

# Moneris<sup>®</sup> iCT250

## Gift Card Program Reference Guide





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**BE PAYMENT READY**

## Need help?

Web: [moneris.com/support](https://moneris.com/support)

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Record your Moneris merchant ID here:

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# Contents

<b>Overview .....</b>	<b>3</b>
<b>Gift Card program.....</b>	<b>4</b>
<b>Gift card entry options.....</b>	<b>5</b>
Swipe .....	5
Manual entry .....	5
<b>Gift card transactions .....</b>	<b>6</b>
<b>Hints and shortcuts .....</b>	<b>7</b>
Hints.....	7
Navigating through the terminal menus .....	7
Admin code shortcuts.....	8
<b>Gift card transactions .....</b>	<b>9</b>
Processing a gift card Purchase [300].....	9
Processing a Balance Due .....	10
Processing a Refund [311] .....	11
Voiding a gift card transaction.....	12
Customer prompts on the terminal.....	13
Customer prompts on the PINpad.....	14
<b>Receipts .....</b>	<b>15</b>
Gift card reference number.....	15
Gift card receipt.....	15
Reprinting a receipt [329].....	16
<b>Administration.....</b>	<b>17</b>
<b>Administrative transactions.....</b>	<b>18</b>
Initializing the terminal [301] .....	18
Activating/Reloading a gift card [304].....	18
Looking up a gift card balance (Card Inquiry) [306] .....	20
Deactivating a card [312].....	20
<b>Reporting.....</b>	<b>22</b>
Masking card numbers on reports .....	22
Gift card Transaction Inquiry [366].....	22
Clerk Subtotals [382] .....	23
Tip Totals Report [370] .....	24
Stored gift card Transactions Report [360] .....	25
Printing a Batch Totals Report [390] .....	26
Gift Configuration Report [316].....	26
<b>End-of-day process.....</b>	<b>27</b>
Merchant Close.....	27
Closing a batch [399] .....	27
<b>Troubleshooting.....</b>	<b>28</b>

Other problems .....29

**Merchant Support .....30**



# Overview

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

# 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, extend your product line and build your brand.

## Gift card entry options

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 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.



# Gift card transactions

In this section, we go over everything you need to know regarding gift card transaction processing on the iCT250 terminal.

## Hints and shortcuts

Review the following hints and shortcuts for using the Gift Card program on your Moneris terminal (and PINPad, if applicable).



**iCT250 Terminal**



**iPP320 PINpad**

### 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 iPP320 PINpad if attached.

### Navigating through the terminal menus

Press  to scroll down and highlight menu items.

Press  to scroll up and highlight menu items.

Press the green  key to select the highlighted menu items.

## 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.

# Gift card transactions

## Processing a gift card Purchase [300]

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

1. At the READY screen, press the  key.
2. On the MAIN MENU, select **ERNEX** and press the green  key.
3. On the ERNEX menu, press the green  key to select **PURCHASE**.  
The SWIPE OR ENTER CARD prompt appears.
4. Swipe the gift card or key in the 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.  
Go to the *Customer prompts on the 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. Go to the *Customer prompts on the PINpad* table on page 14.  
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.
7. The following prompt or message may appear:
  - If the BALANCE DUE \$#.## PRESS OK prompt appears, press the green  key. Go to *Processing a Balance Due* on page 10.
  - If the "Approved" message appears, the terminal prints the Merchant copy of the receipt. Go to step 8.
8. Press the green  key to print the Cardholder copy of the receipt.

9. Press the green  key to return to the ERNEX menu.
10. Press the red  key to return to the READY screen.

## 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. Go to step 2 of the *Purchase* instructions in the **Moneris iCT250 Reference Guide**.
- **GIFT:** Enter a gift card as prompted. Go to step 4 of the *Processing a gift card Purchase* section on page 9 in this guide.
- **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. Go to step 2 of the *Purchase* instructions in the **Moneris iCT250 Reference 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. Go to step 4 of the *Processing a gift card Purchase* section on page 9 in this guide.
- **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 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 green  key.

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

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

The ENTER TOTAL AMOUNT prompt appears.

5. Key in the total dollar amount to be refunded, 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.

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.

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 return to the ERNEX menu.

8. Press the red  key to return to the READY screen.

## 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 transaction in a closed batch, you must process a gift card Refund (see page 11).**

1. At 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 or key in the card number and press the green  key.  
If the SWIPE ADMIN CARD prompt re-appears, swipe your POS Admin card.  
If ENTER CLERK ID 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.  
The “Approved” message appears, and the Merchant copy of the receipt prints.  
**Note:** *If TRANSACTION NOT FOUND appears, the gift card transaction you are trying to void is **not** in the open batch. Cancel the void, and perform a Refund instead.*
7. Press the green  key to print the Cardholder copy of the receipt.
8. Press the green  key to return to the ERNEX menu
9. Press the red  key to return to the READY screen.

## Customer prompts on the terminal

This table lists the prompts that you and your customers might see during a gift card Purchase, along with the actions to take for each prompt.

**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.

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

## Customer prompts on the 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.

Customer prompts	Customer actions
<b>PURCHASE</b> <b>\$#.##-OK?</b>	Press the green  key.
<b>TIP AMOUNT</b> <b>AA%            OTHER</b>	To enter the preset %: Select AA%. To enter a different amount: Select OTHER. To bypass entering a Tip: Press the green  key.
<b>TIP AMOUNT</b> <b>%                \$</b>	To enter percentage: Select %. To enter a dollar amount: Select \$. To bypass entering a Tip: Press the green  key.
<b>TIP AMOUNT</b>	To enter a Tip: Key in a percentage, and press the green  key. To bypass entering a Tip: Key in <b>0</b> (zero), and press the green  key.
<b>TIP AMOUNT</b> <b>\$0.00</b>	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.
<b>PURCHASE</b> <b>\$#.##-OK?</b>	Confirm the amount, and press the green  key.
<b>WELCOME/BONJOUR</b>	Return the PINpad to you.

# Receipts

## Gift card reference number

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

## Gift card receipt

```

MERCHANT NAME
MERCHANT ADDRESS
MERCHANT CITY & PROV

CARD DESCRIPTION
Card Name
CARD *****0000
DATE YYYY/MM/DD
TIME 0000 HH:MM:SS
CLERK ID 01
RECEIPT #
X00000-00000
[ORIG REF # 12345678]
GIFT TRANSACTION TYPE
AMOUNT $0.00

TIP $0.00
TOTAL AMOUNT $0.00

PAID BY GIFT $0.00
BALANCE DUE $0.00

CARD BALANCE $0.00

000 APPROVED
REF # 12345678

TOTAL AMOUNT $0.00
PAID BY GIFT $0.00
BALANCE DUE $0.00

BALANCE: OTHER CARD/CASH

MERCHANT COPY
  
```

Item	Description
A	Card/program name.
B	Original gift transaction reference # (prints only on Refund, Voids and Pre-Auth Completion receipts).
C	Gift transaction type, e.g. PURCHASE.
D	Tip amount added by the cardholder, and the total amount including the tip. These lines print when tip prompting is enabled.
E	Amount paid by gift card.
F	Balance remaining to be paid. This line is printed when the value of the gift card is insufficient to cover the total transaction amount.
G	Current balance on the gift card (including value added or removed for this transaction).
H	Gift transaction reference # for current transaction (prints on all transaction receipts).
I	These lines print when there is a balance due. They identify the total amount of the transaction, the amount paid by the gift card, the balance due, and the method of payment the cardholder plans to use to cover the balance due.

## Reprinting a receipt [329]

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

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

The terminal returns to the ERNEX menu.

5. Press the red  key to return to the READY screen



# Administration

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

# Administrative transactions

## 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. At 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. Press the green  key to accept the displayed Terminal ID.

OR

Key in the Ernex Terminal ID and press the green  key.

The terminal communicates with the Moneris host, and then the CLEAR TERMINAL STORAGE? prompt appears.

6. Select **NO** to keep transaction records in the terminal memory. (This is recommended.)

OR

Select **YES** to clear all gift card records (and loyalty card records) from the terminal memory.

The terminal returns to the ERNEX menu.

7. Press the red  key to return to the READY screen.

## 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.*

If your cards are not pre-activated, follow the steps below to activate them.

1. At 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 card number and press the green  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  key.  
If the ENTER CLERK ID prompt appears, key in the Clerk ID and press the green  key.  
The ENTER AMOUNT prompt appears.
6. Key in the dollar amount to be loaded on the card and press the green  key.  
If a prompt appears for additional data (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.  
The PROCESSING message appears, and then the APPROVED ACTIVATE NEXT? prompt appears.
7. One of the following prompts appears:  
If the APPROVED ACTIVATE NEXT? prompt appears:
  - To activate/load another gift card:
    - a. Select **YES**.  
The Cardholder copy of the receipt prints.
    - b. Press the green  key.
    - c. Enter another card. Go back to step 4.
  - To continue *without* activating/loading another card:
    - a. Select **NO**.  
The BALANCE DUE \$#.## PRESS OK prompt appears
    - b. Press the green  key. Go to *Processing a Balance Due* on page 10.  
If the TRANSFERRING \$#.## PRESS OK prompt appears (\$#.## is the cash balance):
  - a. Press the green  key.
  - b. The "Approved" message appears, and the Merchant copy of the receipt prints.
  - c. Press the green  key to print the Cardholder copy of the receipt.
  - d. Press the green  key to clear the "Approved" message and return to the ERNEX menu.
  - e. To return to the READY screen, press the red  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. At the READY screen, press the  key.
2. On the MAIN MENU, select **ERNEX** and press the green  key.
3. On the ERNEX menu, select **CARD INQUIRY** and press the green  key.  
The SWIPE OR ENTER CARD prompt appears.
4. Swipe the gift card or key in the card number and press the green  key.  
If ENTER CLERK ID appears, key in the Clerk ID and press the green  key.
5. At the "Approved" message, press the green  key.  
The CARD BALANCE \$#.## PRESS OK prompt appears (\$#.## is the card's cash balance).
6. Press the green  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  key.

## Deactivating a 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 has been deactivated, it can never be used again.**

1. At the READY screen, press the  key.
2. On the MAIN MENU, select **ERNEX** and press the green  key.
3. On the ERNEX menu, select **DEACTIVATION** and press the green  key.  
The SWIPE OR ENTER CARD prompt appears.
4. Swipe the gift card or key in the card number and press the green  key.  
If ENTER CLERK ID appears, key in the Clerk ID and press the green  key.  
If a prompt appears for additional data (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.

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

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

6. 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. Go to step 5 of the *Activating/Reloading a gift card* section on page 19.

- 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.

# 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. At 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 INQ** and press the green  key.  
If SWIPE ADMIN CARD appears, swipe the Admin card, or simply press the green  key to continue.  
If ENTER CLERK ID 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 26).

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 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 Reference Guide**.

1. At 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.
5. Select the clerk subtotals you want to print:

- To print subtotals for *one clerk*:

- a. Select **SINGLE**.

If the ZERO CLERK TOTALS? prompt appears:

To clear clerk subtotals, select **YES**; OR, to continue to add to the subtotals, select **NO**.

- b. At the ENTER CLERK ID prompt, key in the Clerk ID and press the green  key.

- To print subtotals for a *specific group of clerks*:

- a. Select **MULTIPLE**.

If the ZERO CLERK TOTALS? prompt appears:

To clear clerk subtotals, select **YES**; OR to continue to add to the subtotals, select **NO**.

- b. Select **GROUP**, and press the green  key.

- c. At the ENTER GROUP ID TO BE PROCESSED prompt, key in the **Group ID** and press the green  key.

d. Select **PROCESS LIST** and press the green  key.

- To print subtotals for *all clerks*:

a. Select **MULTIPLE**.

If the ZERO CLERK TOTALS? prompt appears:

To clear clerk subtotals, select **YES**; OR to continue to add to the subtotals, select **NO**.

b. Select **ALL CLERKS**, 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 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.

## Stored gift card Transactions Report [360]

This report lists approved gift card transactions by date or by batch. You can choose to print batch totals only or batch totals and transaction details.

1. At 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 LIST** 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:

- 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**. 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 card transactions will be included in this report.*

1. At 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.

# 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 25) **before** performing a Batch Close to ensure batch totals are balanced. If totals are not balanced, please contact the Moneris Merchant Service Centre.

1. At the READY screen, press the  key.
2. On the MAIN MENU, select **ERNEX** and press the  key.
3. On the ERNEX menu, select **REPORT FUNCS** and press the  key.
4. On the REPORT FUNCS menu, select **CLOSE BATCH**.

If ENTER CLERK ID appears, key in the Clerk ID and press the  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 a gift Batch Close Totals Report and returns to the ERNEX menu.

6. Press the  key to return to the READY screen.

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

## Troubleshooting

If an error message appears, first press the  key or the  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 the Moneris Merchant Service Centre toll-free at [1-866-319-7450](tel:1-866-319-7450).

Error message	Solution
<b>Card Disabled</b>	The gift card you swiped has been deactivated and cannot be used. Request another card.
<b>Card Not Active</b>	The gift card you entered has not been activated. Activate the card, or ask the customer for another gift card.
<b>CARD NOT SUPPORTED PLEASE RETRY</b>	The card type you swiped cannot be used for gift card transactions. Try again with a different card or cancel the transaction.
<b>CARD READ ERROR</b>	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 front of the terminal to the back.
<b>ERNEX INITIALIZATION FAILED</b>	There has been a terminal, host or communication problem during initialization to the Moneris host. Press the green  key to return to the ERNEX menu. Try to initialize again (see page 18). If this does not work, contact the Merchant Service Centre.
<b>ERNEX INITIALIZATION REQUIRED</b>	Your terminal requires re-initialization to the Moneris host. Re-initialize your terminal to the Moneris host (see page 18)
<b>INITIALIZE ERNEX</b>	The Moneris host is requesting a re-initialization of the terminal. Re-initialize your terminal to the Moneris host (see page 18).
<b>Invalid Expiry Date</b>	The card that you entered has passed its expiry date. Request another gift card. <i>Note: The expired card and its balance cannot be used again nor can the balance be transferred to another card.</i>
<b>Matching Transaction Not Found</b>	No gift card transaction matching the Reference number you entered could be found. Check the number and try again.
<b>No Totals Available</b>	No gift card transactions have been processed since the last gift card Batch Close.
<b>Refund Amount Greater Than Original</b>	The refund amount entered is greater than the original purchase amount. Re-try the transaction with the correct refund amount.
<b>System Error Please Try Later</b>	There is a problem at the Moneris host. Retry the transaction. If the issue is not resolved, contact Moneris Customer Care.

Error message	Solution
<b>Transaction amount over maximum</b>	The transaction amount exceeds the 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.
<b>Transaction Code Invalid</b>	The gift card transaction cannot be voided because the original transaction is in a closed batch. Process a gift card Refund (see page 11).
<b>TRANSFER NOT ALLOWED FOR THIS CARD</b>	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.
<b>TRANSACTION NOT FOUND</b>	This problem has occurred because: <ul style="list-style-type: none"> <li>a. A gift card transaction matching the Reference number (or other criteria) you entered could not be found in the terminal memory. Check the Reference number and try again.</li> <li>a. You tried to do a gift card Refund for an amount that is different than the original transaction (partial refunds are not supported). Try doing the gift card Refund again, but ensure that you enter the full amount of the original transaction.</li> </ul>

## Other problems

Problem	Solution
The gift card has an expiry rule, but its expiry date does not get printed on the transaction receipt.	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.



# 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](https://moneris.com/support) to:
  - download additional copies of this guide and other resources
  - consult the *Moneris iCT250 WebHelp* for detailed information on all of the options available on your terminal and how to enable them
- Visit [shop.moneris.com](https://shop.moneris.com) to purchase point-of-sale supplies and receipt paper
- Visit [moneris.com/insights](https://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) at **1-866-319-7450**. We'll be happy to help.
- You can send us a secure message 24/7 by logging in to Merchant Direct at [moneris.com/mymerchantdirect](https://moneris.com/mymerchantdirect)



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