Ingenico Elite Gift Card Operations Guide

New Card Issuance

1**.** Swipe card.
2. Select option 2 for issuance by pressing [2] key.
3. Input Clerk ID and press [ENTER].
4. Input issuance amount and press [ENTER].
NOTE: If the amount displayed is incorrect, press CORR and re-enter amount.

Gift Card Purchase

1**.** Swipe customer card.
2**.** Select option 1 for redemption by pressing the [1] key.
3.   Input the Clerk ID and press [ENTER].
4.   Input redemption amount and press [ENTER].
NOTE: If the amount displayed is incorrect, press CORR and re-enter the amount.

Add Value to Card

1. Swipe customer card**.**
2. Select option 3 for add value by pressing [3] key.
3. Input the Clerk ID and press [ENTER].
4. Input the value amount and press [ENTER].
NOTE: If the amount displayed is incorrect, press CORR and re-enter the amount.

Giftcard Inquiry

1**.** Swipe the customer card.
2**.** Press the [F1] key to scroll the menu.
3**.** Select option 5 for Bal. Inquiry by pressing the [5] key.
4. Input Clerk ID and press [ENTER].

Giftcard Void

1**.** Swipe the customer card.
2**.** Press the [F1] key to scroll the menu.
3**.** Select option number 4 for Void by pressing the [4] key.
4. Input the Clerk ID and press [ENTER].
5. Enter the AUTH CODE from original receipt. For alphanumeric characters, press the number key associated with the letter and then press the ADMIN key to cycle through options.

Balance Transfer

1. Swipe original card.
2. Press the [F1] key to scroll the menu.
3. Select option 8 for Bal Trans by pressing the [8] key.
4. Input Clerk ID and press [ENTER].
5. Swipe new card.

Batch Issuance

1**.** Swipe the first card of the batch.
2**.** Press the [F1] key to scroll the menu.
3**.** Select option 6 for Multiple Issuance by pressing the [6] key.
4. Input the Clerk ID and press [ENTER].
5. Input the issuance amount and press [ENTER].
6. Swipe the last card of the batch.
NOTE: If the amount displayed is incorrect, press CORR and re-enter the amount.

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

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