

How to Process Gift Cards an FD130(Duo)

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

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.

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.

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.

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



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Purchase/Recharge of a Gift Card

1. Ring the sale of a gift card on the register. Customer can purchase with cash or credit. (Product code 570 = General Activate Product code 571 = General Reload)
2. Select **Other**
3. Select **Gift Card**
4. Select **Activate** (new card) or **Reload** (existing card)
5. Enter **Amount**
6. **Swipe** card when prompted
7. Activation/Reload complete, receipt prints

Check Customer's Card Balance

1. Select **Other**
2. Select **Gift Card**
3. Select **Balance Inquiry**
4. **Swipe** gift card
5. Receipt prints with card balance

Note: Customers who have a card with a PIN can call the number on the back of the card to check their balance.

Customer Uses Gift Card to Make a Purchase

1. Select Other
2. Select Gift Card
3. Select Redeem
4. Ring sale for products being purchased
5. **Swipe** gift card when prompted
6. Sale complete, receipt prints

Manual Transactions

Manual transactions are not able to be processed on the register.

Note: If the register won't read the magstripe call customer service at 877.462.5275 ext. 9

Digital gift cards from the mobile app are not able to be processed on this terminal as it does not allow manual transactions

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

