

Fanfare Gift Card Application

Quick Reference Guide

Ingenico Telium

United States

Color Key

- Required merchant input or action.
- Optional or conditional merchant input or action.
- Required merchant or customer input on terminal or external PIN pad.

Idle Screen: Press **[ENTER]** to access the Main Menu from the idle screen.

Scrolling: If desired selection is not on the terminal screen, press **[▼]** or **[▲]** until option is displayed.

Card Activation

Use this function to issue a new gift card. **Gift cards are not valid until activated.**

- Select **[GIFT]**.
 - Select **[ACTIVATION]**.
 - Input Clerk ID and press **[ENTER]**.
 - Select **[YES]** to add Clerk ID or **[NO]** to return to Clerk ID prompt.
 - Input Invoice Number and press **[ENTER]**.
 - Choose Payment Type – this prompt is used to designate the payment method the merchant received in exchange for the gift card.
 - Select **[CREDIT]**, **[DEBIT]**, or **[CASH/COMP]**.
 - Input amount and press **[ENTER]**.
 - If prompted, swipe credit/debit card and follow prompts.
- Terminal communicates to authorize amount on credit/debit card and Merchant Copy of receipt prints.**
- Select **[YES]** or **[NO]** to print Customer Copy of receipt.
 - Swipe gift card or manually input account number and press **[ENTER]**.
- Terminal communicates to activate gift card and add transaction amount as the starting balance. Merchant Copy of receipt prints.**
- Select **[YES]** or **[NO]** to print Customer Copy of receipt.

Sale/Redemption

Use this function to process a purchase using the available funds on a gift card.

- Select **[GIFT]**.
- Select **[SALE]**.
- Input Clerk ID and press **[ENTER]**.
- Select **[YES]** to add Clerk ID or **[NO]** to return to Clerk ID prompt.
- Input Invoice Number and press **[ENTER]**.

- Input amount and press **[ENTER]**.

- Pass terminal to customer.

- Swipe gift card or manually input the account number and press **[ENTER]**.

- Receive terminal from customer.

Transaction processes and Merchant Copy of receipt prints.

- Select **[YES]** or **[NO]** to print Customer Copy of receipt.

Balance Inquiry

Use this function to obtain the available balance on a gift card.

- Select **[GIFT]**.
- Select **[BALANCE INQ]**.

- Input Clerk ID and press **[ENTER]**.
- Select **[YES]** to add Clerk ID or **[NO]** to return to Clerk ID prompt.

- Swipe gift card or manually input the account number and press **[ENTER]**.

Transaction processes and Customer Copy of receipt prints.

Reload

Use this function to add value to the balance of an active gift card.

CREDIT (SWIPED)

- Select **[GIFT]**.
- Select **[RELOAD]**.

- Input Clerk ID and press **[ENTER]**.
- Select **[YES]** to add Clerk ID or **[NO]** to return to Clerk ID prompt.
- Input Invoice Number and press **[ENTER]**.

- Choose Payment Type – this prompt is used to designate the payment method the merchant received in exchange for the gift card.
- Select **[CREDIT]**, **[DEBIT]**, or **[CASH/COMP]**.
- Input amount and press **[ENTER]**.
- If prompted, swipe credit/debit card and follow prompts.

Terminal communicates to authorize amount on credit/debit card and Merchant Copy of receipt prints.

- Select **[YES]** or **[NO]** to print Customer Copy of receipt.
- Swipe gift card or manually input account number and press **[ENTER]**.

Terminal communicates to reload gift card and add transaction amount to the available card balance. Merchant Copy of receipt prints.

- Select **[YES]** or **[NO]** to print Customer Copy of receipt.

Credit/Adjustment

Use this function to add value to the balance of an active gift card. This may be used when a customer returns an item or when store credit is issued.

- Select **[GIFT]**.
- Select **[CREDIT]**.

- Input Clerk ID and press **[ENTER]**.
- Select **[YES]** to add Clerk ID or **[NO]** to return to Clerk ID prompt.
- Input Invoice Number and press **[ENTER]**.

- Input amount and press **[ENTER]**.
- Swipe card or manually input card number and press **[ENTER]**.

Transaction processes and Merchant Copy of receipt prints.

- Select **[YES]** or **[NO]** to print Customer Copy of receipt.

Card Refund/Zero Card

Note: Gift card balance does not print on the Card Refund receipt. Complete a Balance Inquiry prior to completing a Card Refund transaction.

Use this function to reduce the balance of a gift card to \$0. This may be used when a gift card is activated for the incorrect amount, or when the remaining gift card balance is returned to the customer in cash. Please consult your internal policies and procedures for more information.

- Select **[GIFT]**.
- Select **[CARD REFUND]**.
- Input Clerk ID and press **[ENTER]**.
- Select **[YES]** to add Clerk ID or **[NO]** to return to Clerk ID prompt.
- Input Invoice Number and press **[ENTER]**.
- Swipe gift card or manually input account number and press **[ENTER]**.

Transaction processes and Merchant Copy of receipt prints.

- Select **[YES]** or **[NO]** to print Customer Copy of receipt.

Void

Use this function to cancel a transaction in the open gift card batch.

- Select **[GIFT]**.
- Select **[VOID]**.
- Select **[ALL]** to view a list of all transactions in the open batch **OR** select **[REFERENCE #]**, **[CLERK #]**, **[INVOICE #/PO #]**, **[ACCOUNT #]**, or **[APPROVALCODE]** to search batch using the chosen transaction detail.

- Input Reference Number and press **[ENTER]** to search.
- Input Clerk Number and press **[ENTER]** to search.
- Input Invoice/PO Number and press **[ENTER]** to search.
- Input Account Number and press **[ENTER]** to search.
- Input Approval Code and press **[ENTER]** to search.
- Press **[▼]** and **[▲]** to scroll the search results.

- Select **[SELECT]** to void the transaction currently displayed.
- Select **[YES]** to confirm the void.

Transaction processes and Merchant Copy of receipt prints.

- Select **[YES]** or **[NO]** to print Customer Copy of receipt.

Reports

Use this function to print or display a Totals Report for the current or previous gift card batch.

- Select **[GIFT]**.
- Select **[REPORTS]**.
- Select **[CURRENT BATCH]** or **[PREVIOUS BATCH]**.
- Select **[PRINT]** or **[DISPLAY]**.

Terminal displays or prints the Totals Report.

- Press **[ENTER]** to exit the displayed report.