**Customer Engagement**

# User Guide
# Global Payments Gift+Rewards

Attract new customers and retain existing ones with Gift+Rewards

**global**payments

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# General tips

This reference guide contains information on the features and functions capable for 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.
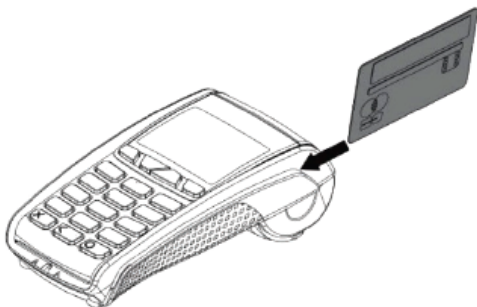


# Load (Gift or Rewards) transactions

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 or 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 for 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 card number.

9. Once the transction 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 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 **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 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 transction is complete, the terminal will display **Approved. Press "ENTER" to print 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 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 transction is complete, the terminal will display **Approved! Press "ENTER" to print 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 customer receipt**.

# Receipts

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#: xxxxxxxxxxxxx0215
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
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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#: xxxxxxxxxxxxx0215
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.
Acct Balances:                         If not it will be
$0.00 CAD,                             $0.00
10 Points
Rewards:                              → Total card balance
Notes:


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

MERCHANT COPY
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# 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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