

# Quick Start Guide

## Gift + Rewards

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 PIN # are entered or checked to

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.