

## Omni 3730/VX510 Gift Card Operations Guide

### All of the Following Transactions Occur in Opticard

#### Switch Opticard, Loyalty and Credit

To switch to another program, press \* to return to main menu.

#### New Card Issuance

1. Press 1 or F1 if configured.
2. **Select Program ID.**
3. **Select Promotional Profile ID.**
4. Enter your Clerk ID and press FUNC/ENTER.
5. Swipe card (card must be swiped).
6. 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 2 or F2 if configured.
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 3.
2. **Select Program ID**
3. **Select Profile ID if multiple ID's exist.**
4. Enter your Clerk ID and press FUNC/ENTER.
5. Swipe card (card must be swiped).
6. Enter the amount to be added to the card and press FUNC/ENTER.
7. 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 5 or F3 if configured.
2. Enter your Clerk ID and press FUNC/ENTER.
3. Swipe card.

#### Voiding an Issuance/Purchase/Add Value

**NOTE:** Voiding a **batch issuance** will void every card in the batch. Call OPT if a single card from a batch needs to be voided.

1. 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.
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 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.

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.

## Omni 3730/VX510 Gift Card Operations Guide

### All of the Following Transactions Occur in Opticard

#### Switch Opticard, Loyalty and Credit

To switch to another program, press \* to return to main menu.

#### New Card Issuance

1. Press 1 or F1 if configured.
2. **Select Program ID.**
3. **Select Promotional Profile ID.**
4. Enter your Clerk ID and press FUNC/ENTER.
5. Swipe card (card must be swiped).
6. 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 2 or F2 if configured.
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 3.
2. **Select Program ID**
3. **Select Profile ID if multiple ID's exist.**
4. Enter your Clerk ID and press FUNC/ENTER.
5. Swipe card (card must be swiped).
6. Enter the amount to be added to the card and press FUNC/ENTER.
7. 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 5 or F3 if configured.
2. Enter your Clerk ID and press FUNC/ENTER.
3. Swipe card.

#### Voiding an Issuance/Purchase/Add Value

**NOTE:** Voiding a **batch issuance** will void every card in the batch. Call OPT if a single card from a batch needs to be voided.

1. 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.
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 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.

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 4.
  2. **Select Program ID if multiple programs exist.**
  3. **Select Promotional Profile ID if multiple programs exist.**
  4. Enter Your Clerk ID and press FUNC/ENTER.
  5. Swipe the first card of the batch.
  6. Enter the amount to be issued to the cards, press FUNC/ENTER.
  7. Swipe the last card of the batch.
- NOTE:** If the amount displayed is incorrect, press CLEAR and re-enter the transaction.

## Print Terminal Report

1. Press 9.
2. Enter Your Clerk ID and press FUNC/ENTER.
3. Press 1 for Terminal Report.
  - a. Press 1 for 'Today' report.
  - b. Press 2 for 'Yest' (yesterday) 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.
  - a. Press 1 to Print Report.
  - b. Press 2 to Clear Totals (see note).

**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 once, from one terminal within a store.
6. Press CLEAR to return to Menu.

## Adding Points to Gift/Loyalty Card

1. Press 0 or F4 if configured.
  2. Enter your Clerk ID and press FUNC/ENTER.
  3. Swipe Card.
  4. Enter the desired dollar amount and press FUNC/ENTER. If the amount is correct, press FUNC/ENTER.
- NOTE:** If the amount is incorrect, press CLEAR and re-enter the transaction.

## 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.

## Gift Card Batch Issuance

1. Press 4.
  2. **Select Program ID if multiple programs exist.**
  3. **Select Promotional Profile ID if multiple programs exist.**
  4. Enter Your Clerk ID and press FUNC/ENTER.
  5. Swipe the first card of the batch.
  6. Enter the amount to be issued to the cards, press FUNC/ENTER.
  7. Swipe the last card of the batch.
- NOTE:** If the amount displayed is incorrect, press CLEAR and re-enter the transaction.

## Print Terminal Report

1. Press 9.
2. Enter Your Clerk ID and press FUNC/ENTER.
3. Press 1 for Terminal Report.
  - a. Press 1 for 'Today' report.
  - b. Press 2 for 'Yest' (yesterday) 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.
  - a. Press 1 to Print Report.
  - b. Press 2 to Clear Totals (see note).

**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 once, from one terminal within a store.
6. Press CLEAR to return to Menu.

## Adding Points to Gift/Loyalty Card

1. Press 0 or F4 if configured.
  2. Enter your Clerk ID and press FUNC/ENTER.
  3. Swipe Card.
  4. Enter the desired dollar amount and press FUNC/ENTER. If the amount is correct, press FUNC/ENTER.
- NOTE:** If the amount is incorrect, press CLEAR and re-enter the transaction.

## 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.