

# How to Process Gift Cards on Ruby CI/Commander

## Soft Keys

### Needs to be completed prior to any gift card processing

To program soft keys for gift card Activations and Recharges please refer to your POS manual or call the Verifone help desk for assistance 888.976.5018

## Void/Refund

Refunds are not allowed on gift cards. In the event a refund needs to be processed, you can process your refund as normal on the register then recharge the gift card for the refund amount.

## Basics

- The card can be used at the pump or inside
- Maximum dollar amount that can be loaded on the gift card is \$250.00

## Best Practices

- Be on alert for customers that make purchases of several cards at once at maximum value.
- Ask for ID when a credit card is being used to purchase a gift card.
- Do not allow any purchase of gift cards with other gift cards.

## Who to Call for Help

- **Location Support – 877.462.5275 ext. 9**
  - Hours of Operation: 8am-5pm CST, Monday-Friday
- **Cardholder Support – 800.987.4094**
  - Hours of Operation: 24/7/365

## Policies

- Not redeemable for cash, lottery, money orders or gift cards.
- Cannot be used to pay balances on house accounts, third party fleet credit cards or any other payment methods.
- The gift card is intended for the purchase of products or services at your locations.
- Lost or stolen gift cards will not be replaced.

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## Purchase/Recharge of a Gift Card

1. Select **Gift Card Activate**
2. **Enter amount** to be added to the card and select **OK**
3. Select correct option **Activate** (new card) or **Recharge** (existing card) for card being sold
4. Complete the sale, using normal cash or credit card options
5. **Swipe** gift card when prompted
6. System will complete the Activation or Recharge activity and receipt will print

## Check Customer's Card Balance

1. Bottom right corner of sales screen select **CSR Func**
2. Select **Network Menu**
3. Select **2. Card Balance Inquiry**
4. **Swipe** gift card
5. Receipt prints with balance

Note: Card balance is provided on the bottom of the receipt after a purchase, activation or recharge.

## Mobile App – Digital Gift Cards

Digital gift cards need to be manually entered in the terminal by viewing the card & PIN number on the customer's cell phone. Then follow the instructions under **Manual Transactions**.

If a customer has any questions on how to use the mobile app, please direct them to Customer Service at 877.462.5275 ext. 9

## Customer Uses Gift Card to Make a Purchase

1. Ring sale
2. Select **Card**
3. **Swipe** gift card
4. If the amount of the sale is greater than the existing balance of the card, the customer is prompted for an additional form of payment
5. Sale is complete and receipt prints

## Manual Transactions

1. Ring sale
2. Select **Manual Entry**
3. **Enter** gift card number
4. Register will prompt for an expiration date, enter **PIN number**
5. If the amount of the sale is greater than the existing balance of the card, the customer is prompted for an additional form of payment
6. Sale is complete and receipt prints

Note: Manual transactions are not allowed for cards without a PIN, call 877.462.5275. ext. 9

## Common Error Codes

- **\$A** = Inactive card
- **\$D** = Insufficient funds
- **\$L** = Maximum single reload amount exceeded
- **\$O** = Card activation attempted on card already activated
- **\$4** = Card recharge attempted on inactive card

