Omni 3200 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

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.

7. Swipe the last card of the batch.

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.
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