



globalpayments Gift Plus Rewards Program User Guide

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Customer engagement
Quick Start Guide
Gift + Rewards

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Gift Plus Rewards Program

Thank you for choosing Global Payments' Gift+Rewards program. Follow the simple steps below to get up and running today!

Step 1: Confirm Terminal set up

Ensure your equipment is set up to process gift and/or rewards cards. Is there a "Third Party" option on your POS terminal?

Yes: Great! Proceed to "Step 2: Run test transactions."

No: Please contact 1-800-263-2970 to request an updated POS terminal.

Step 2: Run test transactions

Refer to the "Run Terminal Test Transactions" sidebar for basic terminal instructions.

Step 3: Launch your Gift+Rewards program!

Here are a few things to remember when launching your gift and/or rewards program:

- Engage and train your employees they're your front line sales team.
- Place your gift and/or rewards cards in a visible area.
- Promote your program with in-store signage.
- Run a marketing campaign to your customer database.

Resource materials

Global Payments provides regular program tips and materials. Be sure to keep an eye out for our program emails or visit: <https://canada.chockworks.com/>

Need assistance?

Contact Global Payments at 1-800-263-2970 for assistance with:

- Terminal download and installation
- Program training
- General program inquiries

Run terminal test transactions

To help get your employees ready for the launch of your new gift and/or rewards program, have them run practice transactions, following the instructions below:

Add funds

1. Press Enter to access the Main Menu.
2. Press the [▲] button to scroll until Third Party is highlighted. Press Enter.
3. Press [1] to select Gift & Rewards.
4. Press [1] to select Load.
5. Select [1] for Amount or select [2] for Points.
6. Enter the Amount (\$ or #) to load.
7. Swipe the card.

Redeem funds

1. Press Enter to access the Main Menu.
2. Press the [▲] button to scroll until Third Party is highlighted. Press Enter.
3. Press [1] to select Gift & Rewards.
4. Press [2] to select Redeem.
5. Select [1] for Amount or select [2] for Points.
6. Enter the Amount (\$ or #) to redeem.
7. Swipe the card.

Balance inquiry

1. Press Enter to access the Main Menu.

2. Press the [▲] button to scroll until
Third Party is highlighted. Press Enter.
3. Press [1] to select Gift & Rewards.
4. Press [3] to select Balance.
5. Swipe the card.

Transfer balance

1. Press Enter to access the Main Menu.
2. Press the [▲] button to scroll until
Third Party is highlighted. Press Enter.
3. Press [1] to select Gift & Rewards.
4. Press [5] to select Transfer.
5. Swipe the card from which the funds will be transferred.
6. Swipe the card to which the funds will be transferred.

Check your account balance

1. Visit: <https://www.globalpaymentsinc.com/en-ca/mygiftcard>. The Check Your Account Balance page will display.
2. Enter the Gift Card number under the Account Number field then enter the Gift Card PIN in the PIN field.
NOTE: The account number cannot be copy and pasted.
3. Check off I'm not a robot, then click Check Balance. The Account Detail page will display if the correct credentials have been entered. If Permission denied page displays, ensure the correct Gift Card # and ensure the Gift Card has been activated correctly.
4. To check another gift card balance, click Check another account. The Check Your Account Balance page will display.



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