

## Quick Reference Guide

### First Data Gift Card

This information applies to the following software releases:  
ICVERIFY<sup>®</sup> for Windows<sup>®</sup> versions 3.1.4 and up

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#### Overview

Thank you for purchasing an ICVERIFY, Inc. software product. We value your purchase and want to be sure you are comfortable owning and operating your software. Therefore we have produced a set of Quick Setup and Reference Guides to help you familiarize yourself with various aspects of the ICVERIFY software application.

This Quick Reference Guide is designed to give you a better sense of how to process gift card transactions under the First Data Gift Card program. It assumes you have already configured your software.

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#### First Data Gift Card Transaction Types

The various transaction types you will perform in the First Data Gift Card program are as follows:

- **Activation.** Use this transaction to activate and assign value to a new gift card.
  - **Redemption.** Use this transaction when a customer wants to redeem value placed on a gift card to make a purchase.
  - **Reload.** Use this transaction to add value to an existing gift card.
  - **Balance Inquiry.** Use this transaction to determine the remaining amount of value on an existing gift card.
  - **Replacement.** Use this transaction to transfer the value from an old gift card to a new one.
  - **Void Redemption.** This transaction type will reverse a prior Redemption transaction.
  - **Void Reload.** This transaction type will reverse a prior Reload transaction.
  - **Void Activation.** This transaction type will reverse a prior Activation transaction.
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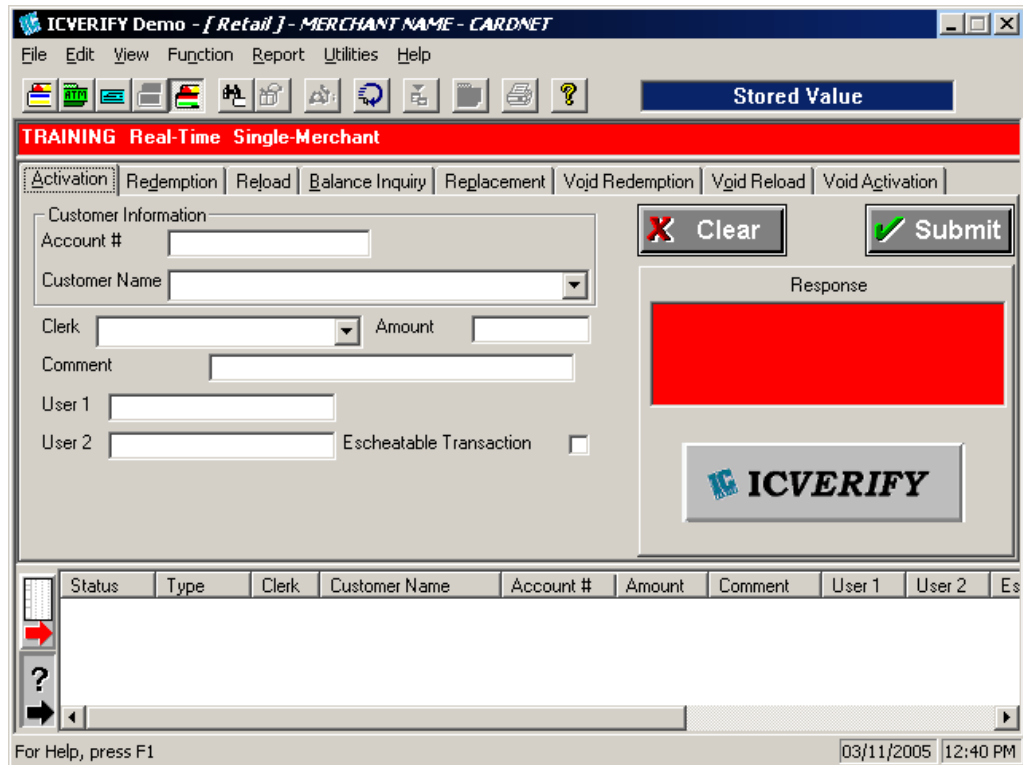
**Activation**

An *Activation* transaction is used to activate and assign value to a new stored value card. Submitting an Activation transaction causes the ICVERIFY™ product to send the cardholder information and assigned value to First Data so that the card may be used.

**NOTE:** Activation transactions can only be performed when the card is physically present and successfully swiped. You cannot activate a card by keying in its account number, or when the card is not present.

Figure 1 below shows how the ICVERIFY GUI appears when you perform an Activation transaction.

**Figure 1** First Data Gift Card – Activation Screen



**Performing an Activation Transaction** Follow the steps in the table below to perform an Activation transaction.

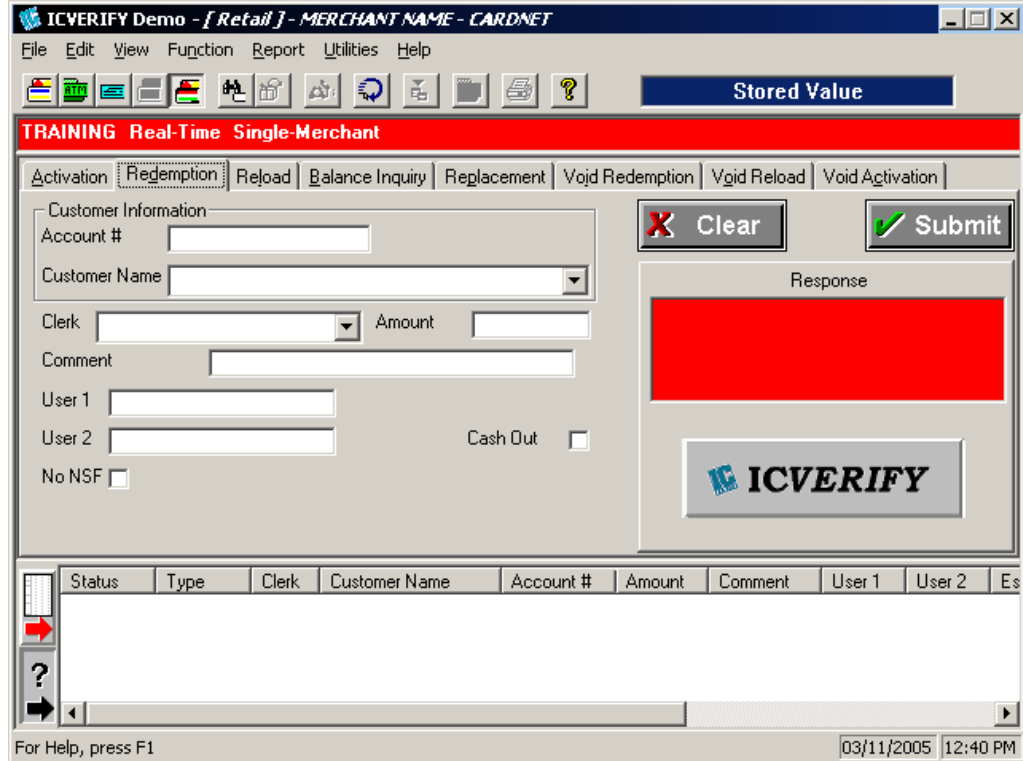
Step	Action
1.	Click the <b>Stored Value</b> button in the ICVERIFY® application window to bring up the Gift Card transaction types.
2.	Click the <b>Activation</b> tab in the ICVERIFY® application window. This will cause the Activation tab to display, if it isn't visible already.
3.	Swipe the stored value card to populate the card information fields in the ICVERIFY interface automatically.
4.	In the <b>Clerk</b> and <b>Comment</b> fields, type any necessary information (these fields are optional).
5.	If you have relevant information to add in the other data fields, fill them in as appropriate.
6.	Click the <b>Escheatable</b> check box if your store is in a location where laws of escheat apply.
7.	Click <b>Submit</b> to process the transaction, or <b>Clear</b> to remove all the data entry done for the transaction. The <b>Response</b> window will display the status of the transaction.

**Redemption**

A *Redemption* transaction is used to deduct value from a First Data Gift Card account when a consumer uses it to purchase goods or services. You can submit a Redemption transaction regardless of whether the purchase amount is less than, equal to, or more than the value actually present on the card.

Figure 2 below shows how the ICVERIFY GUI appears when you perform a Redemption transaction.

**Figure 2** First Data Gift Card – Redemption Screen



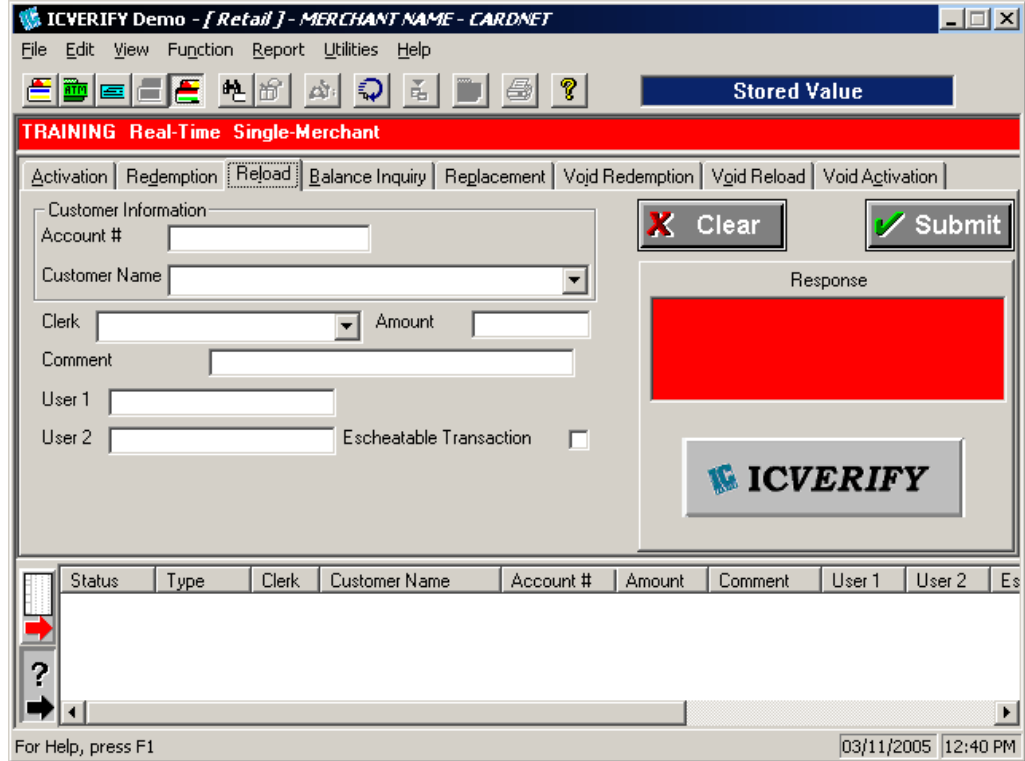
**Performing a Redemption Transaction** Follow the steps in the table below to perform a Redemption transaction.

Step	Action
1.	Click the <b>Redemption</b> tab in the ICVERIFY® application window.
2.	In the <b>Customer Information</b> area, enter the <b>Stored Value Card Number, Card Expiry Date</b> and <b>Customer Name</b> manually, or swipe the stored value card being used for the transaction to populate the fields automatically.
3.	In the <b>Clerk</b> and <b>Comment</b> fields, type any necessary information (these fields are optional).
4.	If you have relevant information to add in the other data fields, fill them in as appropriate.
5.	Select the <b>Cash Out</b> check box if the customer wants to redeem the rest of the balance on the card for cash.
6.	Change the value in the <b>No NSF</b> check box to <b>No</b> or <b>Yes</b> depending on whether you want to allow the customer to be able to redeem the card for a purchase greater than the amount stored on the card. Remember, if you enable the <b>No NSF</b> option, it is your responsibility to secure the payment balance from the customer by other means!
7.	Click <b>Submit</b> to process the transaction, or <b>Clear</b> to remove all the data entry done for the transaction. The <b>Response</b> window will display the status of the transaction.

**Reload** A Reload transaction is used to add value to an existing First Data Gift Card.

Figure 3 below shows how the ICVERIFY GUI appears when you perform a Reload transaction.

**Figure 3** First Data Gift Card – Reload Screen



**Entering a Reload Transaction** Follow the steps in the table below to perform a Reload transaction.

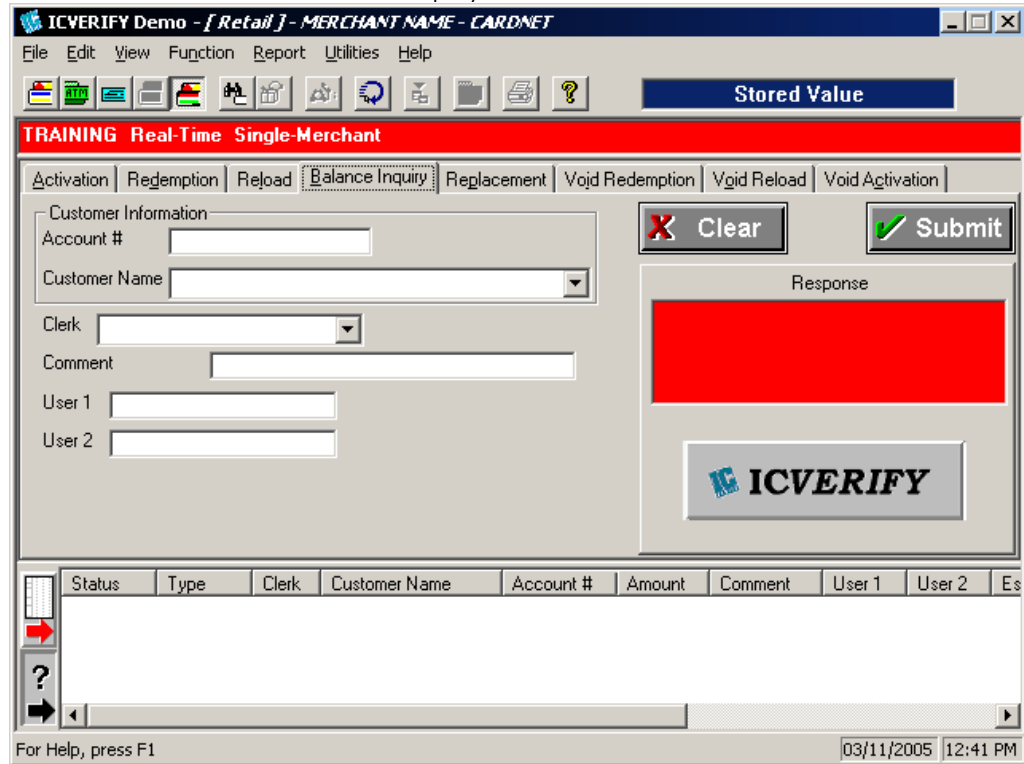
Step	Action
1.	Click the <b>Issuance / Reload</b> tab in the ICVERIFY® application window.
2.	In the <b>Customer Information</b> area, enter the <b>Stored Value Card Number, Card Expiry Date</b> and <b>Customer Name</b> manually, or swipe the stored value card being used for the transaction to automatically populate the fields.
3.	In the <b>Clerk</b> and <b>Comment</b> fields, type any necessary information (these fields are optional).
4.	If you have relevant information to add in the other data fields, fill them in as appropriate.
5.	Click the <b>Escheatable</b> check box if your store is in a location where laws of escheat apply.
6.	Click <b>Submit</b> to process the transaction, or <b>Clear</b> to remove all the data entry done for the transaction. The <b>Response</b> window will display the status of the transaction.

**Balance Inquiry**

A *Balance Inquiry* transaction is used to determine the remaining balance on a First Data Gift Card.

Figure 4 below shows how the ICVERIFY GUI appears when you perform a Reload transaction.

**Figure 4** First Data Gift Card – Balance Inquiry Screen





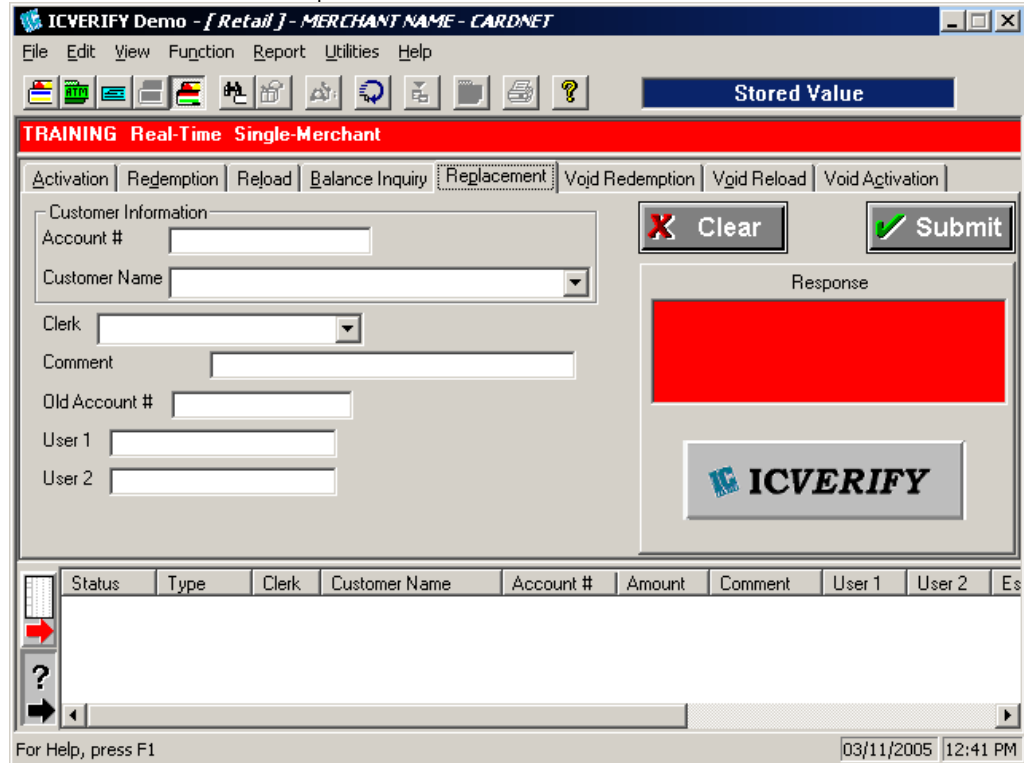
**Entering a Balance Inquiry Transaction** Follow the steps in the table below to perform a Balance Inquiry transaction.

Step	Action
1.	Click the <b>Balance Inquiry</b> tab in the ICVERIFY® application window.
2.	In the <b>Customer Information</b> area, enter the <b>Stored Value Card Number, Card Expiry Date</b> and <b>Customer Name</b> manually, or swipe the stored value card being used for the transaction to automatically populate the fields.
3.	In the <b>Clerk</b> and <b>Comment</b> fields, type any necessary information (these fields are optional).
4.	Click <b>Submit</b> to process the transaction. The <b>Response</b> window will display the results of the inquiry, including the remaining balance.
5.	Click <b>Clear</b> to remove all the data entry done for the transaction.

**Replacement** A *Replacement* transaction is used to transfer the value from an old First Data Gift Card to a new, currently inactive one. Generally this transaction is used when the old card's magnetic stripe is no longer readable.

Figure 5 below shows how the ICVERIFY GUI appears when you perform a Replacement transaction.

**Figure 5** First Data Gift Card – Replacement Screen



**Entering a Replacement / Balance Transfer Transaction** Follow the steps in the table below to perform a Replacement / Balance Transfer transaction.

Step	Action
1.	Click the <b>Replacement / Balance Transfer</b> tab in the ICVERIFY® application window.
2.	In the <b>Customer Information</b> area, enter the <b>NEW Stored Value Card Number, Card Expiry Date</b> and <b>Customer Name</b> manually, or swipe the new stored value card being used for the transaction to populate the fields automatically.
3.	In the <b>Clerk</b> and <b>Comment</b> fields, type any necessary information (these fields are optional).
4.	Enter the original account number in the <b>Old Account Number</b> field.
5.	If you have relevant information to add in the other data fields, fill them in as appropriate.
6.	Click <b>Submit</b> to process the transaction, or <b>Clear</b> to remove all the data entry done for the transaction. The <b>Response</b> window will display the status of the transaction.

**Void Redemption**

A *Void Redemption* transaction is used to remove a Redemption transaction from a settlement batch before the batch has settled.

When you first perform a Void Redemption transaction, you will see a Find Transaction screen as in Figure 6. When you have finished the Find Transaction operation, you will see the screen in Figure 7.

**Figure 6** First Data Gift Card – Find Transactions Screen

**Find Current Stored Value Card Transaction**

Search Criteria

Matching Data

Clerk

Comment

Account #

Amount

Customer Name

Transactions

- Activation
- Redemption
- Reload
- Balance Inquiry
- Replacement
- Void Redemption
- Void Reload
- Void Activation

Stored Value Cards

- Stored Value Card

Status

- Approved
- Declined

Clear Criteria

New Search

Start Search

Show Results

- Multiple
- One By One

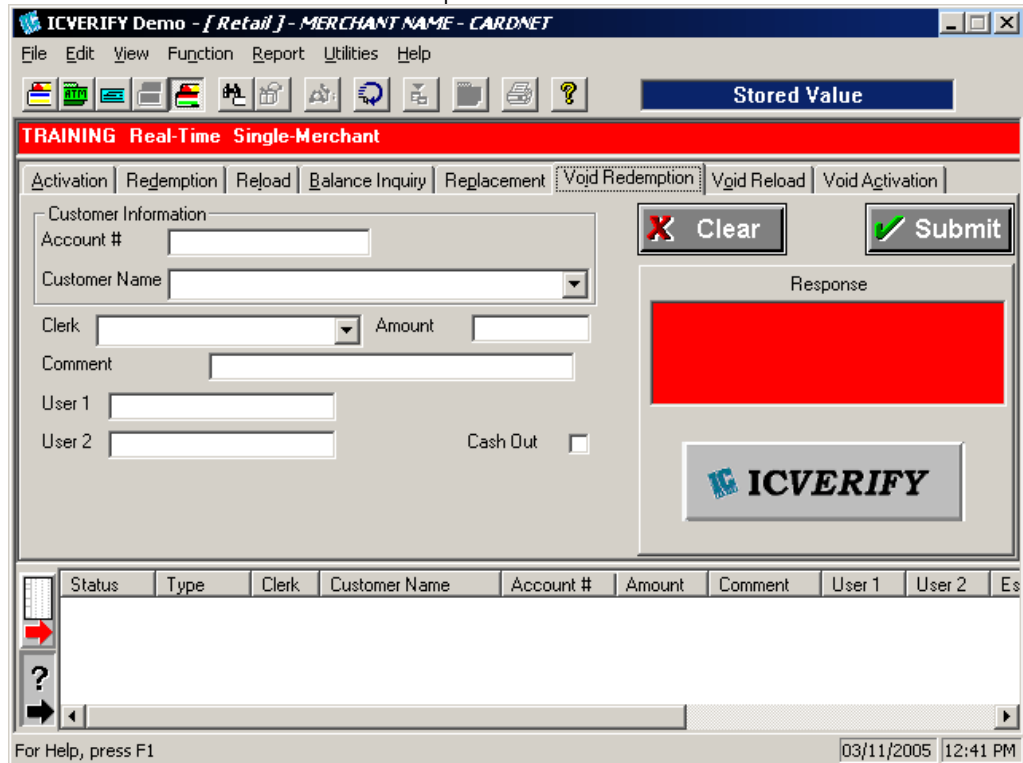
Next Transaction

Search Results

Status	Type	Clerk	Customer Name	Account #	Amount	Comment	User 1	User 2
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Edit View Convert To... Reprint Receipt Cancel Help

Figure 7 First Data Gift Card – Void Redemption Screen



**Entering a Void Redemption Transaction**

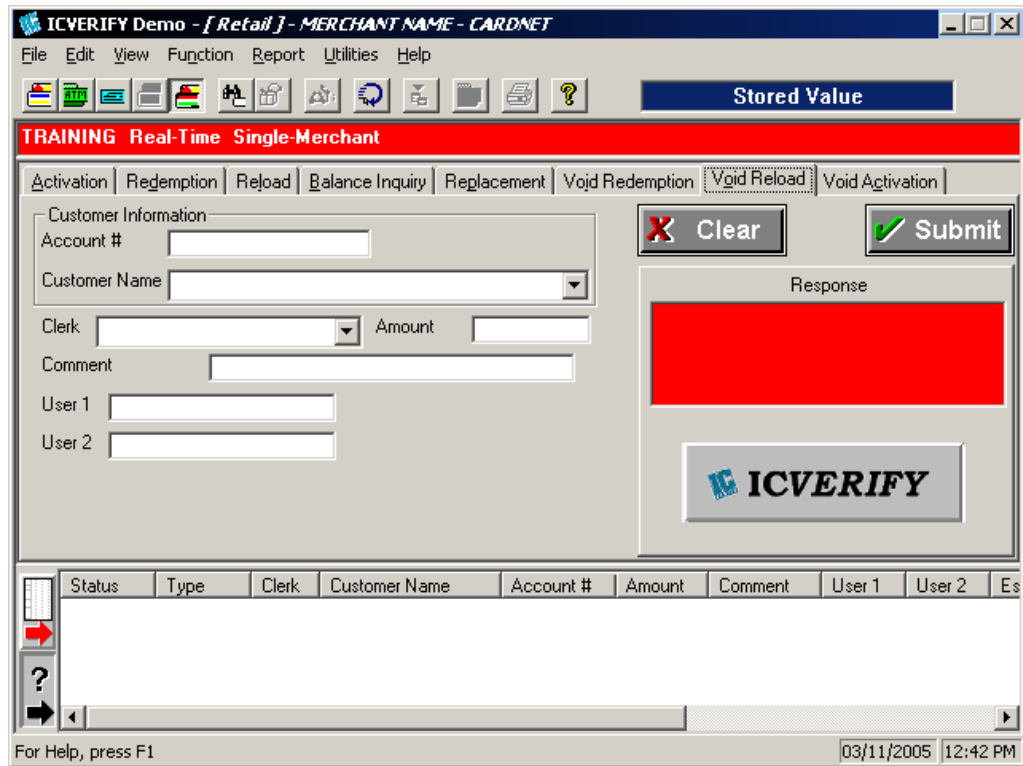
Follow the steps in the table below to perform a Void Redemption transaction.

Step	Action
1.	Click the <b>Void Redemption</b> tab in the ICVERIFY® application window. This will bring up the <b>Find Current Stored Value Card Transaction</b> dialog box as shown in Figure 6.
2.	Click the <b>Start Search</b> button, and use the search criteria to narrow your search until you see the right transaction in the search window.
3.	Highlight the appropriate transaction and click the <b>Convert To...</b> button to convert the transaction to a <b>Void Redemption</b> . You will then return to the screen in Figure 7.
4.	Enter a value in the <b>Clerk</b> field if you wish. This is optional.
5.	If it's available, enter the transaction amount in the <b>Amount</b> field.
6.	Click <b>Submit</b> to process the transaction, or <b>Clear</b> to remove all the data entry done for the transaction. The <b>Response</b> window will display the status of the transaction.

**Void Reload** A *Void Reload* transaction is used to remove an Issuance or Reload transaction from a settlement batch before the batch has settled.

When you first perform a Void Reload transaction, you will see a Find Transaction screen as in Figure 6. When you have finished the Find Transaction operation, you will see the screen in Figure 8.

**Figure 8** First Data Gift Card – Void Reload Screen



**Entering a Void Issuance / Void Reload Transaction** Follow the steps in the table below to perform a Void Issuance / Void Reload transaction.

Step	Action
1.	Click the <b>Void Reload</b> tab in the ICVERIFY <sup>®</sup> application window. This will bring up the <b>Find Current Stored Value Card Transaction</b> dialog box that you saw in Figure 6.
2.	Click the <b>Start Search</b> button, and use the search criteria to narrow your search until you see the right transaction in the search window.
3.	Highlight the appropriate transaction and click the <b>Convert To...</b> button to convert the transaction to a <b>Void Issuance</b> . You will return to the screen shown in Figure 8.
4.	Enter a value in the <b>Clerk</b> field if you wish. This is optional.
5.	If it's available, enter the transaction amount in the <b>Amount</b> field.
6.	Click <b>Submit</b> to process the transaction, or <b>Clear</b> to remove all the data entry done for the transaction. The <b>Response</b> window will display the status of the transaction.

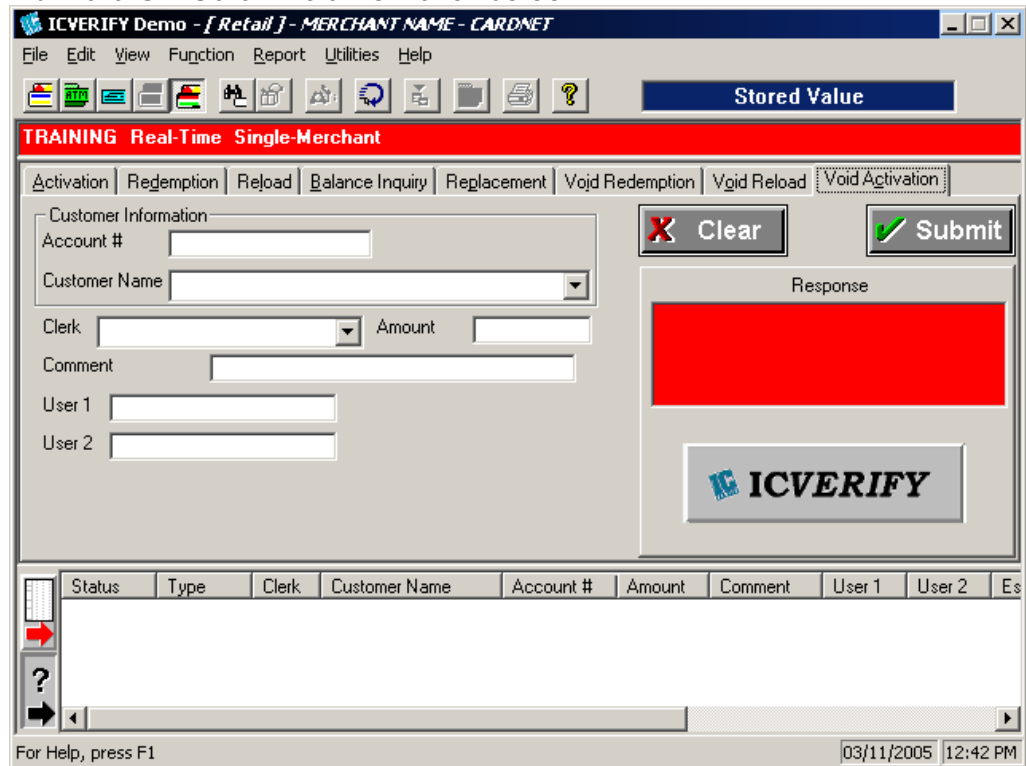
**Void Activation**

A *Void Activation* transaction is used to cancel an Activation transaction performed on a First Data Gift Card.

When you first perform a Void Reload transaction, you will see a Find Transaction screen as in Figure 6. When you have finished the Find Transaction operation, you will see the screen in Figure 9.

**NOTE:** If you attempt to perform a Void Activation transaction on a card that has already had a Redemption transaction posted against it, whether by you or another merchant, your Void Activation request will probably fail!

**Figure 9** First Data Gift Card – Void Activation Screen





**Entering a Void Activation Transaction** Follow the steps in the table below to perform a Void Activation transaction.

Step	Action
1.	Click the <b>Void Activation</b> tab in the ICVERIFY <sup>®</sup> application window. This will bring up the <b>Find Current Stored Value Card Transaction</b> dialog box, as you saw in Figure 6,
2.	Click the <b>Start Search</b> button, and use the search criteria to narrow your search until you see the right transaction in the search window.
3.	Highlight the appropriate transaction and click the <b>Convert To...</b> button to convert the transaction to a <b>Void Activation</b> . You will return to the screen shown in Figure 9.
4.	Enter a value in the <b>Clerk</b> field if you wish. This is optional.
5.	If it's available, enter the transaction amount in the <b>Amount</b> field.
6.	Click <b>Submit</b> to process the transaction, or <b>Clear</b> to remove all the data entry done for the transaction. The <b>Response</b> window will display the status of the transaction.