Tranz 330/380 Gift Card Operations Guide

New Card Issuance

1. Press key 1.
2. Enter Your Clerk ID and press FUNC/ENTER.
3. Swipe the new gift card.
4. Enter the amount to add to the card. If the amount is correct, press FUNC/ENTER.
NOTE: If the amount displayed is incorrect, press CLEAR and re-enter the transaction.
5. Press CLEAR to return to Main Menu.

Gift card Purchase

1. Press key 2.
2. Enter your Clerk ID (or employee#) and press FUNC/ENTER.
3. Swipe the gift card or enter the card number manually.
4. Enter the amount of the purchase to be charged 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.
5. Press CLEAR to return to Main Menu.

Add Value to Card

1. Press key 3.
2. Enter your Clerk ID (or employee #)
3. Swipe card or enter card number Manually.
4. Enter amount to be added to card. If the amount is correct, press FUNC/ENTER.
NOTE: If the amount is incorrect, press CLEAR and re-enter transaction.
5. Press CLEAR to return to Main Menu.

Obtain Balance of Card

1. Press Key 5.
2. Enter your Clerk ID (or Employee #)
3. Swipe card or enter the card number Manually.
4. Press CLEAR to return to Main Menu.

Voiding an Issuance/Purchase

1. Press Key 6.
2. Enter Your Clerk ID (or employee #) and press FUNC/ENTER.
3. Swipe card or enter card number manually.
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 Main 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 Key 7
2. Enter Your Clerk ID (or employee #) and press FUNC/ENTER.
3. Enter original card number and press FUNC/ENTER.
4. Swipe new card.
5. Press CLEAR to return to Main Menu.

Special Batch Issuance

1. Press Key 4.
2. Enter Your Clerk ID (or Employee #) and press FUNC/ENTER.
3. Scroll to "ELECTRONIC GIFT" by pressing # button.
4. 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.
8. Press CLEAR to return to Main Menu.

Reprint Receipt

1. Press FUNC/ENTER, then press Key 4.
2. Press CLEAR to return to Main Menu.

Print Terminal Report

1. Press Key 9.
2. Enter Your Clerk ID (Employee #) and press FUNC/ENTER.
3. Press "1" for "Today" for the current days report.
Press "2" for "Yest" for yesterdays 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 CLEAR to return to Main Menu.

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.
2. To proceed and accept the remaining card balance, press FUNC/ENTER.
3. Verify the amount and press FUNC/ENTER.
4. Press CLEAR to return to main menu.

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