# Omni 3200 Credit & Gift Card Operations Guide

## New Card Issuance

1**.** Press F4 and then press F1 or 1.
2**.** Enter your Clerk ID and press FUNC/ENTER.
3. Swipe gift card.
4. Enter the desired dollar amount.
If the amount is correct, press FUNC/ENTER.
**NOTE:** If the amount displayed is incorrect, press CLEAR and re-enter the transaction.

## Gift card Purchase

1**.** Press F4 for Opticard and then press F2 or 2.
2. Enter your Clerk ID and press FUNC/ENTER.
3. Swipe the gift card or enter the card number manually.
4**.** Enter the amount of the purchase and press FUNC/ENTER.
If the amount entered is correct, Press FUNC/ENTER.
**NOTE:** If the amount displayed is incorrect, press CLEAR and re-enter transaction.

## Add Value to Card

1. Press F4 for Opticard and then press 3.
2. Enter your Clerk ID and press FUNC/ENTER.
3. Swipe card.
4. Enter the amount to be added to the card and press FUNC/ENTER.
5. If the amount is correct, press FUNC/ENTER.
**NOTE:** If the amount is incorrect, press CLEAR and re-enter transaction.

## Obtain Balance of Card

1. Press F4 for Opticard then pressF3 or 5.
2. Enter your Clerk ID and press FUNC/ENTER.
3. Swipe card or manually enter card number.

## Voiding an Issuance/Purchase

1. Press F4 for Opticard and then press 6.
2. Enter Your Clerk ID and press FUNC/ENTER.
3. Swipe card.
4. Enter the Auth. Code from the original receipt, press FUNC/ENTER.
**NOTE:** Voiding a Batch Issuance will void every card in the batch.
5. Press CLEAR to return to the Menu.
**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.

## Transfer of Value from a Damaged Card to a New Card

1. Press F4 for Opticard and then press 7.
2. Enter Your Clerk ID and press FUNC/ENTER.
3. Enter original card number (or swipe card) and press FUNC/ENTER.
4. Swipe new card. Print Terminal/ Clerk report.

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

**Please note: Items in bold print will apply when the terminal is loaded with the Loyalty Card application also.**

## Gift Card Batch Issuance

1. Press F4 for Opticard and then press 4.
2. Enter Your Clerk ID and press FUNC/ENTER.
3. **Select Program ID.**
4. **Select Promotional Profile ID.**
5. Swipe the first card of the batch.
6. Enter the amount to be issued to the cards, press FUNC/ENTER.
7. If the amount is correct, press FUNC/ENTER.

**NOTE:** If the amount displayed is incorrect, press CLEAR and re-enter the transaction.

## Reprint Receipt

1. Press Reprint Key.
2. Press CLEAR to return to the Menu.

## Print Terminal Report

1. Press 9.
2. Enter Your Clerk ID and press FUNC/ENTER.
3. Press "1" for Terminal Report, Press 1 for "TODAY" report, Press 2 for "YEST" report.

**NOTE:** A days activity resides in the "today" column until 3:00 AM and then the data is moved to the "Yest" column.

4. Press 2 for Clerk ID report, Press 1 to print report, Press 2 to Clear totals.

**NOTE:** Clerk totals will accumulate until they
are cleared. The process of clearing totals will erase the information for ALL clerks and it needs only to be done <u>once</u>, from <u>one</u> terminal within a store.

## NSF/Multiple Tender Types

1. When NSF BAL=($xx.xx) appears, the card does not have insufficient funds. The amount displayed is the card balance. An Activity Report can be printed by Pressing the button to the left of the Retender key.
2. To proceed and accept the remaining card balance, press the purple RETENDER key. The message "Retender $xx.xx (card Balance) appears. Press FUNC/ENTER.

## 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

**Please note: Items in bold print will apply when the terminal is loaded with the Loyalty Card application also.**