Manuals+ — User Manuals Simplified.

global payments Gift Plus Rewards Program

global payments Gift Plus Rewards Program User Guide

Contents

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Product Information

- **Specifications**
  - **Product Name:** Global Payments Gift+Rewards
  - **Functionality:** Attract new customers and retain existing ones with gift and rewards programs

Product Usage Instructions

- **Accepting Gift+Rewards Cards**
  - Access the main menu by pressing [Enter] at the idle screen.
  - Scroll up to highlight "Third Party" and press [Enter].
  - Select "Gifts & Rewards" by pressing [1].
  - Choose a transaction type and follow the prompts.
  - Insert the card with the stripe facing inward and swipe it through the card reader.
- **Load (Gift or Rewards) Transactions**
  - Access the main menu by pressing [Enter] at the idle screen.
  - Scroll up to highlight "Third Party" and press [Enter].
  - Select "Gifts & Rewards" by pressing [1].
  - Select "Load" by pressing [1].
  - Choose between loading an amount or points.
  - Key in the amount of points to be loaded.
  - Swipe the card or enter the card number as prompted.
  - Complete the transaction and print receipts if needed.
- **Redeem**
  - Access the main menu by pressing [Enter] at the idle screen.
  - Scroll up to highlight "Third Party" and press [Enter].
  - Select "Gifts & Rewards" by pressing [1].
  - Select "Redeem" by pressing [2].

- Choose between redeeming an amount or points.
- Key in the amount or points to be redeemed.
- Swipe or enter the card number as prompted.
- Complete the transaction and print receipts if needed.
- **Balance**
  - Access the main menu by pressing [Enter] at the idle screen.
  - Scroll up to highlight "Third Party" and press [Enter].
  - Select "Gifts & Rewards" by pressing [1].
  - Select "Balance" by pressing [3].
  - Check the remaining gift card balance or rewards point balanceas needed.

FAQs

- **Q: How do I troubleshoot if the card reader is not working?**
  - **A:** If the card reader is not working, ensure that the card is inserted correctly with the stripe facing inward. If the issue persists, contact customer support for assistance.
- **Q: Can I redeem both gift card value and reward points in a single transaction?**
  - **A:** Yes, you can redeem both gift card value and rewards points in separate transactions if needed. Follow the redemption process for each type accordingly.
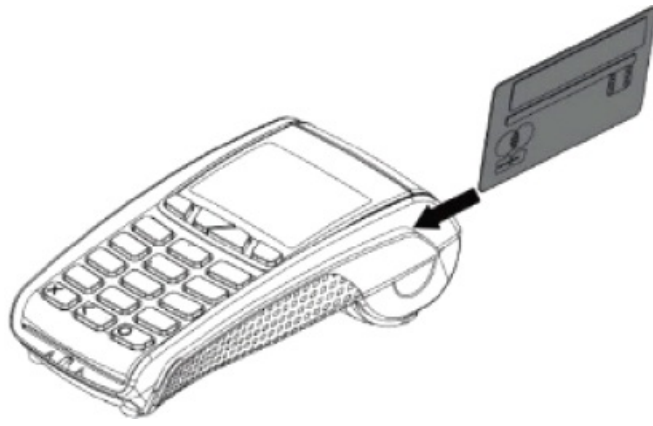
General tips

- This reference guide contains information on the features and functions capable of the Global Payments Gift+Rewards application.
- Keep this guide in an easy-to-find location.

Accepting Gift+Rewards cards

To conduct a Gift or Rewards transaction:

1. At the idle screen, press [Enter] to access the main menu, and then press the [▲] button to scroll up until Third Party is highlighted and press [Enter].
2. Press [1] to select Gifts & Rewards.
3. Select a transaction type and follow the prompts accordingly.
4. Position a magnetic stripe card with the stripe in the card reader facing inward, toward the keypad.
5. To ensure a proper read of the magnetic stripe card, the user should insert the card from the top of the unit, as shown below.
6. Swipe the card through the magnetic card reader.

Load (Gift or Rewards) transactions

Use the Load function to load and activate a gift card with a dollar value or to load points.

1. At the idle screen, press [Enter] to access the main menu, and then press the [▲] button to scroll up until Third Party is highlighted and press [Enter].
2. Press [1] to select Gifts & Rewards.
3. Press [1] to select Load.
4. Select [1] for Amount or select [2] for Points
5. Terminal displays "Key Amount & Press 'ENTER'" or "Key Points & Press 'ENTER'".
6. Key in the amount of points to be loaded.
7. The terminal will display "Swipe or enter card number"; swipe the card or manually enter the card number or alias number.
8. Once the transaction is complete, the terminal will display Approved and automatically print the merchant copy receipt.
9. Press [Enter] to print the customer copy of the receipt if needed.

Redeem

Use the Redeem function for gift card value redemption or rewards redemption.

1. At the idle screen, press [Enter] to access the main menu, and then press the [▲] button to scroll up until Third Party is highlighted and press [Enter].
2. Press [1] to select Gifts & Rewards.
3. Press [2] to select Redeem.
4. Select [1] for Amount or select [2] for Points.
5. Terminal displays Key Amount & Press "ENTER" or Key Points & Press "ENTER".
6. Key in the amount or points to be redeemed.
7. Terminal displays Swipe or enter card number; swipe the card or manually enter the card number.
8. Swipe or enter the card number.
9. Once the transaction is complete, the terminal will display Approved and automatically print the merchant copy receipt.
10. Press [Enter] to print the customer copy of the receipt if needed.

Balance

Use the Balance to check the remaining gift card balance for a customer or to check their rewards point balance.

1. At the idle screen, press [Enter] to access the main menu, and then press the [▲] button to scroll up until Third Party is highlighted and press [Enter].
2. Press [1] to select Gifts & Rewards.
3. Press [3] to select Balance.
4. Terminal displays Swipe or enter card number; swipe the card or manually enter the card number or alias.
5. Gift and reward balance will be displayed on the screen to verbally communicate the balance to the customer and the merchant copy receipt will print.
6. Press [Enter] to print the customer copy of the receipt if needed.

Void

Use the Void function to void a previous gift or rewards transaction.

1. At the idle screen, press [Enter] to access the main menu, and then press the [▲] button to scroll up until Third Party is highlighted and press [Enter].
2. Press [1] to select Gifts & Rewards.
3. Press [4] to select Void.
4. Enter the Order Number. The order number can be found on the original receipt of the transaction to be voided.
5. Once the transaction is complete, the terminal will display Approved Press ENTER to print the customer receipt.

Transfer

Use the Transfer function to transfer a card balance from one card to another.

1. At the idle screen, press [Enter] to access the main menu, and then press the [▲] button to scroll up until Third Party is highlighted and press [Enter].
2. Press [1] to select Gifts & Rewards.
3. Press [5] to select Transfer.
4. Terminal displays "Transfer From Swipe or enter card number"; swipe the card with the funds that will be transferred to another card.
5. Terminal display "Transfer To Swipe or enter card number"; swipe the card where the funds will be moved to.
6. Terminal will display "Transferring Full Amount From: <xxxx> To: <xxxx> Do you want to proceed?" Press [ENTER] to proceed.
7. Once the transaction is complete, the terminal will display Approved. Press "ENTER" to print the customer receipt.

Reward

Use the Reward function to award loyalty points to your customers after they have paid for their purchases with cash, credit or debit.

1. At the idle screen, press [Enter] to enter the main menu, and then Press the [▲] button to scroll up until Third

Party is highlighted and press [Enter].

2. Press [1] to select Gifts & Rewards.

3. Press [6] to select Reward.

4. Key in the amount and press [Enter].

5. Terminal displays Swipe or enter card number; swipe the card or manually enter the card number or alias.

6. Once the transaction is complete, the terminal will display Approved. Press "ENTER" to print the customer receipt.

Alias

Use the Alias function to assign a 10-digit phone number to be associated with the gift and/or rewards card

To add Alias:

1. At the idle screen, press [Enter] to access the main menu, and then press the [▲] button to scroll up until Third Party is highlighted and press [Enter].

2. Press [1] to select Gifts & Rewards.

3. Press [7] to select Alias.

4. Press [1] to select Add Alias.

5. Terminal displays Swipe or enter card number; swipe the card or manually enter the card number.

6. Enter the 10-digit phone number with no spaces or special characters.

7. Once the transaction is complete, the terminal will display Approved! Press "ENTER" to print the customer receipt.

To remove Alias:

1. At the idle screen, press [Enter] to access the main menu, and then press the [▲] button to scroll up until Third Party is highlighted and press [Enter].

2. Press [1] to select Gifts & Rewards.

3. Press [7] to select Alias.

4. Press [2] to select Remove Alias.

5. Terminal displays Swipe or enter card number, swipe the card or manually enter the card number.

6. Enter the 10-digit phone number with no spaces or special characters.

7. Once the transaction is complete, the terminal will display Approved! Press "ENTER" to print the customer receipt.

Receipts

Left receipt:

```
            MERCHANT NAME
          MERCHANT ADDRESS
          RECEIPT HEADER LINE 3
          RECEIPTHEADER LINE 4
          RECEIPT HEADER LINE 5

TERMINAL ID: 1
------------------------------------
29/01/18                    10:35

Load - SWIPE
Card#: xxxxxxxxxxxxxx0215
Amount: $10.00 CAD                  ──────►  Amount being
                                             loaded on card
******APPROVED*********

            LOAD OK
The request has succeeded
ORDER: 140207980000982790
AMOUNT: $10.00 CAD
Acct: XXXXXXXXXXXXXX0215

Acct Balances:                      ──────►  Total card balance
$20.00 CAD.
10 Points                           ──────►  Reward points
Rewards:                                     balance on card
Notes:


          RECEIPT FOOTER LINE 1
          RECEIPT FOOTER LINE 2
          RECEIPT FOOTER LINE 3
          RECEIPT FOOTER LINE 4

          MERCHANT COPY
    ------------------------------------
```

Right receipt:

```
            MERCHANT NAME
          MERCHANT ADDRESS
          RECEIPT HEADER LINE 3
          RECEIPTHEADER LINE 4
          RECEIPT HEADER LINE 5

TERMINAL ID: 1
------------------------------------
29/01/18                    13:06

Redeem - SWIPE
Card#: xxxxxxxxxxxxxx0215
Amount: $50.00 CAD                  ──────►  Amount being
                                             redeemed
******APPROVED*********

            REDEEM OK
The request has succeeded
ORDER: 140207980000983377
AMOUNT: $50.00 CAD
OWED: $30.00CAD                     ──────►  If there is an owed
Acct: XXXXXXXXXXXXXX0215                     balance it will show
                                             what is remaining.
                                             If not it will be
Acct Balances:                               $0.00
$0.00 CAD,
10 Points                           ──────►  Total card balance
Rewards:
Notes:


          RECEIPT FOOTER LINE 1
          RECEIPT FOOTER LINE 2
          RECEIPT FOOTER LINE 3
          RECEIPT FOOTER LINE 4

          MERCHANT COPY
    ------------------------------------
```

Best practices

Here are some best practices to assist in running your
Gift+Rewards program

1. To help reinforce the convenience of gift cards, place your plastic card and carrier designs on one centrally located, highly visible, easily accessible and well-organized display.
2. To help minimize gift card fraud, ensure that gift cards on display are deactivated and not pre-loaded with funds. Load gift cards only after you've received the approved purchase funds.
3. Remember gift cards are products with a seasonal demand pattern – plan your promotions and gift design accordingly.
4. Include gift cards in employee training materials.
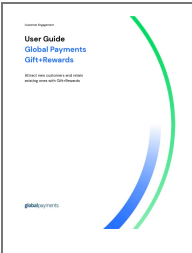
Employees should:

- **a.** Understand the benefits of gift cards for customers (e.g., they are convenient for the buyer and receiver, they allow recipients to choose what they want, and people like to receive gift cards).
- **b.** Understand your gift card offerings (e.g. whether or not the cards are reloadable, min/max load values, available card denominations, where the cards are displayed in the store, the fact that the cards carry no stored value until activated, etc.).

Service and support

For merchant support please contact

- 1-800-263-2970

- For Card Balance inquiries contact 1-833-324-GIFT (4438)

- **Or visit www.globalpaymentsinc.ca/mygiftcard**.

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- Attract new customers and retain existing ones with Gift+Rewards

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Documents / Resources

global payments Gift Plus Rewards Program [pdf] User Guide
Gift Plus Rewards Program, Gift, Plus Rewards Program, Rewards Program, Program

References

- **User Manual**