>b. You tried to do a gift card Refund for an amount that is different than the original transaction (partial refunds are not supported).</td>
</tr>
<tr>
<td></td>
<td>Try doing the gift card Refund again, but ensure that you enter the full amount of the original transaction.</td>
</tr>
</tbody>
</table>

Other problems

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The gift card has an expiry rule, but its expiry date does not get printed on the transaction receipt.</td>
<td>Your Gift Card program is not configured to allow for the printing of the gift card’s expiry date on transaction receipts. To determine the card’s expiry date, ask your manager, visit the Merchant Web Portal if available, or call the Moneris Merchant Service Centre.</td>
</tr>
<tr>
<td>You try to do a gift card Refund but get a “TRANSACTION NOT FOUND” response.</td>
<td>See the TRANSACTION NOT FOUND message above.</td>
</tr>
</tbody>
</table>
Need help?

Please contact the Moneris Merchant Service Centre toll-free at 1-866-319-7450 (open 24 hours a day, 7 days a week).

If you use Merchant Direct®, you can also contact us online. Simply log in to Merchant Direct and use the Message Centre to send a secure message directly to the Moneris Merchant Service Centre.

For additional information and copies of manuals and guides for the iCT250:

- Visit moneris.com/manuals to download a copy of the Moneris iCT250 Operating Manual.
- Visit moneris.com/guides to download additional copies of this reference guide.

Shop for point-of-sale supplies and paper online at shopmoneris.com.

Important: If you are experiencing equipment problems, please refer to the Moneris iCT250 Using Your Terminal Guide.