

» Card machine guide for Savvy gift cards

Contents

Introduction.....	3
Activating your terminal	4
Gift Card Menu.....	6
Admin Menu.....	7
Frequently asked questions	9

Introduction

This booklet will tell you everything you need to know about using your Barclaycard card machine to load and redeem gift cards.

The Savvy Gift Card Programme

To operate a small business gift card programme using your Barclaycard card machine, you'll need to register for a gift card account with Savvy. All of the information you need about the programme – including order and pricing details – can be found at savvygiftcards.co.uk

Activating your terminal

Guide to activating new functionality on your PDQ terminal

Once you've registered for your gift card account with Savvy, and received your first card order, you may need to perform a function download to activate the software on your Barclaycard card machine.

To activate the new functionality, just follow this simple procedure:

- At the READY prompt press the **MENU** key until system menu is displayed
- Use the **▼** key and highlight Select Function and press the green **ENTER** key
- Key in 81 and press the green **ENTER** key
- Swipe the supervisor card, select YES and press the green **ENTER** key
- Your terminal may prompt you to confirm contact to GEMS. If prompted please press the green **ENTER** key, alternatively your terminal may do this automatically. This display shows that the terminal is loading
- The terminal will power on and off and will then return to the READY prompt and your PDQ Terminal will be ready for use

READY

<Date>
Merchant Number:
<Your Merchant Number>

SYSTEM MENU

Totals
Merchant Number:
Select Function

Key in Function Code

And then press **ENTER** key

SYSTEM

Contact GEMS
Swipe Supervisor Card

CONTACT GEMS

Various message
will appear in this field
Please wait

READY

Date
Merchant Number
xxxxxxxx

Gift Card functionality

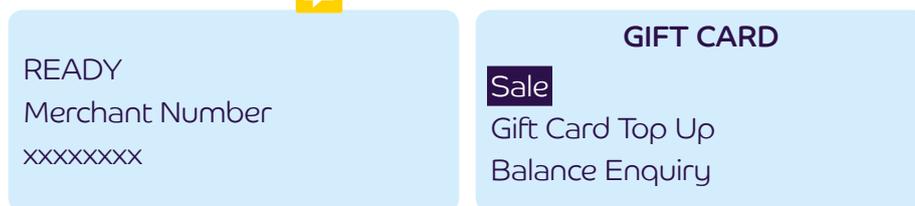
Gift Card will appear as a new menu option on your card machine. It covers:

- Gift Card Top Up – activating and loading value onto a gift card
- Sale – taking payment from a gift card
- Balance Enquiry – checking how much value is left on a gift card

How to navigate through the card machine 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**.



Gift Card Menu

Gift Card activation

Your gift cards have no value until you activate them at the time when they're purchased from you. To activate the gift card, you'll need to 'top up' the value. To do this:

- 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 

Sale

Use the Sale function 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
- Then select Sale
- Swipe the gift card
- If the stripe/card is faulty, use the keypad to enter the card number
- Key in the amount
- The card machine will contact Savvy for gift 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 card machine will display the amount that's still to be paid.

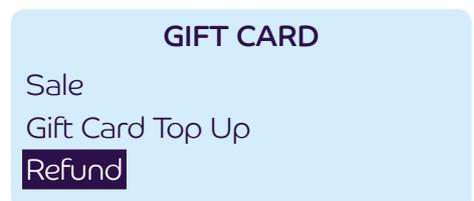
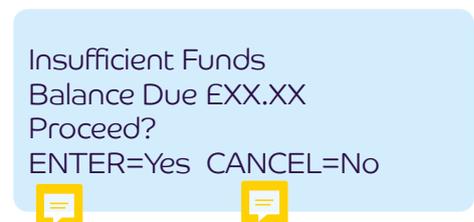
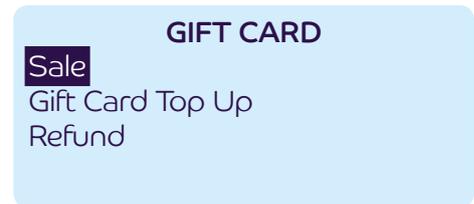
Tell the cardholder that there isn't enough on the card to complete the transaction. If the cardholder wants to pay the rest by another method, press ENTER  and the card machine will return to the idle screen.

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

Refund

Although you'll see this option in the Gift Card Menu, refunds cannot be applied to a previously issued gift card.

If you wish to refund a customer with store credit, you'll need to activate and load a new gift card.



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
-  prompted, swipe your Supervisor Card
- Swipe card or key in the card number (Balance Enquiry)

Print receipts (Balance Enquiry)

NOTE: The card machine will only print a cardholder receipt.

Admin Menu

Manual EOD

To access the Admin Menu, press **MENU**  until you see this screen on the right.

Select Manual EOD from the Admin Menu, and this screen will appear (as shown on the right).

Press **ENTER**  to continue with End of Day (EOD).

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

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

GIFT CARD

Sale

Gift Card Top Up
Balance Enquiry

ADMIN MENU

Manual EOD

Reports Menu
Print EOD Report

Reports Menu

Select Reports Menu from the Admin Menu and press ENTER.

Select the report you require from the drop-down menu, and then press ENTER.



Sales Summary printout

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

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 Savvy)

A = Aborted transactions (transactions that haven't received a confirmation message from Savvy confirming that it's received the confirmation message from the card machine)

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 card machine will automatically print out a Detailed Transaction Report.

End of Day (EOD) List

When EOD List is selected from the Reports Menu, the card machine will automatically print out a report that shows all the previous EOD Reports performed on the card machine.

Print End of Day Report

Select Print EOD Report from the Admin Menu:

- when prompted, enter the batch number you wish to print the report for – you'll find this on the End of Day List
- enter the batch number referred on the End of Day Report in question

REPORTS MENU

Sales Summary

Transactional Detail

End of Day List

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 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 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 card machine can physically store has been reached. An EOD is required to clear down	Press CLEAR  Press ENTER  Perform 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 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 </p> <p>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 </p> <p>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 </p> <p>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 machine help

If you need any help with any other aspects of your card machine 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 0844 811 6666.*

*Call charges apply. 0844 calls will cost 7p per minute plus your phone company's access charge (current at December 2016). Calls may be monitored or recorded in order to maintain high levels of security and quality of service.

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