

Nurit Gift Card Operations Guide

New Card Issuance

1. To begin, type in Clerk ID and press ENTER.
2. Select Program ID. Use the v/forced and ^/return keys to scroll through the programs. *If you only have one program, skip this step.*
3. Press 2 or use the v/forced and ^/return keys to scroll through the transactions. When you arrive at ISSUANCE press ENTER.
4. Swipe the new card.
5. Enter the desired dollar amount and press ENTER.
6. Confirm the amount and press either 'yes' or 'no'.

Gift Card Redemption

1. To begin, type in Clerk ID and press ENTER.
2. Select Program ID. Use the v/forced and ^/return keys to scroll through the programs. *If you only have one program, skip this step.*
3. Press 1 or use the v/forced and ^/return keys to scroll through the transactions. When you arrive at REDEMPTION press ENTER.
4. Either swipe the card or enter the card number.
5. Enter the amount to be redeemed and press ENTER.
6. Confirm the amount and press either 'yes' or 'no'.

Add Value to Card

1. To begin, type in Clerk ID and press ENTER
2. Select Program ID. Use the v/forced and ^/return keys to scroll through the programs. *If you only have one program, skip this step.*
3. Press 3 or use the v/forced and ^/return keys to scroll through the transactions. When you arrive at ADD VALUE press ENTER.
4. Swipe the card.
5. Enter the amount to be added and press ENTER.
6. Confirm the amount and press either 'yes' or 'no'.

Obtain Balance of Card

1. To begin, type in Clerk ID and press ENTER.
2. Select Program ID. Use the v/forced and ^/return keys to scroll through the programs. *If you only have one program, skip this step.*
3. Press 5 or use the v/forced and ^/return keys to scroll through the transactions. When you arrive at BALANCE press ENTER.
4. Swipe the card or enter the card number.

Voiding a Transaction

1. To begin, type in Clerk ID and press ENTER.
2. Select Program ID. Use the v/forced and ^/return keys to scroll through the programs. *If you only have one program, skip this step.*
3. Press 4 or use the v/forced and ^/return keys to scroll through the transactions. When you arrive at VOID press ENTER.
4. Swipe the new card or enter the card number.
5. Enter the AUTH CODE and press ENTER. **NOTE:** The Auth Code is an alpha/numeric entry. To enter the alpha characters, press the associated numeric key, then press the Alpha key until the desired character appears.

Batch Issuance

1. To begin, type in Clerk ID and press ENTER.
2. Select Program ID. Use the v/forced and ^/return keys to scroll through the programs. *If you only have one program, skip this step.*
3. Press 6 or use the v/forced and ^/return keys to scroll through the transactions. When you arrive at BATCH ISSUE press ENTER.
4. Swipe the first card.
5. Enter the amount to be issued and press ENTER.
6. Confirm the amount and press either 'yes' or 'no'.
7. Swipe the last card.

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

Nurit Gift Card Operations Guide

New Card Issuance

1. To begin, type in Clerk ID and press ENTER.
2. Select Program ID. Use the v/forced and ^/return keys to scroll through the programs. *If you only have one program, skip this step.*
3. Press 2 or use the v/forced and ^/return keys to scroll through the transactions. When you arrive at ISSUANCE press ENTER.
4. Swipe the new card.
5. Enter the desired dollar amount and press ENTER.
6. Confirm the amount and press either 'yes' or 'no'.

Gift Card Redemption

1. To begin, type in Clerk ID and press ENTER.
2. Select Program ID. Use the v/forced and ^/return keys to scroll through the programs. *If you only have one program, skip this step.*
3. Press 1 or use the v/forced and ^/return keys to scroll through the transactions. When you arrive at REDEMPTION press ENTER.
4. Either swipe the card or enter the card number.
5. Enter the amount to be redeemed and press ENTER.
6. Confirm the amount and press either 'yes' or 'no'.

Add Value to Card

1. To begin, type in Clerk ID and press ENTER
2. Select Program ID. Use the v/forced and ^/return keys to scroll through the programs. *If you only have one program, skip this step.*
3. Press 3 or use the v/forced and ^/return keys to scroll through the transactions. When you arrive at ADD VALUE press ENTER.
4. Swipe the card.
5. Enter the amount to be added and press ENTER.
6. Confirm the amount and press either 'yes' or 'no'.

Obtain Balance of Card

1. To begin, type in Clerk ID and press ENTER.
2. Select Program ID. Use the v/forced and ^/return keys to scroll through the programs. *If you only have one program, skip this step.*
3. Press 5 or use the v/forced and ^/return keys to scroll through the transactions. When you arrive at BALANCE press ENTER.
4. Swipe the card or enter the card number.

Voiding a Transaction

1. To begin, type in Clerk ID and press ENTER.
2. Select Program ID. Use the v/forced and ^/return keys to scroll through the programs. *If you only have one program, skip this step.*
3. Press 4 or use the v/forced and ^/return keys to scroll through the transactions. When you arrive at VOID press ENTER.
4. Swipe the new card or enter the card number.
5. Enter the AUTH CODE and press ENTER. **NOTE:** The Auth Code is an alpha/numeric entry. To enter the alpha characters, press the associated numeric key, then press the Alpha key until the desired character appears.

Batch Issuance

1. To begin, type in Clerk ID and press ENTER.
2. Select Program ID. Use the v/forced and ^/return keys to scroll through the programs. *If you only have one program, skip this step.*
3. Press 6 or use the v/forced and ^/return keys to scroll through the transactions. When you arrive at BATCH ISSUE press ENTER.
4. Swipe the first card.
5. Enter the amount to be issued and press ENTER.
6. Confirm the amount and press either 'yes' or 'no'.
7. Swipe the last card.

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

Transfer Balance

1. To begin, type in Clerk ID and press ENTER.
2. Select Program ID. Use the v/forced and ^/return keys to scroll through the programs. *If you only have one program, skip this step.*
3. Press 8 or use the v/forced and ^/return keys to scroll through the transactions. When you arrive at TRANSFER press ENTER.
4. Either swipe the card or enter card number.

Add Points to Card

1. To begin, type in Clerk ID and press ENTER.
2. Select Program ID. Use the v/forced and ^/return keys to scroll through the programs. *If you only have one program, skip this step.*
3. Press 8 or use the v/forced and ^/return keys to scroll through the transactions. When you arrive at LOYALTY press ENTER.
4. Scroll to ADD POINTS and press Enter or press 5.
5. Enter the amount to be redeemed and press ENTER.
6. Confirm the amount and press either 'yes' or 'no'.

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

Transfer Balance

1. To begin, type in Clerk ID and press ENTER.
2. Select Program ID. Use the v/forced and ^/return keys to scroll through the programs. *If you only have one program, skip this step.*
3. Press 8 or use the v/forced and ^/return keys to scroll through the transactions. When you arrive at TRANSFER press ENTER.
4. Either swipe the card or enter card number.

Add Points to Card

1. To begin, type in Clerk ID and press ENTER.
2. Select Program ID. Use the v/forced and ^/return keys to scroll through the programs. *If you only have one program, skip this step.*
3. Press 8 or use the v/forced and ^/return keys to scroll through the transactions. When you arrive at LOYALTY press ENTER.
4. Scroll to ADD POINTS and press Enter or press 5.
5. Enter the amount to be redeemed and press ENTER.
6. Confirm the amount and press either 'yes' or 'no'.

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