Gift Card Program
Using Your Terminal for Gift Card
For Moneris® Vx810 Duet
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Need help?
Call 1-866-319-7450

Record your Moneris merchant number here:
There are two ways to perform transactions with a gift card using the terminal:

**Swipe: Magnetic stripe cards**

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

**Manual entry**

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

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

### Helpful hints

- To access reports, press the first purple key on the right.
- To reprint receipts, press the second purple key from the right.
- To scroll through menus, use the Arrow key (first purple key from the left). Press the yellow CORR key to toggle between scrolling up ↑ and down ↓.
- To select a menu item, press the corresponding function key (F1, F2, etc.).
Initializing the terminal

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

1. On the applications menu, select **GIFT & LOYALTY**.
2. On the Gift & Loyalty transactions menu, scroll down and select **Setup**.
   If the “Password.” prompt appears, key in the **manager password** and press the green **OK** key.
3. On the Setup menu, scroll down and select **Initialization**.
   If the “Batch Not Empty Close Batch?” prompt appears, choose one of the following:
   - To close the batch and delete all transactions from the terminal memory, select **Yes**.
   - To leave the batch open and keep all transactions in the terminal memory, select **No**. (This is recommended.)
   The “Ernex Term ID:” prompt appears.
4. Choose one of the following:
   - To accept the **displayed ID**, press the green **OK** key.
   - To change the **Ernex Terminal ID**:
     a. Press the red **CANC ANNUL** key.
     b. On the Setup menu, select **Merchant**.
     c. Press **Next** until “Ernex Term ID” appears.
     d. Press **Edit** and key in the new terminal ID.
     e. Press the green **OK** key to accept your input.
     f. Press **Exit**.
     g. Press the green **OK** key to save your changes.
   The terminal returns to the Setup menu.
   h. Return to step 3.

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

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

Enabling tip processing on gift card purchases

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

1. On the applications menu, select **GIFT & LOYALTY**.
2. On the Gift & Loyalty transactions menu, scroll down and select **Setup**.
   The “Password:” prompt appears.
3. Key in the **manager password** and press the green **OK** key.
4. In the Setup menu, scroll down and select **Terminal**.
   The SETUP menu appears with “Clrk/Srvr Mode” as the displayed option.
5. Select **Next** until “Tip Processing” appears.
7. Select **Next** until your desired tip processing option is displayed.
   - To enable basic tip processing, choose **Basic Tip**.
   - To enable enhanced tip processing, choose **Enhanced Tip**.
   - To processing gift card purchases without tipping prompts, choose **None**.
8. Once you have chosen the type of tip processing, select **Sict**.
9. Select **Exit**, and when prompted to save changes, select **OK**.
10. Press the red **CANC ANNUL** key to return to the Gift & Loyalty transactions menu.
11. Press the **(asterisk)** key to return to the applications menu.

If Enhanced tip processing is enabled, you can choose to enable different features like the “No Tip” option and suggested tip percentages. For a complete listing of enhanced tip processing options, please refer to the **VxBio Duet Merchant Operating Manual**, available for free download at [moneris.com/manuals](http://moneris.com/manuals).
**Activating/Reloading a 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 program has been set up with the card reload functionality.

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

2. On the Gift & Loyalty transactions menu, scroll down and select **Activate/Load**. The “Swipe or Enter Card:” prompt appears.

3. Swipe the gift card.

   The terminal displays the masked card number with only the last 4 digits visible.

   The “Enter CVC:” prompt appears.

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

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

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

   If the “Enter Amount:” prompt appears, key in the **dollar amount to be loaded** on the card and press the green **OK** key.

   If the “Invoice Number:” prompt appears, key in the **Invoice Number** and press the green **OK** key.

   “000 Approved” appears.

5. Press the green **OK** key.

   The “Activate/Load another card?” prompt appears.

6. Choose one of the following:
   - To activate or load another gift card, select **Yes**.
     The terminal prints a Customer copy of the first activation receipt, then returns to the “Swipe or Enter Card:” prompt. Repeat steps 3 – 5.
   - OR
   - To continue without activating another gift card, select **No**.

   The terminal displays “Balance Due:” with the outstanding dollar amount.

7. Press the green **OK** key.

   The “Select Payment For Balance Due” prompt appears.

8. Use the function keys to select the payment type:
   - Select **DbCr** to pay by debit or credit card.
   - Select **Gift** to pay by another gift card.
   - Select **Cash** to pay by cash.

   The terminal prints the Customer copy of the receipt.

   The “Tear Receipt” prompt appears.

9. Tear the off Customer copy of the receipt.

10. Press the green **OK** key to print the Merchant copy of the receipt.

11. If you selected:
   - **Db/Cr:** The terminal displays the Purchase screen, with the “Amount: $0.00” prompt visible. Key in the **amount to be loaded on the card** and proceed with the financial Purchase transaction following the instructions in the *Moneris Vx810 Using Your Terminal Guide*.
   - **Gift:** The “Total Amount:” prompt appears. Proceed to step 3 in the *Processing a Purchase* section on page 9.
   - **Cash:** The transaction is complete. The terminal returns to the Gift & Loyalty transactions menu.

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

**Looking up a card balance (Card Inquiry)**

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

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

2. On the Gift & Loyalty transactions menu, scroll down and select **Card Inquiry**.

   The “Swipe or Enter Card:” prompt appears.

3. Swipe the gift card OR key in the gift card number and press the green **OK** key.

   The terminal displays the card number.

   The “Enter CVC:” prompt appears.

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

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

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

   The terminal displays “000 Approved”.

5. At the “000 Approved” prompt, press the green **OK** key. The card’s cash balance and status appear on the terminal display.

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

   The “Print Receipt?” prompt appears.

7. To print a receipt with the cash balance, select **Yes**.

   OR

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

8. Press the ✪ (asterisk) key to return to the applications menu.
Deactivating a card

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

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

Processing a Purchase

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

1. On the applications menu, select GIFT & LOYALTY.
2. On the Gift & Loyalty transactions menu, select Purchase.
   The “Total Amount:” prompt appears.
3. Key in the total purchase dollar amount and press the green OK key.
   The “Accept amount?” prompt appears.
4. Choose one of the following:
   • To change the amount, select No. Repeat step 3.
   OR
   • To accept the purchase amount, select Yes.
   The “Swipe or Enter Card:” prompt appears.
5. Swipe the gift card or key in the gift card number and press the green OK key.
   If the “Passw ord:” prompt appears, key in the manager password and press the green OK key.
   The “Enter CVC:” prompt appears.
   Note: The Card Validation Code (CVC) is a 3-digit code located on the back of the card.
6. Key in the 3-digit CVC and press the green OK key.
   If the “Clerk ID:” prompt appears, key in the Clerk ID and press the green OK key.
   If prompted to enter a tip, see Entering a Tip Amount on page 11.
   If the “Invoice Number:” prompt appears, key in the Invoice Number and press the green OK key.
7. Key in the 3-digit CVC and press the green OK key.
   If the “Clerk ID:” prompt appears, key in the Clerk ID and press the green OK key.
   If prompted to enter a tip, see Entering a Tip Amount on page 11.
   If the “Invoice Number:” prompt appears, key in the Invoice Number and press the green OK key.
8. Press the green OK key. The terminal prints the Customer copy of the receipt. The “Tear Receipt” prompt appears.
9. Tear off the Customer copy of the receipt.
10. Press the green OK key to print the Merchant copy of the receipt and return to the Gift & Loyalty transactions menu.

11. Press the ★ (asterisk) key to return to the applications menu.

**Processing a Split Tender Purchase**

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

1. Complete steps 1 through 8 of the Processing a Purchase section on page 9.
2. At the “Balance Due:” prompt, press the green OK key.
   The “Select Payment For Balance Due” prompt appears.
3. Use the function keys to select the payment type:
   • Select DbCr to pay by debit or credit card.
   • Select Gift to pay by another gift card.
   • Select Cash to pay by cash.
   The terminal prints the Customer copy of the receipt.
   The “Tear Receipt” prompt appears.
4. Tear the Customer copy of the receipt. Press the green OK key to print the Merchant copy of the receipt.
5. If you selected:
   • DbCr: The terminal displays the Purchase screen, with the “Amount: $0.00” prompt visible. Key in the amount to be loaded on the card and proceed with the financial Purchase transaction following the instructions in the Moneris Vx810 Using Your Terminal Guide.
   • Gift: The “Total Amount:” prompt appears. Proceed to step 3 in the Processing a Purchase section on page 9.
   • Cash: The transaction is complete. The terminal returns to the Gift & Loyalty transactions menu.
6. Press the ★ (asterisk) key to return to the applications menu.

**Entering a tip amount**

Follow the steps below under the appropriate section.

**Note:** If you are using an external PINpad, the tip prompt does not appear on the external PINpad. Pass your terminal to the customer when indicated.

**Basic Tip Processing**

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

1. Follow steps 1 – 6 of Processing a Purchase on page 9. The “Tip: $0.00” prompt appears on the terminal.
2. Pass the terminal to the customer, who will follow the prompts.
3. The customer keys in a tip amount to add to the transaction and presses the green OK key.
   **Note:** If the “Excess Tip” message appears, the tip amount exceeds the maximum dollar value allowed.
   In the event of an excess tip amount, the customer can choose the following course of action:
   • To remove the value, use the yellow CORR key to delete the digits one at a time, then key in a lower value.
   OR
   • To continue without adding a tip, the customer can simply press the green OK key.
4. The “Accept Total?” prompt appears with the new transaction total.
5. The customer can do one of the following:
   • To accept the displayed amount, select Yes. Proceed to step 6.
   OR
   • To enter a different amount than the one displayed, select No. The terminal returns to the “Total Amount:” prompt. Retrieve the terminal from the customer and begin the transaction again (refer to step 3 of Processing a Purchase on page 9).
6. Retrieve the terminal from the customer. The terminal communicates with the Moneris host and returns the “000 Approved” prompt.
7. Press the green OK key. The Customer copy of the receipt prints, then the “Tear Receipt” prompt appears.
8. Tear off the Customer copy of the receipt.
9. Press the green OK key. The Merchant copy of the receipt prints and the terminal returns to the Gift & Loyalty transactions menu.
10. Press the ★ (asterisk) key to return to the applications menu.
Enhanced Tip Processing

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

1. Follow steps 1 – 6 of Processing a Purchase on page 9.
   The “Tip Type:” prompt appears on the terminal.
2. Pass the terminal to the customer, who will follow the prompts.
3. The customer can choose the following:
   • To apply a tip as a percentage, select %.  
     • If no tip percentages have been configured on the terminal, the “Tip %:” prompt appears, and the customer keys in a tip percentage* and then presses the green OK key to continue the transaction with the tip added.

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

   In the event of an excess tip amount, the customer can choose the following course of action:
   • To remove the value, use the yellow CORR key to delete the digits one at a time, then key in a lower value.
   OR
   • To continue without adding a tip, the customer can simply press the green OK key.
   OR
   • If suggested percentages have been configured on the terminal, up to three suggested percentages appear with an additional Other selection. The customer selects the desired suggested tip percentage OR selects Other, keys in a tip percentage and then presses the green OK key to continue the transaction with the tip added accordingly.
   OR
   • To apply the tip as a dollar amount, select $:
     • At the “Tip:” prompt, the customer keys in a tip amount* and then presses the green OK key to continue the transaction with the tip added.

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

In the event of an excess tip amount, the customer can choose the following course of action:
• To remove the value, use the yellow CORR key to delete the digits one at a time, then key in a lower value.
   OR
• To continue without adding a tip, the customer can simply press the green OK key.
   OR
• To proceed without entering a tip:
   • The customer selects No Tip.
   The transaction continues with no tip added.

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

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

Processing a Refund

Follow the steps below to refund a Purchase transaction that was processed using a gift card.
1. On the applications menu, select Gift & Loyalty.
2. On the Gift & Loyalty transactions menu, select Refund.
   The “Total Amount:” prompt appears.
3. Key in the total dollar amount to be refunded, including tip (if any), and press the green OK key.
   The “Swipe or Enter Card:” prompt appears.
4. Swipe the gift card.
   The “Enter CVC:” prompt appears.

  Note: The Card Validation Code (CVC) is a 3-digit code located on the back of the card.
5. Key in the 3-digit **CVC** and press the green **OK** key.
   If the “Clerk ID:” prompt appears, key in the **Clerk ID** and press the green **OK** key.
   The “Ernex Ref Number:” prompt appears.
6. Key in the **gift card reference number** (Ref #) printed on the gift card Purchase receipt and press the green **OK** key.
   If the “Invoice Number:” prompt appears, key in the **Invoice Number** and press the green **OK** key.
   “000 Approved” appears.
7. Press the green **OK** key to print the Customer copy of the receipt.
   The “Tear Receipt” prompt appears.
8. Tear off the Customer copy of the receipt.
9. Press the green **OK** key. The Merchant copy of the receipt prints and the terminal returns to the Gift & Loyalty transactions menu.
10. Press the **† (asterisk)** key to return to the applications menu.

**Voiding a gift card transaction**

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

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

1. On the applications menu, select **GIFT & LOYALTY**.
2. On the Gift & Loyalty transactions menu, scroll down and select **Void**.
   The “Password:” prompt appears.
3. Key in the **manager password** and press the green **OK** key.
   The “Swipe or Enter Card:” prompt appears.
4. Swipe the gift card.
   The “Enter CVC:” prompt appears.
   **Note:** The Card Validation Code (CVC) is a 3-digit code located on the back of the card.
Receipts

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

Reprinting a receipt
This function prints a duplicate Cardholder's copy of a gift card transaction receipt in the current batch.
1. On the applications menu, select GIFT & LOYALTY.
2. Press the Reprint key (second purple key from the right).
   The Reprints menu appears.
3. Select the receipt you want to print:
   • To reprint the receipt from the last transaction, select Last Receipt.
   • To reprint another receipt:
     a. Select Any Receipt.
     b. At the “Ernex Ref Number:” prompt, key in the gift card reference number of the transaction for which you want to print a receipt and press the green OK key.
4. The terminal prints the receipt and returns to the Reprints menu.
5. Press the red CANC ANNUL key to return to the Gift & Loyalty transactions menu.
6. Press the ⋆ (asterisk) key to return to the applications menu.

A Transaction type.
B Gift program name (optional – can be customized).
C Original gift transaction Reference number (prints only on Refund, Void and Pre-Auth Completion receipts).
D Transaction total amount including tax.
E Total amount of gratuity (tip) added by customer.
F Transaction total amount including tax and tip.
G Amount paid by gift card.
H Current balance on the card (including value added or removed for this transaction).
I Gift transaction Reference number (prints on all transaction receipts).
J Footer 1 – Footer 6 text (customizable by the merchant).

Note: The ability to customize this footer text is based upon your merchant agreement with Moneris Solutions.
**Transaction Inquiry**

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

1. On the applications menu, select **GIFT & LOYALTY**.
2. Press the **Reports** key (first purple key on the right).
3. On the Reports menu, select **Trans Inquiry**.
   The “Password:” prompt appears.
4. Key in the **manager password** and press the green **OK** key.
   If the “Clerk ID:” prompt appears, key in the **Clerk ID** and press the green **OK** key.
5. Choose one of the following output options:
   - To select a specific card type, press **Next** until the card type appears (under the “Card Descrip.:” prompt), then press **Slct**.
     OR
   - To include all card types, select **All** and press the green **OK** key. The “Card #:” prompt appears.
     - Key in the desired **card number** and press the green **OK** key.
     OR
     - Press the green **OK** key to include all card numbers.
   The “Enter Amount:” prompt appears.
6. Key in the desired **amount** and press the green **OK** key.
   OR
   Press the green **OK** key to include all amounts.
   The “Date: MMDDYY” prompt appears.
7. Key in the desired **date** and press the green **OK** key.
   OR
   Press the green **OK** key to include all dates.
   The “Select option” prompt appears.
8. Select how you want to view results:
   - **View**:
     a. Select **View**.
     b. Select **Prev/Next** to scroll up/down through results and view individual transactions.
     c. Select **Cncl** to stop viewing results and return to the Reports menu.
   - **Print**:
     - Select **Print** to print the transaction list and return to the Reports menu.
9. Press the red **CANC ANNUL** key to return to the Gift & Loyalty transactions menu.
10. Press the **(*) (asterisk)** key to return to the applications menu.

**Clerk Sub-Totals**

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

1. On the applications menu, select **GIFT & LOYALTY**.
2. Press the **Reports** key (first purple key on the right).
3. On the Reports menu, select **Clerk Subtotals**.
   If the “Clerk ID:” prompt appears, key in the **Clerk ID** and press the green **OK** key.
4. Choose one of the following:
   - To **reset Clerk totals to zero (0)** upon completion of the report, select **Yes**.
     OR
   - To **continue accumulating Clerk totals**, select **No**.
   The “Select Clerks” prompt appears.
Tip Totals

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

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

1. On the applications menu, select GIFT & LOYALTY.
2. Press the Reports key (first purple key on the right).
3. On the Reports menu, scroll down and select Tip Totals.

If the “Password” prompt appears, key in the manager password and press the green OK key.

If you are not using Clerk IDs, the terminal prints the report showing all tip activity in the current batch and returns to the Reports menu. Proceed to step 7.

4. If the “Clerk Rpt Opt” prompt appears, do one of the following.
   a. To print the report for a specific clerk, select One.
      At the “Clerk ID” prompt, key in the desired Clerk ID and press the green OK key.
   OR
   a. To print the report now, select No.
   b. To print subtotals for all clerks:
      • Select All.

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

5. At the “Rpt Period” prompt:
   • To print the report for a specific date, select Date.
     At the “Date (MMDDYYYY)” prompt, key in the date and press the green OK key.
   OR
   • To print the report for all tip activity in the current batch, select All.
     The terminal prints the report and returns to the Reports menu.

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

7. Press the (asterisk) key to return to the applications menu.
**End-of-day process**

**Printing a Stored Transactions report**

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

1. On the applications menu, select **GIFT & LOYALTY**.
2. Press the **Reports** key (first purple key on the right).
3. On the Reports menu, select **Trans List**.
   - If the “Password:” prompt appears, key in the **manager password** and press the green **OK** key.
   - If the “Clerk ID:” prompt appears, key in the **Clerk ID** and press the green **OK** key.
   - The “Print by Date or Batch?” prompt appears.
4. Select the transactions you want to print:
   - **Note:** Only the current batch is stored in memory and available for reporting.
     - **By date:**
       a. Select **Date**.
       b. At the “Date: MMDDYY:” prompt, key in the desired date and press the green **OK** key.
       OR
       Simply press the green **OK** key to include all dates.
       - The “Print Totals Only?” prompt appears.
       c. To print totals only, select **Yes**.
       OR
       To print a more detailed report including transaction information, select **No**.
     - **By batch:**
       a. Select **Batch**.
       b. At the “Batch Num:” prompt, simply press the green **OK** key.
       **Note:** Only the current batch is stored in memory and available for reporting.

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

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

**Closing a batch**

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

**Important:** A Batch Close must be completed daily.

**Note:** Moneris recommends printing a Stored Transactions report (p. 22) **before** performing a Batch Close to ensure batch totals are balanced. If totals are not balanced, please contact the Moneris Merchant Service Centre.

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

**Important:** If “Balanced – NO” is printed at the bottom of the report, contact the Moneris Merchant Service Centre the next day for reconciliation assistance.
If an error message appears, first press the green OK key or the red CANCEL 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**.

<table>
<thead>
<tr>
<th>Error message</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>BATCH EMPTY</td>
<td>No gift card transactions have been processed since the last Batch Close.</td>
</tr>
<tr>
<td>CARD ALREADY ACTIVE</td>
<td>The gift card you swiped has already been activated and loaded with a dollar value. You cannot add further value. Use a new card.</td>
</tr>
<tr>
<td>CARD DISABLED</td>
<td>The gift card you swiped has been deactivated and cannot be used.</td>
</tr>
<tr>
<td>CARD NOT SUPPORTED</td>
<td>The card type you swiped cannot be used for gift card transactions. Try again with a different card or cancel the transaction.</td>
</tr>
<tr>
<td>CARD READ ERROR</td>
<td>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.</td>
</tr>
<tr>
<td>ERNEX INITIALIZATION FAILED</td>
<td>There has been a terminal, host or communication problem during initialization with the Moneris host. Press the green OK key to return to the Gift &amp; Loyalty transactions menu. Try to re-initialize again (see page 4). If this does not work, contact the Moneris Merchant Service Centre.</td>
</tr>
<tr>
<td>ERNEX INITIALIZATION REQUIRED</td>
<td>Your terminal requires re-initialization with the Moneris host. Re-initialize your terminal with the Moneris host (see page 4).</td>
</tr>
<tr>
<td>INITIALIZE ERNEX</td>
<td>The Moneris host is requesting a re-initialization of the terminal. Re-initialize your terminal with the Moneris host (see page 4).</td>
</tr>
<tr>
<td>“NO TOTALS AVAILABLE” appears and is printed on a Batch Close report.</td>
<td>A Batch Close has been sent to the Moneris host but there are no transaction totals at the host.</td>
</tr>
<tr>
<td>INVALID AMOUNT</td>
<td>The $ amount you have entered is invalid, e.g. you have entered $0.00 or the amount you have entered exceeds the maximum or falls below the minimum. Enter a valid $ amount.</td>
</tr>
<tr>
<td>INVALID EXPIRY DATE</td>
<td>An expired gift card has been used for a Purchase. Try again with a different card or cancel the transaction. Note: 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>RECORD NOT FOUND</td>
<td>No transaction matching the reference number you entered could be found in terminal memory. Check the number and try again.</td>
</tr>
<tr>
<td>REFUND AMOUNT GREATER THAN ORIGINAL</td>
<td>The $ amount you have entered for a refund is greater than the amount in the original purchase transaction. Press the green OK key and retry the Refund with the correct amount.</td>
</tr>
<tr>
<td>Error message</td>
<td>Solution</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| **SYSTEM ERROR PLEASE TRY LATER** | One or more configuration parameters may have been set up incorrectly or the terminal is unable to communicate with the Moneris host.  
Re-try your transaction later.  
Check the parameter configuration and make the necessary corrections. You will need to re-initialize your terminal before processing any transactions (see page 4). |
| **Transaction Amount Over Maximum** | The transaction amount exceeds the maximum allowable amount for a single transaction using a gift card.  
If the transaction is a gift card Purchase, do a split-tender transaction, or request another gift card or other form of payment. |
| **Transaction Code Invalid**      | The gift card transaction cannot be voided because the original transaction is in a closed batch. Process a gift card Refund (see page 13).                                                                 |
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 Vx810 Duet:

- 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 Vx810 Duet Using Your Terminal Guide.