

SHORTCUTS

GIFT CARD SALE (Redeem)

From main screen of the terminal:

1. Press SALE
2. Press GIFT CARD
3. Swipe card or enter card #, press ENTER
4. Enter dollar amount of sale, ENTER
5. Terminal will dial, process, and show response, such as "Approved xx.xx"
6. Two receipts print – one for customer, one for merchant.

LOYALTY CARD SALE (Use points)

From main screen of the terminal:

1. Press SALE
2. Press LOYALTY CARD
3. Swipe card or enter card #, press ENTER
4. Enter number of points to be subtracted from card, press ENTER
5. Terminal will dial, process, and show response, such as "Approved xx.xx"
6. Two receipts print – one for customer, one for merchant.

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.



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

NOTES

How to use TenderCard with the Hypercom ICE 5500 Plus and ICE 5700 Plus POS Terminal



- To Access the TENDERCARD™ Menu
1. From main terminal screen, press NEW TRANS
 2. Press MORE
 3. Select GIFT CARD or LOYALTY CARD



GIFT ACTIVATE (ADD VALUE)

1. From main terminal screen, press NEW TRANS
2. Press MORE
3. Press GIFT CARD
4. Press ACTIVATE
5. Swipe card or enter card #, press ENTER
6. Enter dollar amount to be loaded onto card, ENTER
7. Wait for Approval; Receipts print
8. Press CLEAR to return to main menu

GIFT REDEEM/SALE (SUBTRACT VALUE)

1. From main terminal screen, press NEW TRANS
2. Press MORE
3. Press GIFT CARD
4. Press SALE
5. Swipe card or enter card #, press ENTER
6. Enter dollar amt. to be subtracted from card, ENTER
7. Wait for approval; Receipts print
8. Press CLEAR to return to main menu

****If in Restaurant mode, a tip and total line will print on the receipt. However, Tip Adjustments are *not* supported. Tips must be rung in as a separate sale.**

GIFT CREDIT (REFUND EXISTING CARD)

1. From main terminal screen, press NEW TRANS
2. Press REFUND
3. Press GIFT CARD
4. Swipe card or enter card #, press ENTER
5. Enter dollar amount to be put back on card, ENTER
6. Wait for approval; Receipts print
7. Press CLEAR to return to main menu

GIFT BALANCE INQUIRY

1. From main terminal screen, press NEW TRANS
2. Press MORE
3. Press INQUIRY
4. Press GIFT CARD
5. Swipe card or enter card #, press ENTER
6. Balance will show on screen
7. Receipt prints showing balance available

LOYALTY ACTIVATE/ADD POINTS

1. From main terminal screen, press NEW TRANS
2. Press MORE
3. Press LOYALTY
4. Press ACCUMULATION
5. Swipe card or enter card #, press ENTER
6. Enter # of points to be added to card, ENTER
*Enter points as whole dollar amount—i.e. 50 points as 50.00
7. Wait for approval; Receipts print
8. Press CLEAR to return to main menu

LOYALTY REDEEM/USE POINTS

1. From main terminal screen, press NEW TRANS
2. Press MORE
3. Press LOYALTY
4. Press REDEEM
5. Swipe card or enter card #, press ENTER
6. Enter # of points to be subtracted from card, press ENTER
*Enter points as whole dollar amount—i.e. 50 points as 50.00
7. Wait for approval; Receipts print
8. Press CLEAR to return to main menu

Note: LOYALTY CARD balance inquiries are not available via this POS Terminal. This function is available online through MyAccount at <http://myaccount.imatts.com>.
A user ID and password is required; contact TenderCard.

TRANSACTION REPORTS

To view Totals:

1. Press Menu bar on screen
2. Press Reports
3. Press Summary—will print out totals by Issuer for all Issuers in Terminal

To print Individual transactions and Totals:

1. Press Menu Bar on screen
2. Press Reports
3. Press History. Note the number next to Tender1 (Gift) and Tender2 (Loyalty). Press Cancel.
 1. Go into Reports again.
 2. Press Audit. Enter the number for Tender1 you noted from Step 3. Repeat for Tender2, if needed.

Credit, Debit, Check and Gift Totals will be combined when performing the SETTLE function.