

## Hypercom ICE Gift Card Operations Guide

### 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**

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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’.

**Error Codes**

- NSF BAL=\$xx.xx** – Insufficient funds, the remaining balance is displayed.
- System Unavailable** – The Opticard system is currently unavailable for processing.
- Invalid Clrk/Term Priv** – The Clerk or the terminal does not have the transaction privilege.
- Invalid Clerk** – Clerk ID number is not in the system.
- 05 General Denial**  
Invalid expiration date.  
Max value exceeded.  
Company issue limit exceeded.
- 06 System Error**  
Call for Support
- 12 Invalid Transaction**  
Call for Support
- 13 Invalid Amount**  
The card was issued for more than the maximum or less than the minimum permitted.
- 14 Invalid Card Number**  
Issuance  
Card already issued  
Not a valid Opticard  
Invalid card length  
Invalid check digit  
Purchase  
Card not found  
Card not active
- 41 Card reported as lost**
- 43 Card reported as stolen**
- 51 Insufficient funds**
- 54 Expired card**
- 62 A restriction was placed on the card**
- 63 System Error**  
Call for support
- 96 System Error**  
Call for support

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