

Fanfare Gift Card Application

Quick Reference Guide

VeriFone® Vx520 Series

Color Key

Required merchant input or action.

Optional or conditional merchant input or action.

Scrolling: If desired selection is not on the terminal screen, press the key below [▼] until option displays.

Card Activation

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

- Select **[GIFT CARD]**.
- Select **[ACTIVATION]**.
- Input amount and press **[ENTER]**.
- Swipe gift card or manually input account number and press **[ENTER]**.
- If prompted, input expiration date and press **[ENTER]**. If no expiration date is printed on the card, use the default of 1249.

Transaction processes and 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 CARD]**.
- Select **[SALE]**.
- Enter sale amount and press **[ENTER]**.
- Swipe gift card or manually input account number and press **[ENTER]**.
- If prompted, input expiration date and press **[ENTER]**. If no expiration date is printed on the card, use the default of 1249.

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 CARD]**.
- Select **[BALANCE INQ]**.
- Swipe gift card or manually input account number and press **[ENTER]**.
- If prompted, input expiration date and press **[ENTER]**. If no expiration date is printed on the card, use the default of 1249.

Transaction processes and Customer Copy of receipt prints.

Reload

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

- Select **[GIFT CARD]**.
- Select **[RELOAD]**.
- Input amount and press **[ENTER]**.
- Swipe gift card or manually input account number and press **[ENTER]**.
- If prompted, input expiration date and press **[ENTER]**. If no expiration date is printed on the card, use the default of 1249.

Transaction processes and 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 CARD]**.
- Select **[CREDIT]**.
- Input amount and press **[ENTER]**.
- Swipe gift card or manually input account number and press **[ENTER]**.
- If prompted, input expiration date and press **[ENTER]**. If no expiration date is printed on the card, use the default of 1249.

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 CARD]**.
- Select **[CARD REFUND]**.
- Swipe gift card or manually input account number and press **[ENTER]**.
- If prompted, input expiration date and press **[ENTER]**. If no expiration date is printed on the card, use the default of 1249.

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 CARD]**.
- Select **[VOID]**.
- Input the transaction code (Tran Code) for the transaction to be voided and press **[ENTER]**.
- Select **[YES]** if transaction displayed is correct.

Transaction processes and Merchant Copy of receipt prints.

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

Reports

Use this function to print a Detail or Totals Report for the current batch.

- Select **[GIFT CARD]**.
- Select **[MANAGER]**.
- Select **[DETAIL REPORT]** or **[TOTALS REPORT]**.
- If prompted, input password and press **[ENTER]**.

Terminal prints report.

Batch Inquiry

Use this function to print a report of totals by transaction type for the current or previous batch.

- Select **[GIFT CARD]**.
- Select **[BATCH INQUIRY]**.
- Select **[CURR]** or **[PREV]**.

Terminal prints report.

Reprint Receipt

Use this function to print a duplicate copy of a transaction receipt.

- Select **[REPRINT]** key
- Select **[LAST]** or **[ANY]**.
- If prompted, input invoice number and press **[ENTER]**.

Terminal prints a duplicate Merchant Copy of the receipt.

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