



BE PAYMENT READY

# Moneris® Core Terminals

## Gift Card Program Reference Guide





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**BE PAYMENT READY**

## Need help?

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

**Toll-free:** 1-866-319-7450

Record your Moneris merchant ID here:

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# Overview

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

## Gift Card program on the Moneris Core Terminals

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.



Desk/5000



Move/5000



V400c

### Setting up your terminal for gift cards

No additional configuration is required to use gift cards on your terminal. Your existing settings will apply to gift card transactions. For example, if clerk IDs are turned on, you will be asked to enter a clerk ID when performing a gift card transaction. If tip entry is turned on, your customers will see the tip prompt on gift card Purchases.

For more information about terminal settings, refer to the **Reference Guide** for your terminal. Visit [moneris.com/support](https://moneris.com/support), click User guides, then locate your terminal.

## Gift card entry options

There are two ways to enter a gift card on the terminal:

### Swipe

1. Wait for the “Tap, insert or swipe” prompt to appear on the terminal display.
2. Swipe the card on the terminal’s magnetic stripe reader.



Swiping a gift card on the Desk/5000 and the Move/5000 terminals



Swiping a gift card on the V400c terminal

### Manual entry

You may manually enter the card number only when performing a transaction from the Moneris Gift menu.

1. From the Main menu, tap **Transactions, Additional transactions**, then tap **Moneris Gift**.
2. Start a gift card transaction.
3. At the “Swipe your card” prompt, key in the card number, then press the green  /  key.



# Gift card transactions

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

## Navigating the terminal for gift card transactions

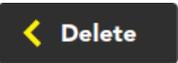
Review the following navigation information for using the Gift Card program on your Moneris terminal.

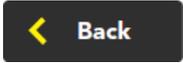
- Some gift card transactions are integrated into the main **Transactions** menu. This means you don't have to go into the **Moneris Gift** menu to perform them. Simply begin the transaction as you would for any card. At the "Tap, insert or swipe" prompt, the terminal will recognize when a gift card has been swiped by the customer. The integrated gift transactions include:
  - Purchase
  - Refund
  - Void
  - Balance Inquiry
- All gift card transactions can be performed from the Moneris Gift menu. This menu has additional functions which are not integrated into the main Transactions menu, such as gift card activation/load and deactivation. To access the Moneris Gift menu, start at the Main menu, tap **Transactions**, **Additional transactions**, then tap **Moneris Gift**.

***Note:** If you wish to manually enter a gift card number, you must start the transaction from the Moneris Gift menu.*

## On-screen buttons

The screen of your terminal is touch sensitive, like a smartphone. You can move around the application and choose options by touching the appropriate element on screen. Here are the most common icons and buttons that you should be familiar with.

Screen element	Action performed:
 Main menu icon	Go to the Main menu.
	Cancel a transaction and return to the Purchase screen. <i><b>Note:</b> You can also press the red  /  key on the terminal keypad to perform the same action.</i>
	Delete one or more characters in a data-entry field. <i><b>Note:</b> You can also press the yellow  /  key on the terminal keypad to perform the same action.</i>
	<ul style="list-style-type: none"> <li>▪ Submit the data shown on-screen. For example, tap <b>OK</b> to indicate the transaction amount is correct.</li> <li>▪ Accept/confirm the choice or information displayed on-screen.</li> </ul> <i><b>Note:</b> You can also press the green  /  key on the terminal keypad to perform the same action.</i>

Screen element	Action performed:
	Go back to the previous screen/menu.
 Help icon	To view the website address of the Moneris support page for your terminal.

## Main menu

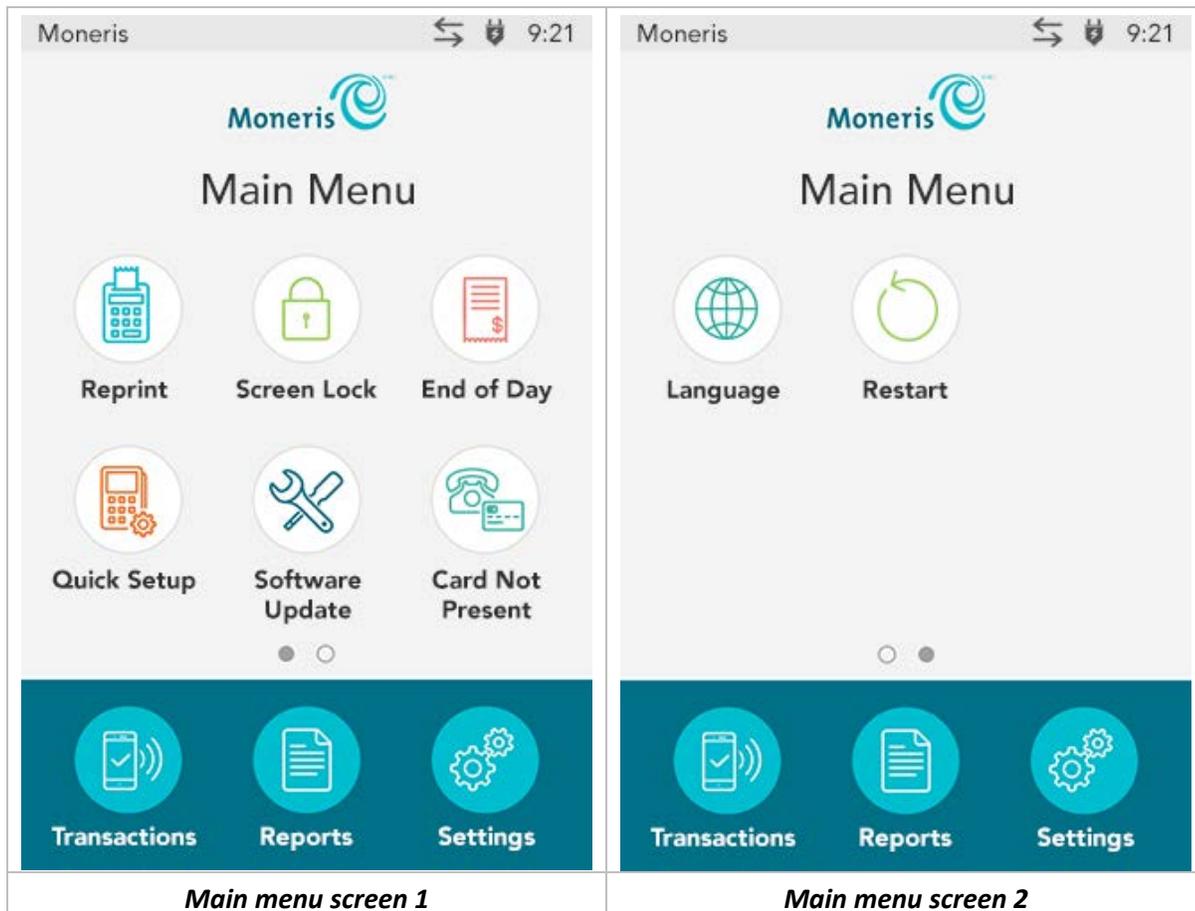
To navigate to the Main menu, refer to [Getting to the Main menu](#) on page 8.

Menu item	Use this menu to:
 Reprint	Reprint the last receipt or another receipt.
 Screen Lock	Lock the screen using a temporary lock code.
 End of Day	Close your batch and print batch reports.
 Quick Setup	Launch the Quick Setup procedure to set up your terminal.
 Software Update	Display the Software Update menu. You can check for software updates, sync your settings with the Moneris cloud, or sync all functions with the Moneris host.
 Card Not Present	Turn on or off the ability to process financial transactions when the customer's card is not present; for example, email and telephone orders. <b>Note:</b> <i>If this function is off, the icon will not appear on the main menu.</i>
 Language Settings	Set the language of the terminal to French or English.
 Transactions	Display the Transactions menu.
 Reports	Display the Reports menu to run reports on transactions or on settings.
 Settings	Display the Settings menu. When setting up the terminal, you may have set some settings (such as tip and clerk ID).

## Getting to the Main menu

You can access all of the terminal functions from the Main menu. To get to the Main menu, use one of these methods:

- tap the Menu  icon on the screen (if it is available)
- press the Menu  key on the keypad (for the Desk/5000 and Move/5000 only)
- press the pound  key on the keypad (for the V400C only)



# Gift card transactions

These instructions are streamlined to focus on gift card functionality. For any screens and prompts that are not gift card related, refer to the **Reference Guide** for your terminal.

## Gift card purchase

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

**Note:** *If the customer's gift card is not activated, follow the [Activation](#) procedure on page 17.*

1. Start at the "Please enter the purchase amount" screen. This is the terminal's default screen, and the same screen where you begin a debit/credit Purchase.
  - If your terminal is at a different screen, go to the [Main menu](#), tap **Transactions**, then tap **Purchase**.
  - If prompted, enter your clerk ID and tap **OK**.
2. Key in the amount of the purchase and tap **OK**.
  - Respond to any merchant prompts that appear. For example, the terminal may ask for an invoice number.
3. When prompted, pass the terminal to your customer so they can respond to the customer prompts.
  - If tip entry is turned on, the customer enters a tip (or no tip).

The "Tap, insert or swipe" prompt appears, showing the final total and the cards you accept.

4. The customer swipes their gift card on the terminal.
    - If prompted, the customer keys in the card validation code (CVC) from their gift card.
- The "Processing your request" message appears.
5. Once the transaction is approved, the "How would you like your receipt?" prompt appears, showing the customer the available options for receiving a receipt: **1 Email**, **2 Text**, **3 Print**, and **4 None**.
  6. The customer selects a receipt format (or no receipt) by tapping one of the options on screen or by pressing the corresponding number on the keypad.

The "Transaction approved/Please pass terminal back to clerk" prompt appears. The terminal begins printing receipts, as required.

7. The customer passes the terminal back to you. Press the green  /  key to continue, if needed.
8. When "Transaction Approved" appears, tap **OK**.
9. If the Cardholder copy of the receipt is printed, give it to the customer.

## Partially approved gift card purchase

A Partial Approval of a gift purchase occurs when the customer pays for a purchase with a gift card but the value on the gift card is less than the purchase amount.

1. Follow the [gift card Purchase](#) transaction on page 9.
2. The terminal approves the partial amount tendered on the gift card, then displays to the customer and to the merchant the amount still owing. For example:

Amount approved \$10.00

Amount due \$20.50

3. Tap **OK** to accept the partial approval.

The amount due can be paid by any tender type, for example, another gift card, a credit card, a debit card, or cash.

**IMPORTANT! Process all gift cards first before using another tender type. The customer may have more than one gift card.**

4. Follow the merchant prompts on screen for each tender type offered by the customer until the total purchase amount is paid.
5. If the Cardholder copy of a receipt is printed, give it to the customer.

## Gift card pre-authorization

Currently, you cannot use a gift card to pre-authorize a transaction. Use a credit card instead. For instructions, refer to the **Reference Guide** for your terminal and look under *Transactions*, then *Pre-authorization*.

## Gift card refund

Follow these steps to refund a gift card purchase, whether you need to refund the whole transaction amount or part of the amount. A refund credits a customer's account.

1. From the [Main menu](#), tap **Transactions**, then tap **Refund**.

2. When prompted, enter your user ID and passcode.

The Refund screen appears.

3. Key in the amount of the refund and tap **OK**.

- Respond to any merchant prompts; for example, the terminal may ask for an invoice number.

The terminal prompts you to "Enter the authorization number of the transaction that is to be refunded".

4. Key in the 6-digit authorization number found on the Purchase receipt and tap **OK**. See receipt sample on page 14.
5. Pass the terminal to your customer so they can respond to the customer prompts.

The "Tap, insert or swipe" prompt appears, showing the total refund.

6. The customer swipes their gift card on the terminal.
  - If prompted, the customer enters the card verification code (CVC) from their gift card.
 The “Processing your request” message appears.
7. Once the transaction is approved, the “How would you like your receipt?” prompt appears, showing the customer the available options for receiving a receipt: **1 Email, 2 Text, 3 Print, and 4 None.**
8. The customer selects a receipt format (or no receipt) by tapping one of the options on screen or by pressing the corresponding number on the keypad.
 

The “Transaction Complete/Please pass terminal back to clerk” prompt appears. The terminal begins printing receipts, as required.
9. The customer passes the terminal back to you. Press the green  /  key to continue, if needed.
10. When “Transaction Approved” appears, tap **OK**.
11. If the Cardholder copy of the receipt is printed, give it to the customer.

## Gift card void

Void a gift card transaction when it has been entered incorrectly and the gift card batch is still open.

**Important: A void must be performed in the same batch and for the same amount as the original transaction. Perform a refund, instead of a void, in the following situations:**

- **The original transaction you want to reverse is in a closed batch.**
- **The original transaction you want to reverse is in the open batch, but you need to refund only part of the purchase amount.**

1. From the Main menu, tap **Transactions**, then **Void**.

The Void menu appears.

2. Follow the instructions in one of the columns in the table below. If the last transaction you performed was a gift transaction and you wish to void it, tap **Last Transaction**. Otherwise, tap **Search for transaction**.

Void last transaction	Search for transaction to void
<ol style="list-style-type: none"> <li>a. Tap <b>Last Transaction</b>. The terminal displays the last completed transaction that can be voided.</li> <li>b. Verify that this is the transaction you want to void by checking the card number (PAN), the dollar amount, as well as the date and time.</li> </ol>	<ol style="list-style-type: none"> <li>a. Tap <b>Search for transaction</b>.</li> <li>b. Enter the authorization number of the gift card transaction you want to void. To locate the authorization number, see receipt sample on page 14. The terminal searches the current gift batch and displays the transaction(s) that match the authorization number you entered.</li> <li>c. Verify that this is the transaction you want to void by checking the card number (PAN), the dollar amount, as well as the date and time.</li> </ol>

Void last transaction	Search for transaction to void
c. Tap <b>OK</b> to proceed with voiding the transaction. To cancel the Void operation, tap <b>Cancel</b> .	d. Tap <b>OK</b> to proceed with voiding the transaction. To cancel the Void operation, tap <b>Cancel</b> .

- Pass the terminal to your customer so they can respond to the customer prompts.  
The “Swipe your card” prompt appears, showing the total amount to be voided.
- The customer swipes their gift card on the terminal.  
The “Processing your request” message appears.
- Once the transaction is approved, the “How would you like your receipt?” prompt appears, showing the customer the available options for receiving a receipt: **1 Email, 2 Text, 3 Print, and 4 None**.
- The customer selects a receipt format (or no receipt) by tapping one of the options on screen or by pressing the corresponding number on the keypad.
- The “Transaction Complete/Please pass terminal back to clerk” prompt appears. The terminal begins printing receipts, as required.
- The customer passes the terminal back to you. Press the green  /  key to continue if needed.
- When “Transaction Approved” appears, tap **OK**.
- If there are any printed receipts, give the Cardholder copy to the customer.

## Customer prompts on the terminal

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

**Note:** The prompts are listed in the order in which they appear.

Customer prompts	Customer actions
<b>Would you like to leave a tip?</b>	<p>This screen appears when the tip feature is turned on.</p> <p>There are 4 possible tip options the customer can choose, depending on how you have set up tip entry on the terminal.</p> <ul style="list-style-type: none"> <li>▪ <b>Pre-set tip percentages.</b> For example, 15%, 20%, and 25%. The customer taps the desired percentage.</li> <li>▪ <b>No tip.</b> Customer taps the <b>No Tip</b> button on screen or presses 1 on the keypad.</li> <li>▪ <b>Tip as a specific dollar amount.</b> The customer taps the <b>\$</b> button or presses 2 on the keypad, then enters the tip amount in dollars and cents.</li> <li>▪ <b>Tip as a specific percentage amount.</b> The customer taps the <b>%</b> button or presses 3 on the keypad, then enters the tip amount as a percentage of the bill.</li> </ul>

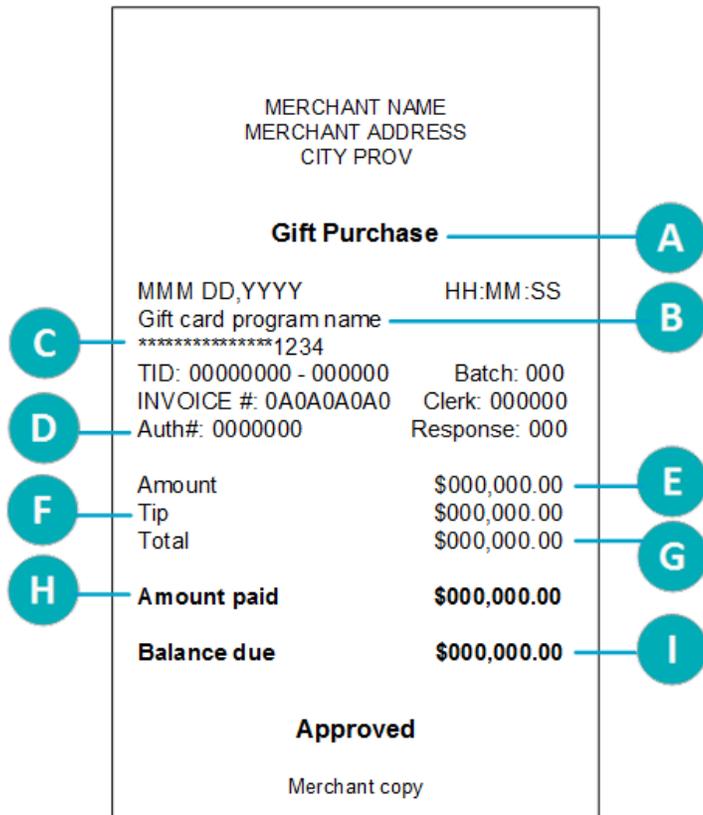
Customer prompts	Customer actions
<b>Ready to pay?</b> <b>Tap, insert or swipe</b>	The customer swipes their gift card.
<b>Please enter the card verification code from your gift card</b>	The customer enters the 3-digit card verification code (CVC) from their gift card and taps <b>OK</b> .
<b>You paid \$NN.NN on that card, \$NN.NN is still owed.</b>  <b>Please pass the terminal back to the clerk.</b>	This screen appears when the customer used a gift card to pay for a portion of the total amount.  Ask the customer for another form of payment and continue processing the transaction until the full amount is paid.  If the customer has more gift cards, ask them to use those first before other tender types.  For more information, refer to <a href="#">Partially approved gift card purchase</a> on page 10.
<b>How would you like your receipt?</b>  <b>1 Email, 2 Text, 3 Print, and 4 None</b>	The customer selects a receipt format by tapping one of the options on screen or by pressing the corresponding number on the keypad.
<b>Please pass terminal back to clerk</b>	The customer passes the terminal back to you.  Press the green  /  key to continue, if needed.

# Receipts

## Gift card authorization number

Each gift card transaction has an authorization number (Auth#) which is printed on both the customer copy and the merchant copy of the receipt. You may be prompted to key in this number when performing gift card Refunds, Voids and when reprinting transaction receipts.

## Gift card receipt



Item	Description
A	Gift transaction type, for example, Purchase, Refund, Void, Activation
B	Gift card name or program name
C	Gift card number. The card number is masked — an asterisk is printed in place of the each card number except for the last four numbers.
D	Authorization number. Use this number to process Refunds and Void, and to re-print receipts.
E	Amount. This is the dollar amount of the transaction.
F	Tip. This line appears if you have tipping turned on.
G	Total. This is the total sale amount including any tip.
H	Amount paid on the gift card.
I	Balance remaining to be paid. This line is printed when the value of the gift card is insufficient to cover the total transaction amount.

## Reprinting a receipt

This function reprints both the customer copy and the merchant copy of a gift card transaction.

1. From the Main menu, tap **Reprint**.

The Reprint menu appears.

2. Choose **one** of the following:

- To print the receipt for the last gift (or loyalty) transaction, tap **GL Reprint last receipt**.

The terminal prints the customer copy of the receipt, then pauses (to allow you to tear off the customer copy) before printing the merchant copy.

- To print the receipt for a previous gift (or loyalty) transaction, tap **GL Search for receipt to reprint**.

The terminal prints the customer copy of the receipt, then pauses (to allow you to tear off the customer copy) before printing the merchant copy.



# Administration

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

# Administrative transactions

## 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 card with value if your Gift Card program has been set up with the card reload functionality.

1. From the Main menu, tap **Transactions, Additional transactions, Moneris Gift**, then **Load**.

The “Load – Swipe card” screen appears.

2. Swipe the gift card you want to activate or reload.

- If prompted, enter the card verification code (CVC) from the gift card.

The “Enter Amount” screen appears.

3. Key in the dollar value you wish to load on the gift card and tap **OK**.

The “Processing your request” message appears.

4. The terminal begins printing the receipts.

A receipt is always printed for gift card activation/load. The receipt shows the card information, the status of the activation or load (approved, declined, not completed), and the requested dollar amount

**Note:** *The customer must pay for the amount shown on the receipt before receiving the gift card.*

5. Give the Cardholder copy of the activation/load receipt to the customer.

6. At the “Transaction Approved” screen, tap **OK**.

The “Activate next?” screen appears.

7. Do one of the following:

- If the customer wants to activate or re-load another gift card, tap **Yes**.

The “Swipe card” prompt appears. Return to step 2 to activate or re-load another gift card.

- If there are no more gift cards to activate or re-load, tap **No**.

The terminal displays the total dollar amount (“Balance due”) loaded on the gift card or cards, along with the “Pay with?” prompt. Continue at step 8.

8. Ask the customer how they would like to pay for the balance due:

- If the customer wants to pay using a card, such as a debit or credit card, tap **Cards**.

The terminal begins a Purchase transaction. If needed, refer to the *Purchase – debit/credit* procedure in the **Reference Guide** for your terminal for instructions.

- If the customer wants to pay using cash, tap **Cash**.

The terminal begins a cash Purchase transaction.

The activation or reload is completed once the balance due is successfully paid for.

## Looking up a gift card balance (Balance inquiry)

Follow these steps to allow the customer to display and print the balance on a gift card.

1. From the Main menu, tap **Transactions, Additional transactions, Moneris Gift**, then **Balance Inquiry**.
2. When prompted, pass the terminal to the customer so they can respond to the customer prompts.

The “Swipe your card” screen appears.

3. The customer swipes the gift card for which they want to see the balance.
  - If prompted, the customer enters the card verification code (CVC) from the gift card.

The “Processing your request” message appears.

4. The terminal displays:
  - the status of the gift card (for example, “Card Active”);
  - the dollar value on the gift card, for example, Balance \$25.00.

5. The customer taps **OK** to continue.

The terminal displays the card status and card balance again, with the option to print the information.

6. The customer chooses one of the following:
  - To print the balance inquiry, the customer taps **1 Print**, or presses 1 on the keypad.

The customer copy of the balance inquiry prints. No other formats are available.

**Note:** *There is no merchant copy of the balance inquiry since it is intended for the customer only.*

- To end the transaction, the customer taps **OK**.

7. If the Cardholder copy of the Balance Inquiry prints, give it to the customer.

## Deactivating a gift card

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. From the Main menu, tap **Transactions, Additional transactions, Moneris Gift**, then **Deactivate**.

The “Swipe your card” screen appears.

2. Swipe the gift card you want to deactivate.

The “Processing your request” message appears.

3. Once the deactivation is approved, the terminal prints a confirmation for the customer. There is no merchant copy.

4. Give the confirmation receipt to the customer.

5. At the “Transaction Approved” screen, tap **OK**.

# Reporting

**Note:** If you also have a Moneris Loyalty program, loyalty card transactions will be included in the reports.

## Masking card numbers on reports

For security reasons, card numbers are masked when printed on reports. Most of the digits are replaced with asterisks.

## Gift card transaction inquiry

This report shows gift card transactions by card number and/or transaction date. You can choose to display or print the receipt for a transaction.

1. From the Main menu, tap **Reports, Transaction Reports, Gift and Loyalty Reports**, then **Gift & Loyalty Trans. Inquiry**.

The Transaction Inquiry screen appears.

2. Choose one of these options:

- To search by card number, tap the **Card Number** field, enter the last 4 digits of the gift card, then tap **OK**.
- To search by date, tap the **Date** field, enter the desired date, then tap **OK**.
- To search for gift transactions for a specific card on a specific date, enter a value in both fields.

3. Once you have entered a value in the card number field or the date field or both, tap **OK** to proceed with your inquiry.

- To go back and change a value, tap **Back**.

The terminal displays the transaction(s) found with the dollar amount, or indicates there are no transactions that match your search values.

4. For each item found, tap the transaction to see more details.

The terminal displays the transactions details.

5. Choose one of these options:

- To print a receipt for the displayed transaction, tap **1 Reprint Receipt** or press 1 on the keypad;
- To return to your search results, tap **Back**.
- To end the Transaction Inquiry and return to the Gift and Loyalty Reports menu, tap **OK**.

## Gift card tip totals report

This report shows a summary of tip amounts entered on the terminal for gift card transactions in the current batch or on a specified date.

**Note:** If clerk ID is turned on, tip amounts are summarized by clerk.

1. From the Main menu, tap **Reports, Transaction Reports, Gift and Loyalty Reports**, then **Gift & Loyalty Tip Totals**.

The Gift & Loyalty Tip Totals screen appears.

2. Tap **Select Type** and choose a search type.
  - To search by date, tap **Date**, then enter a date, and tap **OK**.
  - To search the current batch, tap **Entire Batch**, then tap **OK**.

The terminal displays each transaction found together with the dollar amount, or indicates there are no transactions that match your search values.

3. Tap each transaction to see more details.

The terminal displays the transactions details.

4. Choose one of these options:
  - To print a receipt for the displayed transaction, tap **1 Reprint Receipt** or press 1 on the keypad;
  - To return to the search screen, tap **Back**.
  - To end the Tip Totals Report and return to the Gift and Loyalty Reports menu, tap **OK**.

## Transaction details report for gift cards

This report shows gift card transactions stored on the terminal, by date or by batch.

1. From the Main menu, tap **Reports, Transaction Reports, Gift and Loyalty Reports**, then **Gift & Loyalty Trans. Details**.

The Gift & Loyalty Trans. Details screen appears.

2. Tap **Select Type** and choose a search type.
  - To search by date, tap **Date**, enter a date, then tap **OK**.
  - To search the current batch, tap **Entire Batch**, then tap **OK**.

The terminal displays the stored transactions found, or indicates there are no transactions that match your search values.

3. Choose one of these options:
  - To print the report together with gift card totals, tap **1 Print** or press 1 on the keypad;
  - To return to the search screen, tap **Back**.
  - To end the Stored Transactions Report and return to the Gift and Loyalty Reports menu, tap **OK**.

## Host totals report for gift cards

This report shows gift card transactions stored on the Moneris host for the current gift batch.

1. From the Main menu, tap **Reports, Transaction Reports, Gift and Loyalty Reports**, then **Gift & Loyalty Host Totals**.

The terminal connects to the Moneris host to obtain the gift and loyalty totals.

The terminal displays the totals for each gift card found, together with a grand total by transaction type for all gift cards in the report, or indicates there are no transactions that match your search values.

2. Choose one of these options:
  - To print the gift totals report, tap **1 Print** or press 1 on the keypad;
  - To return to the search screen, tap **Back**.
  - To end the Stored Transactions Report and return to the Gift and Loyalty Reports menu, tap **OK**.

## End-of-day process

Gift transactions processed on your terminal are stored in a gift batch. This batch is separate from the batch for your debit and credit card transactions. In order for Moneris to transfer the funds from your gift card transactions into your business account, the batch must be closed using the procedure below. Once the batch is closed, a new gift batch is opened automatically and the batch number is incremented. Any new transactions will be stored in the new gift batch.

### Notes:

- *When a gift batch is closed, all totals are cleared. If you wish to view/print the gift transaction totals or gift tip report for the current batch, be sure to generate those reports before you close the batch.*
- *If you also have a Moneris Loyalty program, the gift batch will include both gift card and loyalty card transactions.*

## Batch close for gift transactions

You must close your gift card batch yourself by using the terminal. Moneris cannot close it for you automatically. Follow these steps.

**Important: Moneris strongly recommends closing your batch each day.**

1. From the Main menu, tap **End of Day**, then tap **Close Gift & Loyalty Batch**.

The terminal communicates with the Moneris host to obtain your gift batch totals. On the Close Gift & Loyalty Batch menu, the terminal indicates whether the batch is in balance or out of balance with the batch totals on the Moneris host.

2. Print the Transaction Details report.

- a. Tap **Transaction Details**.

The terminal displays the details of all gift transactions in the current batch together with transaction totals, as recorded on the terminal.

- b. Review the transactions as required, then:

- i. Tap **Print** or press 1 on the keypad to print the report.

The terminal prints the transaction details and totals, and returns to the Transactions Details screen.

- ii. Tap **OK** to return to the Close Gift & Loyalty Batch menu.

3. Print the Host Totals report.

- a. Tap **Host Totals**.

The terminal displays the totals of all gift transactions in the current batch, as recorded on the Moneris host.

- b. Review the totals as required, then:

- i. Tap **Print** or press 1 on the keypad to print the report.

The terminal prints the gift totals from the Moneris host and returns to the Host Totals screen.

- ii. Tap **OK** to return to the Close Gift & Loyalty Batch menu.

4. At the Close Gift & Loyalty Batch menu, tap **OK** to proceed with closing the batch.

The terminal processes your request, then displays **Batch Closed**.

5. Tap **Batch Closed** or press the green  /  key to acknowledge that the batch has been closed.
6. Compare the totals from the terminal (as shown in the Transaction Details report printed in step 2) with the totals from the Moneris host (shown in the Host Totals report printed in step 3).

If they do not match, call Moneris Customer Care toll-free at **1-866-319-7450** within 30 days for reconciliation assistance.

## Troubleshooting

If an error message appears, tap **OK** 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, contact Customer Care toll-free at **1-866-319-7450** for assistance.

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 (see page 17), or ask the customer for another gift card or other form of payment.
<b>Card not supported</b> <b>Please retry.</b>	The card type swiped by the customer cannot be used for gift card transactions. For example, they might have swiped a loyalty card or a credit card. Ask the customer what type of card they would like to pay with.
<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>Host sync failed</b>	There was a terminal, host, or communication problem during syncing with the Moneris host. Try to sync again. If this does not work, contact Moneris.
<b>Invalid expiry date</b>	The promotional gift card entered has passed its expiry date. Request another form of payment.  <i><b>Note:</b> A promotional gift card is like a coupon. It is given, not sold, to customers at the merchant's discretion and can be set up to expire. An expired promotional gift card and its balance cannot be used again nor can the balance be transferred to another card.</i>
<b>There were no transactions found based on your criteria</b>	The terminal did not find any gift card transactions matching the authorization number you entered. Check the authorization number and try again.
<b>No totals available</b>	You tried to close your gift batch, but no gift card transactions have been processed since the last gift card Batch Close. There is no need to close an empty batch.
<b>Refund amount greater than original</b>	The refund amount you entered is greater than the original purchase amount. Re-try the transaction with the correct refund amount.
<b>Transaction amount over maximum</b>	The transaction amount you entered exceeds the allowable amount for a single transaction using a gift card. If the transaction is a gift card Purchase, split the purchase amount and perform 2 transactions, or request another gift card or other form of payment.
<b>Matching transaction not found</b>	The terminal did not find any gift card transactions matching the authorization number (or other criteria) you entered. Check the authorization number (or other criteria) and try again.

Error message	Solution
<b>There were no receipts found based on your criteria</b>	You attempted a Reprint request or a Transaction Inquiry but the terminal did not find any transactions based on your criteria. Check the data you entered and try again.
<b>Transfer not allowed for this card</b>	The card to which you are attempting to transfer a balance is a fixed amount gift card. It cannot be re-loaded. Use a variable amount gift card instead.

## Other issues

Problem	Solution
The promotional gift card has an expiry rule, but its expiry date does not get printed on the transaction receipt.	Your promotional 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, perform a <a href="#">Balance Inquiry</a> (page 18).



# 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), click User Guides, then locate your terminal to:
  - download additional copies of this guide and other resources;
  - consult your terminal's **Online Operating Manual** in WebHelp format 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 [insights.moneris.com](https://insights.moneris.com) 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](https://moneris.com/mymerchantdirect).



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Your gift card processing is governed by your agreement for gift card services with Moneris Solutions Corporation. Your loyalty card processing is governed by your agreement for loyalty card services with Moneris Solutions Corporation. Your credit and/or debit card processing is governed by the terms and conditions of your agreement(s) for merchant credit/debit card processing services with Moneris Solutions Corporation.

It is your responsibility to ensure that proper card processing procedures are followed at all times. Please refer to the **Moneris Merchant Operating Manual** (available at: [moneris.com/support](https://moneris.com/support)) and the terms and conditions of your applicable agreement(s) for credit/debit processing or other services with Moneris Solutions Corporation for details.