

Hypercom ICE Gift Card & Credit Operations

MAIN MENU

New Card Issuance

1. On touch-screen, press 'issuance' button.
2. Enter your Cashier Number and press ENTER on touch-screen (or press ENTER key on keypad).
3. Swipe customer card (swipe only).
4. Enter the amount and press ENTER on touch-screen (or press ENTER on keypad).

Gift Card Purchase

1. On touch-screen, press 'Purchase' icon.
 2. Enter your Clerk ID and press ENTER on touch-screen (or press ENTER on keypad).
 3. Swipe customer card (or enter the card number manually).
 4. Enter amount and press ENTER on touch-screen (or press ENTER on keypad).
 5. If the amount is correct, press 'Yes' on touch-screen.
- NOTE:** If the amount displayed is incorrect, press 'No' and re-enter transaction.

SUBMENU

New Card Issuance

1. On touch-screen, press "Press Here for Menu" (or press Menu button on keypad).
2. On touch-screen, press 'Gift'.
3. On touch-screen, press 'Issuance' icon.
4. Enter your Cashier Number and press ENTER on touch-screen (or press ENTER button on keypad).
5. Swipe customer card (swipe only).
6. Swipe last card.
7. Press 1 for Giftcard.
8. Enter amount and press ENTER on touch-screen (or press ENTER on keypad).

Transfer Value

1. On touch-screen, press "Press Here for Menu" (or press ENTER on keypad).
2. On touch-screen, press 'Transfer' icon.
3. Enter your Clerk ID and press ENTER on touch-screen (or press ENTER on keypad).
4. Swipe old customer card (or enter card number manually).
5. Swipe new customer card (swipe only).

Voiding a Transaction

1. On touch-screen, press "Press Here for Menu" (or press Menu button on keypad).
2. On touch-screen, press 'Void' icon.
3. Enter your Clerk ID and press ENTER on touch-screen (or press ENTER on keypad).
4. Swipe customer card (or enter card number manually).
5. Enter authorization code- press KEY button on touch-screen to access alpha characters- press ENTER on touch-screen (or press ENTER on keypad).

Add Value/Card Reload

1. On touch-screen, press "Press Here for Menu" (or press Menu button on keypad).
2. On touch-screen, press 'Gift'.
3. On touch-screen, press 'Add Value' icon.
4. Enter your Cashier Number and press ENTER on touch-screen (or press ENTER on keypad).
5. Swipe customer card (swipe only).
6. Enter amount and press ENTER on touch-screen (or press ENTER on keypad).

Card Inquiry

1. On touch-screen, press 'Inquiry' icon.
2. Enter your Clerk ID and press ENTER on touch-screen (or press ENTER on keypad).
3. Swipe customer card (or enter card number manually).

CUSTOMER SERVICE: 1-888-481-0757
TECHNICAL SUPPORT: 1-877-438-3249

Hypercom ICE Gift Card & Credit Operations

MAIN MENU

New Card Issuance

1. On touch-screen, press 'issuance' button.
2. Enter your Cashier Number and press ENTER on touch-screen (or press ENTER key on keypad).
3. Swipe customer card (swipe only).
4. Enter the amount and press ENTER on touch-screen (or press ENTER on keypad).

Gift Card Purchase

1. On touch-screen, press 'Purchase' icon.
 2. Enter your Clerk ID and press ENTER on touch-screen (or press ENTER on keypad).
 3. Swipe customer card (or enter the card number manually).
 4. Enter amount and press ENTER on touch-screen (or press ENTER on keypad).
 5. If the amount is correct, press 'Yes' on touch-screen.
- If the amount displayed is incorrect, press 'No' and re-enter transaction.***

SUBMENU

New Card Issuance

1. On touch-screen, press "Press Here for Menu" (or press Menu button on keypad).
2. On touch-screen, press 'Gift'.
3. On touch-screen, press 'Issuance' icon.
4. Enter your Cashier Number and press ENTER on touch-screen (or press ENTER button on keypad).
5. Swipe customer card (swipe only).
6. Swipe last card.
7. Press 1 for Giftcard.
8. Enter amount and press ENTER on touch-screen (or press ENTER on keypad).

Transfer Value

1. On touch-screen, press "Press Here for Menu" (or press ENTER on keypad).
2. On touch-screen, press 'Transfer' icon.
3. Enter your Clerk ID and press ENTER on touch-screen (or press ENTER on keypad).
4. Swipe old customer card (or enter card number manually).
5. Swipe new customer card (swipe only).

Voiding a Transaction

1. On touch-screen, press "Press Here for Menu" (or press Menu button on keypad).
2. On touch-screen, press 'Void' icon.
3. Enter your Clerk ID and press ENTER on touch-screen (or press ENTER on keypad).
4. Swipe customer card (or enter card number manually).
5. Enter authorization code- press KEY button on touch-screen to access alpha characters- press ENTER on touch-screen (or press ENTER on keypad).

Add Value/Card Reload

1. On touch-screen, press "Press Here for Menu" (or press Menu button on keypad).
2. On touch-screen, press 'Gift'.
3. On touch-screen, press 'Add Value' icon.
4. Enter your Cashier Number and press ENTER on touch-screen (or press ENTER on keypad).
5. Swipe customer card (swipe only).
6. Enter amount and press ENTER on touch-screen (or press ENTER on keypad).

Card Inquiry

1. On touch-screen, press 'Inquiry' icon.
2. Enter your Clerk ID and press ENTER on touch-screen (or press ENTER on keypad).
3. Swipe customer card (or enter card number manually).

CUSTOMER SERVICE: 1-888-481-0757
TECHNICAL SUPPORT: 1-877-438-3249

SUBMENU CONTINUED

Batch Card Issuance

1. On touch-screen, press “Press Here for Menu” (or press Menu on keypad).
2. On touch-screen, press ‘Special’ icon.
3. Enter your Clerk ID and press ENTER on touch-screen (or press ENTER on keypad).
4. Select Program (Group ID).
5. Enter the Promotion ID or press ENTER if the default Promotion ID is to be used.
6. Swipe first card (swipe only).
7. Enter amount and press ENTER on touch-screen (or press ENTER on keypad).
8. If the amount is correct, press ‘Yes’ on touch-screen.
9. Swipe the last card (swipe only).

Print Terminal Report

1. On touch-screen, press ‘Report’ icon.
 2. Enter your Clerk ID and press ENTER on touch-screen (or press ENTER on the keypad).
 3. On touch-screen, press TERM REPORT icon.
 4. Select ‘Today’ or ‘Yesterday’.
- NOTE:** Activity for one day resides in the ‘Today’ column until 3a.m., then that data moves to ‘Yesterday’.

CREDIT CARD

Credit Card Sale

1. Swipe card and enter base amount and press ENTER.
2. Enter the amount and press ENTER.

-OR-

1. Enter the card number and press ENTER.
2. Enter expiration date and press ENTER.
3. ‘Card present?’ Press ENTER for ‘yes’ or press CLEAR for ‘no’.
4. Enter amount and press ENTER.

Credit Card Refund

1. Press REFUND button.
2. Press 1 for DEBIT, Press 2 for CREDIT.
3. Swipe card, enter amount and press ENTER.

Credit Card Void

1. Press VOID button.
2. Enter invoice number and press ENTER.
3. If the amount is correct, press ENTER.

Credit Card Adjust

1. Press ADJUST button.
2. Enter invoice number and press ENTER.
3. If the amount is correct, press ENTER.

Credit Card Settle

1. Press REPORTS button.
2. Press 1 for ‘Audits’, then Press 1 for ALL HOSTS. Press 2 for VISAD. Press 3 for OPT.
3. Press 2 for ‘Summary’.
4. Press 3 for ‘Reprint’, then Press 1 for LAST. Press 2 for INVOICE (and enter invoice number).

SUBMENU CONTINUED

Batch Card Issuance

1. On touch-screen, press “Press Here for Menu” (or press Menu on keypad).
2. On touch-screen, press ‘Special’ icon.
3. Enter your Clerk ID and press ENTER on touch-screen (or press ENTER on keypad).
4. Select Program (Group ID).
5. Enter the Promotion ID or press ENTER if the default Promotion ID is to be used.
6. Swipe first card (swipe only).
7. Enter amount and press ENTER on touch-screen (or press ENTER on keypad).
8. If the amount is correct, press ‘Yes’ on touch-screen.
9. Swipe the last card (swipe only).

Print Terminal Report

1. On touch-screen, press ‘Report’ icon.
 2. Enter your Clerk ID and press ENTER on touch-screen (or press ENTER on the keypad).
 3. On touch-screen, press TERM REPORT icon.
 4. Select ‘Today’ or ‘Yesterday’.
- NOTE:** Activity for one day resides in the ‘Today’ column until 3a.m., then that data moves to ‘Yesterday’.

CREDIT CARD

Credit Card Sale

1. Swipe card and enter base amount and press ENTER.
2. Enter the amount and press ENTER.

-OR-

1. Enter the card number and press ENTER.
2. Enter expiration date and press ENTER.
3. ‘Card present?’ Press ENTER for ‘yes’ or press CLEAR for ‘no’.
4. Enter amount and press ENTER.

Credit Card Refund

1. Press REFUND button.
2. Press 1 for DEBIT, Press 2 for CREDIT.
3. Swipe card, enter amount and press ENTER.

Credit Card Void

1. Press VOID button.
2. Enter invoice number and press ENTER.
3. If the amount is correct, press ENTER.

Credit Card Adjust

1. Press ADJUST button.
2. Enter invoice number and press ENTER.
3. If the amount is correct, press ENTER.

Credit Card Settle

1. Press REPORTS button.
2. Press 1 for ‘Audits’, then Press 1 for ALL HOSTS. Press 2 for VISAD. Press 3 for OPT.
3. Press 2 for ‘Summary’.
4. Press 3 for ‘Reprint’, then Press 1 for LAST. Press 2 for INVOICE (and enter invoice number).