

» Prepaid solutions merchant terminal guide

Your terminal guide to prepaid solutions (gift card)

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Introduction

All you need to know about using Gift Cards on your PDQ terminal

This booklet will tell you everything you need to know about using Gift Cards (also known as 'Prepaid Solutions') on your PDQ terminal, issued by Barclaycard.

Gift Card functionality

Gift Card functionality will appear as a new menu option on your existing terminal.

It covers:

- Sales
- Gift Card Top Ups
- Refunds
- Balance Enquiries

Gift Card activation

To activate a gift card, follow the top up process on page 5.

How to navigate through the terminal screens:



Press Menu until the gift card menu appears.

If you press the ▼ key when the last option is shown, the options will be re-displayed from the beginning of the list.

If you press the ▲ key when the first option is shown, the options will be re-displayed from the end of the list.

Highlight the option you want and press ENTER.

READY
Merchant Number
26212345

gift card

Sale
Gift Card Top Up
Balance Enquiry

Sale

Use the Sale function as you would for credit/debit/cash transaction when a cardholder wants to pay for their goods with their Gift Card.

From the idle screen, press Menu until the Gift Card menu appears.

- Select Sale

Swipe card or key enter card details (Sale)

- Swipe the cardholder's card
- If the stripe/card is faulty, use the keypad to enter the number
- Key in the amount
- The terminal will contact Barclaycard for card authorisation
- When the sale is successful, the receipt will then be printed

Insufficient funds (Sale)

If the card doesn't have enough for the total value of the transaction, this screen will be displayed:

NOTE: All of the available funds will be taken from the card and the terminal will display the amount that's still to be paid.

Tell the cardholder that there isn't enough on the card to complete the transaction.

If the cardholder wants to pay the rest by another method, press ENTER and the terminal will return to the idle screen.

If the cardholder doesn't want to pay the balance by another method, press CANCEL.

gift card

Sale

Gift Card Top Up
Refund

Sale

Swipe Card or
Key in Card Details
and then press ENTER

Sale

Key in Card Number
12345
and then press ENTER

Sale

Enter Amount
£10
and then press ENTER

Sale

Contacting host
Please wait...

Sale

SUCCESSFUL
Printing please wait

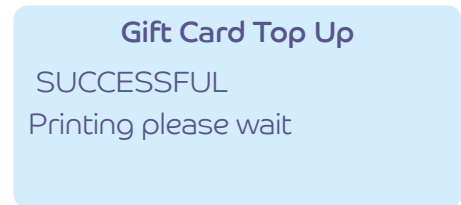
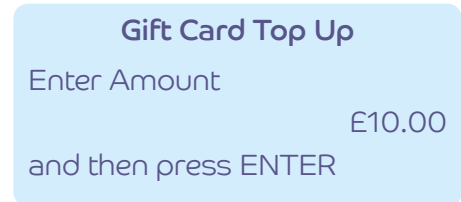
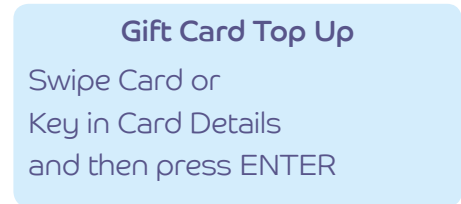
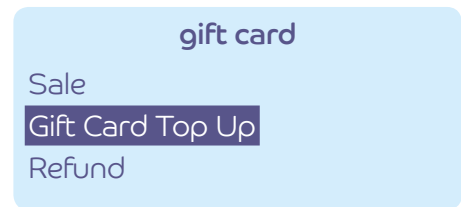
Insufficient Funds
Balance Due EXX.XX
Proceed?
ENTER=Yes CANCEL=No

Gift Card Top Up

From the idle screen, press Menu until the Gift Card menu appears.

Use the Gift Card Top Up function to add money to an existing card, or when a new card is being bought. Here's how:

- select Gift Card Top Up from the Menu
- swipe the card or enter the card number
- key in the amount to be added to the card
- press Enter

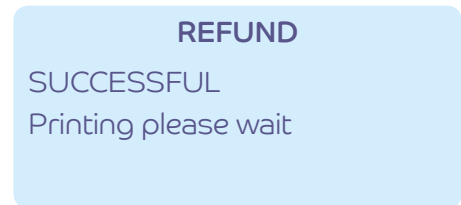
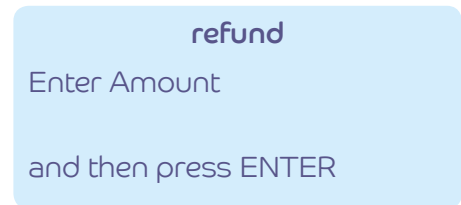
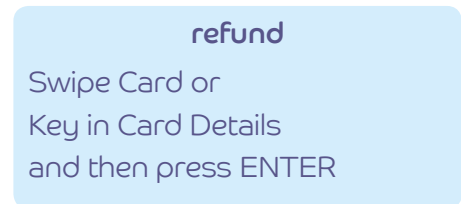
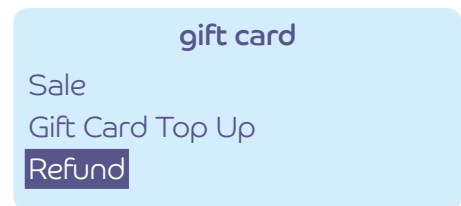


Refund

Use the Refund function to credit a cardholder's Gift Card with a refund amount for goods.

From the idle screen, press Menu until the Gift Card menu appears.

- Select Refund from the Menu
- If prompted, swipe your Supervisor card
- Swipe the customer's card or enter their card number
- Enter the amount for refund



Balance Enquiry

Use the Balance Enquiry function when a cardholder wants to know how much they've got left on their Gift Card.

From the idle screen, press Menu until the Gift Card menu appears.

Select Balance Enquiry from the Menu options.

- If prompted, swipe your Supervisor card

Swipe card or key in the details (Balance Enquiry).

- If you're keying in the card details, the screen will change to the following:

Print receipts (Balance Enquiry)

NOTE: The terminal will only print a cardholder receipt.

gift card

Sale

Gift Card Top Up
Balance Enquiry

Balance Enquiry

Swipe Card or
Key in Card Details

12345

and then press ENTER

Balance Enquiry

Printing please wait

Reports menu

Manual End of Day

From the idle screen, press MENU until you see this screen:

Select Manual EOD from the drop-down menu, and this screen will appear:

Press ENTER to continue with End of Day.

NOTE: If no transactions have taken place, you'll be asked if you want to continue to check for configuration updates.

admin menu

Manual EOD

Reports Menu

Print EOD Report

manual eod

Perform EOD

ENTER = Yes CANCEL = No

- Press ENTER
- This will happen automatically for normal EOD
- The following screens are displayed during EOD

A report showing the status at the End of Day will be printed.

manual eod
 Perform EOD
 ENTER = YES CANCEL = NO

manual eod
 Contacting host
 Please Wait...

manual eod
 No Transactions
 Check Config?
 ENTER = YES CANCEL = NO

manual eod
 Config Download
 <File Name>
 Please Wait...

manual eod
 Config Download
 SUCCESS
 Press ENTER

Additional reports

From the idle screen, press MENU until you see the Admin Menu.

Select Reports Menu from the drop-down menu and press ENTER.

Select the report you require from the drop-down menu:
 Press ENTER.

admin menu
 Manual EOD
Reports Menu
 Print EOD Report

Config Download
 Print Config

REPORTS MENU
Sales Summary
 Transactional Detail
 End of Day List

Sales Summary printout

The Sales Summary Report will show the sales position since the last EOD.

Sales since last EOD

Last EOD:

Merchant ID:

TID:

Sales

From:

Time:

Receipt number:

To:

Time:

Receipt number:

TXN Count:

TXN Total:

End Of Report

NOTE: The letter to the right of the transaction means:

F = Failed transactions

V = Void transactions (transactions that have sent a request message but haven't received a response message from Barclaycard)

A = Aborted transactions (transactions that haven't received a confirmation message from Barclaycard confirming that it's received the confirmation message from the terminal)

A '-' minus symbol is shown for Refund and Top Up transactions.

Transaction Detail printout

When Transaction Detail is selected from the drop-down list, the terminal will automatically print out a Detailed Transaction Report, similar to this:

Txns since last EOD	
Last EOD:	<input type="text"/>
Merchant ID:	<input type="text"/>
TID:	<input type="text"/>
Sales	
From:	<input type="text"/> DD / <input type="text"/> MM / <input type="text"/> YYYY
Time:	<input type="text"/> HH : <input type="text"/> MM
Receipt number:	<input type="text"/>
To:	<input type="text"/> DD / <input type="text"/> MM / <input type="text"/> YYYY
Time:	<input type="text"/> HH : <input type="text"/> MM
Receipt number:	<input type="text"/>
TXN Count:	<input type="text"/>
TXN Total:	<input type="text"/> E
To:	<input type="text"/> DD / <input type="text"/> MM / <input type="text"/> YYYY
Time:	<input type="text"/> HH : <input type="text"/> MM
<input type="text"/>	GiftCrd <input type="text"/> E <input type="text"/> V
Date:	<input type="text"/> DD / <input type="text"/> MM / <input type="text"/> YYYY
Time:	<input type="text"/> HH : <input type="text"/> MM
<input type="text"/>	GiftCrd <input type="text"/> E <input type="text"/> A
Date:	<input type="text"/> DD / <input type="text"/> MM / <input type="text"/> YYYY
Time:	<input type="text"/> HH : <input type="text"/> MM
<input type="text"/>	GiftCrd <input type="text"/> E- <input type="text"/>
Date:	<input type="text"/> DD / <input type="text"/> MM / <input type="text"/> YYYY
Time:	<input type="text"/> HH : <input type="text"/> MM
<input type="text"/>	GiftCrd <input type="text"/> E <input type="text"/> F
Date:	<input type="text"/> DD / <input type="text"/> MM / <input type="text"/> YYYY
Time:	<input type="text"/> HH : <input type="text"/> MM
<input type="text"/>	GiftCrd <input type="text"/> E- <input type="text"/>
Date:	<input type="text"/> DD / <input type="text"/> MM / <input type="text"/> YYYY
Time:	<input type="text"/> HH : <input type="text"/> MM
End Of Report	

End of Day (EOD) List

When EOD List is selected from the Reports Menu, the terminal will automatically print out a report that shows all the previous EOD Reports performed on the terminal. It will look like this:

End Of Day List

Merchant ID:

TID:

Date:

Time:

Batch:

From:

Time:

Receipt number:

To:

Time:

Receipt number:

TXN Count:

TXN Total:

To:

Time:

Batch:

From:

Time:

Receipt number:

To:

Time:

Receipt number:

TXN Count:

TXN Total:

To:

Time:

End Of Report

Print End of Day Report

Select Print EOD Report from the drop-down menu and this screen will appear:

At this prompt, enter the batch number referred on the End of Day Report in question.

Print Report

Enter Batch Number

and then press ENTER

Automatic End of Day

The Automatic EOD Report isn't scheduled to run for Gift Cards. However, you can switch it on if you need to.

The report will only run if the terminal is powered on and NOT performing any functions.

Note: A configuration download will happen after an Automatic EOD.

The following screens will be shown to let you know that an EOD Report is in progress. Once the report is completed, the terminal will return to the idle screen.

Once the EOD is complete, you must press ENTER.

Automatic EOD failed

If the Automatic EOD fails, you'll see this screen after the Config Download:

If the Automatic EOD fails, a short report will be printed.

Note: To clear any necessary limits, you can carry out a manual EOD. See how on page 8.

automatic eod

Contacting Host

Please Wait...

automatic eod

Connection Made

<App Name> Txn Upload

Please wait...

automatic eod

Config Download

<File Name>

Please Wait...

automatic eod

Process Complete

Press ENTER

automatic eod

Process Failed

Press CLEAR

Frequently asked questions

Terminal messages

You may see these messages when making transactions with Gift Cards. Here's what you need to do if you see them.

Message	Cause/Description	Action
Transactions Disabled Call Helpdesk on Press CLEAR	Processing of transactions has been disabled	Press CLEAR Contact Helpdesk
GIFT CARD Transactions disabled 8 days since last EOD Press CLEAR	Maximum time limit reached without performing an End of Day (EOD)	Press CLEAR Perform a manual EOD to continue with Gift Card transactions
GIFT CARD Manual EOD required Press ENTER	EOD required	Press ENTER EOD must be performed in order to continue with Gift Card transactions
GIFT CARD Transactions disabled Value Limit reached Press CLEAR GIFT CARD Manual EOD required Press ENTER	Transactions have been disabled as the maximum value has been exceeded. This is an internal value and requires an EOD to be performed	Press CLEAR Press ENTER Perform a manual EOD to continue with Gift Card transactions
GIFT CARD Transactions disabled Transaction Store Full Press CLEAR GIFT CARD Manual EOD required Press ENTER	The maximum number of transactions that the terminal can physically store has been reached. An EOD is required to clear down	Press CLEAR Press ENTER Perform a manual EOD to continue with Gift Card transactions
GIFT CARD Transactions disabled Volume Limit Reached Press CLEAR GIFT CARD Manual EOD required Press ENTER	The maximum number of transactions between each EOD has been reached and needs an EOD to be performed to clear	Press CLEAR Press ENTER Perform a manual EOD to continue with Gift Card transactions

Message	Cause/Description	Action
<p>GIFT CARD</p> <p>Exceeds Terminal Limit Maximum available £15</p> <p>Press ENTER</p>	<p>This message is displayed if a transaction will cause the value threshold to be exceeded. The maximum amount is shown. An EOD will clear</p>	<p>Press ENTER</p> <p>Perform a manual EOD to continue with Gift Card transactions</p>
<p>GIFT CARD</p> <p>Nearing Value Limit Manual EOD required</p> <p>Press CLEAR</p>	<p>This is a warning to indicate that the value limit is approaching and EOD should be performed</p>	<p>Press CLEAR to to return to the idle screen</p> <p>Perform a manual EOD to continue with Gift Card transactions</p>
<p>GIFT CARD</p> <p>Nearing Volume Limit Manual EOD required</p> <p>Press CLEAR</p>	<p>This is a warning to indicate that the volume limit is approaching and EOD should be performed</p>	<p>Press CLEAR to to return to the idle screen</p> <p>Perform a manual EOD to continue with Gift Card transactions</p>
<p>GIFT CARD</p> <p>Nearing Storage Limit Manual EOD required</p> <p>Press CLEAR</p>	<p>This is a warning to indicate that the storage limit is approaching and EOD should be performed</p>	<p>Press CLEAR to to return to the idle screen</p> <p>Perform a manual EOD to continue with Gift Card transactions</p>

NOTE: An Automatic End of Day will also clear these conditions if a manual EOD isn't used. Bear in mind – an Automatic End of Day is not a default with the Gift Card functionality. You can arrange set-up of Automatic End of Day by calling 0844 811 6666.*

Card lost or stolen (error code 99)

For a lost/stolen card, please keep the card and get in touch with us straight away.

If you need any help with your terminal, call us on 0844 811 6666.*

We're open Monday to Sunday, 8am – Midnight.

**This document is available in large print, Braille and audio,
by calling 0800 161 5350.***

*Call charges apply. 0844 calls will cost 7p per minute plus your phone company's access charge (current at September 2016). Calls to 0800 numbers are free from UK landlines and personal mobiles, otherwise call charges may apply. Please check with your service provider. Calls may be monitored or recorded in order to maintain high levels of security and quality of service.

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