

## Hypercom T7 Gift Card & Credit Operations Guide

### GIFTCARD

#### New Card Issuance

1. Press Function 38 and press ENTER.
2. Press 1 for 'issue'.
3. Swipe customer card.
4. Enter sale amount and press ENTER.

#### Gift Card Purchase

1. Press Function 38 and press ENTER.
2. Press 3 for 'sale'.
3. Swipe customer card (if entering card manually, enter 603359 and then the card number).
4. Either swipe the card or enter the card number.
5. Enter the amount to be redeemed and press ENTER.
6. Enter sale amount and press ENTER.

#### Add Value to Card

1. Press Function 38 and press ENTER.
2. Press 2 for 'add value'.
3. Swipe customer card.
4. Enter sale amount and press ENTER.

#### Gift card Inquiry

1. Press Function 38 and press ENTER.
2. Press 4 for 'Inquiry'.
3. Swipe customer card (if entering card manually, enter 603359 and then the card number).

#### Gift card Void

1. Press Function 38 and press ENTER.
2. Press ENTER to scroll down.
3. Press 8 for 'Void'.
4. Swipe card (if entering card manually, enter 603359 and then the card number).
5. Enter the AUTH CODE (if alphanumeric characters are needed hold SHIFT and the appropriate letter) and press ENTER.

#### Gift card Transfer

1. Press Function 38 and press ENTER.
2. Press ENTER to scroll down.
3. Press 7 for 'Transfer'
4. Swipe old card (if entering card manually enter 603359 and then the card number).
5. Swipe new card.

#### Gift card Batch

1. Press Function 38 and press ENTER.
2. Press ENTER to scroll down menu.
3. Press 5 for 'Special'.
4. Swipe first card.
5. Enter the amount and press ENTER.
6. Swipe last card.
7. Press 1 for Giftcard.
8. Press ENTER for giftcard (or enter promo ID and press ENTER).

#### Gift card Reports

1. Press Function 38 and press ENTER.
2. Press ENTER to scroll down menu.
3. Press 6 for 'Reports'.
4. Select 1 for Terminal reports or 2 for clerk reports.
5. Press 1 for 'Today' or 2 for 'Yesterday'.

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

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## 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).

### 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

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