

Semi Integrated Credit Authorization for Microsoft Retail Management System

Givex Gift Cards

User Guide



givex



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Givex Gift Cards

Givex cards cannot be entered on the iCT250 PIN Pad.

All card number entry must be done via:

- Barcode Scanner
- Magnetic Card Swipe
- Manually entered on keyboard

If using Givex within this Paymentech Bridge application, all other Givex applications must be uninstalled. Failure to uninstall other Givex applications may result in double processing of Givex cards.

Gift Card Items

Two non-inventory items need to be created in RMS for Activating and Incrementing your Gift Cards. These items may be used to sell/increment any denomination. The Item Lookup Code will determine the type of card.

Gift Card Activation - Item Lookup Code must be GIVEXACT

Gift Card Increment - Item Lookup Code must be GIVEXINC

Suggested Item Options:

- Item Type: Non-inventory
- Must enter price at POS – Checked ON (to allow selling of any denomination)
- Item is not discountable at the POS – Checked ON (must be sold at full value)
- Item Tax – Must be non-taxable

When tendering a transaction the system will interrogate the items in the transaction to look for GIVEXACT or GIVEXINC item codes.

If one or more of these codes are present they will be processed with Givex after requesting that the card number be entered for each one.

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Selling Gift Cards

1. Sell a GIVEXACT (new activation) or GIVEXINC (increment an existing card) item and enter the value to go on the cards as the price. Add any other items that need to be purchased on the same transaction.
2. Press the Tender button (F12) to complete the transaction.

For all Givex cards in the transaction a window will be displayed showing the value and requesting the entry of the card number. The card number may be swiped on a magnetic card reader, scanned or entered manually via keyboard(all digits must be entered).



If card numbers are not entered the transaction will not continue.

3. Enter the tender amounts in the appropriate tender types to fulfill the tendering requirements. All Givex cards will be processed prior to any other tenders being processed. If all cards are processed successfully the transaction will continue to finalize all tenders, including credit/debit cards. If any cards cannot be authorized a message will be displayed indicating the reason why it cannot be authorized.

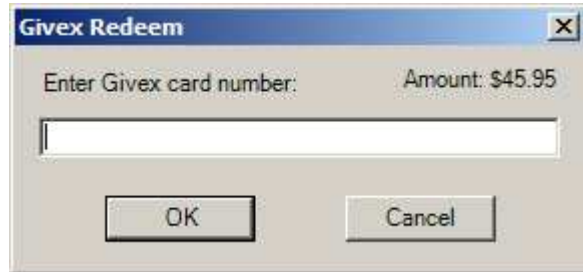
Gift Card Redemption

It is suggested to check the balance of gift cards prior to redeeming to ensure that there is enough available balance on the card prior to tender (see Checking Gift Card Balance).

Tender the transaction as normal, entering the value of the redemption in the Givex Gift Card tender.

For each Givex card being redeemed a window will be displayed to enter the card number.

Enter the card number via scanner, magnetic card reader or by manually typing the number (all digits must be entered).

A screenshot of a software dialog box titled "Givex Redeem". The dialog box has a blue title bar with a close button (X) in the top right corner. Inside the dialog, there is a label "Enter Givex card number:" followed by a text input field. To the right of the input field, the text "Amount: \$45.95" is displayed. At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

If all cards are processed successfully the transaction will continue to finalize any remaining tenders, including credit/debit cards.

If any cards cannot be authorized a message will be displayed indicating the reason why it cannot be authorized and any previous card authorizations in the same transaction will be cancelled.

Checking Gift Card Balance

It is highly suggested that all gift cards be checked for balance prior to redeeming to ensure that correct values are entered.

Press the Givex button followed by the Check Card Balance button.



Scan, swipe or enter the card number.



If the card is active, the balance will be displayed and you will be asked if you wish to print a receipt for the customer. Press Yes to print to Receipt Printer 1 or No to bypass printing.

