

## BATCH CLOSE

Batches stored in the terminal are not sent to the host, they are for merchant's information only. Transactions are stored in a batch for reporting purposes. A batch can hold up to 100 transactions.

### Gift Card

1. Press 1 for GIFT CARD
2. Press 7 for CLR BATCH
3. Select YES to clear batch; select NO to cancel and return to main menu
4. Select YES to confirm batch deletion; select NO to return to main menu

### Loyalty Card

1. Press 2 for LOYALTY
2. Press 5 for CLR BATCH
3. Select YES to clear batch; select NO to cancel and return to main menu
4. Select YES to confirm batch deletion; select NO to return to main menu



If further help is needed, contact the  
TenderCard Helpdesk at  
1-800-383-8280, ext. 2

### NOTES

## How to use TenderCard™ with the Ingenico Elite 770, Elite 712, Elite 710 And Elite 510 POS Terminals.



### Accessing the TenderCard™ Program

If TenderCard is installed as an add-on application, you will see a symbol at the idle prompt in the lower left-hand corner that looks like this: 

Select F1 to access the Add-On Menu. Press the number corresponding to the TenderCard program.

The TenderCard Menu appears:

TENDERCARD
1. GIFT CARD
2. LOYALTY

Press either 1 or 2 depending on the transaction you want to make.

(If either the Gift Program or the Loyalty Program is not being used, the menu will only show one item.)

If TenderCard is a stand-alone application on the terminal, the TenderCard menu is at the idle prompt.

## All Functions Start at the TenderCard™ Menu

### GIFT REDEEM/SALE (SUBTRACT VALUE)

1. Press 1 for GIFT CARD
2. Press 1 for SALE
3. Swipe card, or enter card number, press ENTER
4. Enter dollar amount to be subtracted from card, press ENTER
5. Merchant receipt prints; select YES to print a Customer receipt  
*\*If there are insufficient funds, the available balance displays on the screen and on a receipt*

### GIFT ISSUE/ACTIVATE (ADD VALUE)

1. Press 1 for Gift Card
2. Press 2 for ISSUE
3. Swipe card, or enter card number, press ENTER
4. Enter dollar amount to be added to card, press ENTER
5. Merchant receipt prints; select YES to print a Customer receipt

### GIFT CREDIT (RETURN VALUE TO EXISTING CARD)

1. Press 1 for Gift Card
2. Press 3 for RETURN
3. Swipe card, or enter card number, press ENTER
4. Enter dollar amount to be put back on card, press ENTER
5. Merchant receipt prints; select YES to print a Customer receipt

### GIFT FORCE (OFFLINE TRANSACTION)

1. Press 1 for GIFT CARD
2. Press 4 for FORCE
3. Swipe card, or enter card number, press ENTER
4. Enter dollar amount of the transaction, press ENTER
5. Enter the authorization number received from TenderCard,
6. press ENTER
7. Merchant receipt prints; select YES to print a Customer receipt

### GIFT BALANCE INQUIRY

1. Press 1 for GIFT CARD
2. Press 5 for BALANCE
3. Swipe card, or enter card number, press ENTER
4. Balance displays on terminal screen; Customer receipt prints; there will not be a merchant copy

### LOYALTY ACTIVATE/ADD POINTS

1. Press 2 for LOYALTY
2. Press 1 for ADD POINTS
3. Swipe card, or enter card number, press ENTER
4. Enter amount of points to be added to card, press ENTER
5. Merchant receipt prints; select YES to print a Customer receipt

### LOYALTY REDEEM/USE POINTS

1. Press 2 for LOYALTY
2. Press 2 for REDEEM\
3. Swipe card, or enter card number, press ENTER
4. Enter amount of points to be subtracted from card, press ENTER
5. Merchant receipt prints; select YES to print a Customer receipt  
*\*Insufficient funds: Balance displays on screen and a receipt prints*

### LOYALTY BALANCE INQUIRY

1. Press 2 for LOYALTY
2. Press 3 for BALANCE
3. Swipe card, or enter card number, press ENTER
4. Balance displays on terminal screen
5. Customer receipt prints; there will not be a merchant copy

### TRANSACTION REPORTS

#### Gift Card Report

1. Press 1 for GIFT CARD
2. Press 6 for REPORTS
3. Select type of report: SUMMARY or DETAIL, press ENTER
4. Select YES to clear the batch, or NO to return to main menu
5. Select YES to confirm batch deletion or NO to return to main menu

#### Loyalty Card Report

1. Press 2 for LOYALTY CARD
2. Press 4 for REPORTS
3. Select type of report: SUMMARY or DETAIL, press ENTER
4. Select YES to clear the batch, or NO to return to main menu
5. Select YES to confirm batch deletion or NO to return to main menu

Detailed reporting, including daily and monthly reports showing individual transactions, are available online at

<http://myaccount.imatts.com>

A user ID and password is required; contact TenderCard