QUICK REFERENCE GUIDE

Fanfare Gift Card Application

Ingenico Telium2
United States

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TIPS FOR PROCESSING

- **ENTER** or **YES**
- **BACKSPACE**
- **CANCEL** or **NO**

- Press **ENTER** to access the Main Menu from the idle screen
- To scroll through the menu, use the up and down arrows on the key pad
- Select the number that corresponds to the menu option of choice or press **ENTER** when the selection is highlighted
- Press and hold **BACKSPACE** to advance paper to desired length
CARD ACTIVATION

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

- Select **GIFT**
- Select **ACTIVATION**
- 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**
- Enter the amount and press **ENTER**
- If prompted, swipe, insert, or tap credit/debit card, or manually enter the account # and press **ENTER**, and follow prompts

The terminal communicates to authorize amount on the credit/debit card and a Merchant Copy of the receipt prints.

- Select **YES** to print Customer Copy
- If manually keyed, imprint card and press **ENTER**
- Swipe gift card or manually enter the card # and press **ENTER**

The terminal communicates to activate gift card and add transaction amount as the starting balance. A Merchant Copy of the receipt prints.

- Select **YES** to print Customer Copy
SALE/REDEMPTION
Use this function to process a purchase using the available funds on a gift card.
- Select GIFT
- Select SALE
- Enter the amount and press ENTER
- Swipe gift card or manually enter the card # and press ENTER

The transaction processes and a Merchant Copy of the receipt prints
- Select YES to print Customer Copy

BALANCE INQUIRY
Use this function to obtain the available balance on a gift card.
- Select GIFT
- Select BALANCE INQ
- Swipe gift card or manually enter the card # and press ENTER

The transaction processes and a Customer Copy of the receipt prints
RELOAD

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

- Select GIFT
- Select RELOAD
- 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
- Enter the amount and press ENTER
- If prompted, swipe, insert, or tap credit/debit card, or manually enter the account # and press ENTER, and follow prompts

The terminal communicates to authorize amount on the credit/debit card and a Merchant Copy of the receipt prints.

- Select YES to print Customer Copy
- If manually keyed, imprint card and press ENTER
- Swipe gift card or manually enter the card # and press ENTER

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

- Select YES to print Customer Copy
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
- Enter the amount and press ENTER
- Swipe gift card or manually enter the card # and press ENTER

The transaction processes and a Merchant Copy of the receipt prints

- Select YES to print Customer Copy
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
- Swipe gift card or manually enter the card # and press ENTER

The transaction processes and a Merchant Copy of the receipt prints

- Select YES to print Customer Copy
VOID

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

- Select GIFT
- Select VOID
- Select ALL, REFERENCE #, CLERK #, INVOICE/PO #, ACCOUNT #, or APPROVAL CODE
- Locate the transaction to void by entering the selected search criterion and press SELECT

Select YES to confirm the void or NO to cancel
The transaction processes and a Merchant Copy of the receipt prints
Select YES to print Customer Copy
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 return to the Gift menu