Starting an IVR Transaction

1. Ensure that you have your Ernex Terminal ID and Interactive Voice Response (IVR) password.
2. Call 1-866-841-4957.
3. When prompted, press 1 (English) or 2 (French).
4. When prompted, enter your Ernex Terminal ID, and press #.
5. When prompted, enter your Interactive Voice Response password, and press #.
6. When prompted, initiate a transaction. Refer to the transactions in this guide for instructions, or:
   • To re-enter your Ernex Terminal ID: press *
   • To repeat the options: press #
   • To terminate the call: press 9

IMPORTANT: You must record the transaction details including the card number, the amount (if any), and the IVR response for each transaction. No receipt is issued.

Purchase — press [1]
Sale of goods or services using a gift card.

7. When prompted, enter the gift card number, and press #.
8. When prompted, enter the CVC, and press #.
9. When prompted, enter the transaction amount (dollars and cents without the decimal), and press #. (E.g., $12.50 would be entered as 1250#.)
10. When prompted, confirm the amount entered:
    • Press 1 to verify the amount is correct. OR...
    • Press 2 to re-enter the amount. OR...
    • Press 3 to hear the amount again. OR...
    • Press * to cancel/initiate another transaction.
11. Record the transaction details.

Void — press [2]
Void a gift card transaction.

7. When prompted, enter the gift card number, and press #.
8. When prompted, enter the CVC, and press #.
9. When prompted, enter the original transaction’s reference number, and press #.
10. When prompted, confirm the number entered:
    • Press 1 to verify the number is correct. OR...
    • Press 2 to re-enter the number. OR...
    • Press 3 to hear the number again. OR...
    • Press * to cancel/initiate another transaction.
11. Record the transaction details.

Activation — press [3]
Activate a gift card.

7. When prompted, enter the gift card number, and press #.
8. When prompted, enter the CVC, and press #.
9. When prompted, enter the transaction amount (dollars and cents without the decimal), and press #. (E.g., $12.50 would be entered as 1250#.)
10. When prompted, confirm the amount entered:
    • Press 1 to verify the amount is correct. OR...
    • Press 2 to re-enter the amount. OR...
    • Press 3 to hear the amount again. OR...
    • Press * to cancel/initiate another transaction.
11. Record the transaction details.

Reload — press [4]
Add funds to an active gift card.

7. When prompted, enter the gift card number, and press #.
8. When prompted, enter the CVC, and press #.
9. When prompted, enter the transaction amount (dollars and cents without the decimal), and press #. (E.g., $12.50 would be entered as 1250#.)
10. When prompted, confirm the amount entered:
    • Press 1 to verify the amount is correct. OR...
    • Press 2 to re-enter the amount. OR...
    • Press 3 to hear the amount again. OR...
    • Press * to cancel/initiate another transaction.
11. Record the transaction details.

Deactivation — press [5]
Permanently deactivate a gift card.

7. When prompted, enter the gift card number, and press #.
8. When prompted, enter the CVC, and press #.
9. When prompted, confirm that you wish to continue the Deactivation transaction:
    • Press 1 to continue the transaction. OR...
    • Press 2 to cancel/initiate another transaction. OR...
    • Press * to hear the prompt again.
10. Record the transaction details.

Review a gift card Balance and card Status.

7. When prompted, enter the gift card number, and press #.
8. When prompted, enter the CVC, and press #.
9. Record the transaction details.
Interactive Voice Response for Gift Transactions

Quick Reference Guide

Your Moneris Merchant ID is:

__________________________________________

Your Ernex Terminal ID is:

__________________________________________

For Assistance call the Moneris Merchant Service Centre Toll-Free at 1-866-319-7450

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