



# Quick Reference Guide

Gift Card Support  
1-800-228-0210

## VeriFone® VX570 FIRST DATA GIFT CARD

NOTE: SOME PROMPTS MAY VARY BASED ON THE TERMINAL SETUP.

Activation	
PROMPT	ACTION
MMDDYYYY HH:MM	Press <b>[F3]</b> for Gift Card.
REDEEM = F2 ACTIVATE = F3 RELOAD = F4	Press <b>[F3]</b> for Activate.
SWIPE OR ENTER ACCT	Swipe card or key card number.
Terminal may prompt: CLERK ID INVOICE NUMBER PASSWORD	Key clerk number and press <b>[ENTER]</b> . Key invoice number and press <b>[ENTER]</b> . Key password and press <b>[ENTER]</b> .
AMOUNT	Key amount and press <b>[ENTER]</b> .
DIALING.....	Terminal communicates with host for approval.
PRNT CUST COPY	Press <b>[YES]</b> to print the customer copy.

Reload	
PROMPT	ACTION
MMDDYYYY HH:MM	Press <b>[F3]</b> for Gift Card.
REDEEM = F2 ACTIVATE = F3 RELOAD = F4	Press <b>[F2]</b> for Redeem.
SWIPE OR ENTER ACCT	Swipe card or key card number.
Terminal may prompt: CLERK ID INVOICE NUMBER PASSWORD	Key clerk number and press <b>[ENTER]</b> . Key invoice number and press <b>[ENTER]</b> . Key password and press <b>[ENTER]</b> .
AMOUNT	Key amount and press <b>[ENTER]</b> .
DIALING.....	Terminal communicates with host for approval.
PRNT CUST COPY	Press <b>[YES]</b> to print the customer copy.

Redeem	
PROMPT	ACTION
MMDDYYYY HH:MM	Swipe card or press <b>[F3]</b> for Gift Card.
REDEEM = F2 ACTIVATE = F3 RELOAD = F4	Press <b>[F2]</b> for Redeem.
SWIPE OR ENTER ACCT	Swipe card or key card number.
Terminal may prompt: CLERK ID INVOICE NUMBER PASSWORD	Key clerk number and press <b>[ENTER]</b> . Key invoice number and press <b>[ENTER]</b> . Key password and press <b>[ENTER]</b> .
AMOUNT	Key amount and press <b>[ENTER]</b> .
DIALING.....	Terminal communicates with host for approval.
PRNT CUST COPY	Press <b>[YES]</b> to print the customer copy.

Balance Transfer	
To transfer all the value from one card to another non-activated card.	
PROMPT	ACTION
MMDDYYYY HH:MM	Press <b>[F3]</b> for Gift Card.
REDEEM = F2 ACTIVATE = F3 RELOAD = F4	Press the key under the “↓” symbol.
BALANCE INQ = F1 BALANCE XFER = F2 VOID = F3 CASHOUT = F4	Press <b>[F2]</b> for Balance Transfer.
ENTER OLD CARD	Manually key old card number.
SWIPE NEW CARD	Swipe new card.
Terminal may prompt: CLERK ID INVOICE NUMBER	Key clerk number and press <b>[ENTER]</b> . Key invoice number and press <b>[ENTER]</b> .
DIALING.....	Terminal communicates with host for approval.
PRNT CUST COPY	Press <b>[YES]</b> to print the customer copy.

Balance Inquiry	
To determine the remaining value on a card.	
PROMPT	ACTION
MMDDYYYY HH:MM	Press <b>[F3]</b> for Gift Card.
REDEEM = F2 ACTIVATE = F3 RELOAD = F4	Press the key under the “↓” symbol.
BALANCE INQ = F1 BALANCE XFER = F2 VOID = F3 CASHOUT = F4	Press <b>[F1]</b> for Balance Inquiry.
SWIPE OR ENTER ACCT	Swipe card or key card number.
AMOUNT	Key amount and press <b>[ENTER]</b> .
DIALING.....	Terminal communicates with host for approval.
PRNT CUST COPY	Press <b>[YES]</b> to print the customer copy.

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Void	
To void any Gift Card transaction in the current open batch.	
PROMPT	ACTION
MMDYYYY HH:MM	Press <b>[F3]</b> for Gift Card.
REDEEM = F2 ACTIVATE = F3 RELOAD = F4	Press the key under the “↓” symbol.
BALANCE INQ = F1 BALANCE XFER = F2 VOID = F3 CASHOUT = F4	Press <b>[F3]</b> for Void.
VOID LAST TRANS? YES NO	Press ‘F’ key for desired option.
RETRIEVE BY: INV# ACCT#	Press ‘F’ key for desired option.
Terminal may prompt: INVOICE NUMBER LAST 4 DIGITS	Key invoice number and press <b>[ENTER]</b> . Key last 4 digits and press <b>[ENTER]</b> .
VOID GIFT CARD <transaction type> <card number> \$\$\$\$ YES NO NEXT	Press ‘F’ key for desired option.
Terminal may prompt: CLERK ID	Key clerk number and press <b>[ENTER]</b> .
DIALING.....	Terminal communicates with host for approval.
PRNT CUST COPY	Press <b>[YES]</b> to print the customer copy.

Print Totals Batch Report	
To print the batch totals for Gift Card.	
PROMPT	ACTION
MMDYYYY HH:MM	Press <b>[F3]</b> for Gift Card.
REDEEM = F2 ACTIVATE = F3 RELOAD = F4	Press the key under the “↓” symbol.
BALANCE INQ = F1 BALANCE XFER = F2 VOID = F3 CASHOUT = F4	Press the key under the “↓” symbol.
REPORTS = F1	Press <b>[F1]</b> for Reports.
REPORTS TOTAL REPORT = F2 DETAIL REPORT = F3 SERVER REPORT = F4	Press <b>[F2]</b> for Totals Reports.
DELETE GIFT BAT?	Press ‘F’ key for desired option.
REPORTS TOTAL REPORT = F2 DETAIL REPORT = F3 SERVER REPORT = F4	Press <b>[CLEAR]</b> .

Print Detail Batch Report	
To print the transaction detail information for Gift Cards.	
PROMPT	ACTION
MMDYYYY HH:MM	Press <b>[F3]</b> for Gift Card.
REDEEM = F2 ACTIVATE = F3 RELOAD = F4	Press the key under the “↓” symbol.
BALANCE INQ = F1 BALANCE XFER = F2 VOID = F3 CASHOUT = F4	Press the key under the “↓” symbol.
REPORTS = F1	Press <b>[F1]</b> for Reports.
REPORTS TOTAL REPORT = F2 DETAIL REPORT = F3 SERVER REPORT = F4	Press <b>[F3]</b> for Detail Report.
DELETE GIFT BAT?	Press ‘F’ key for desired option.
REPORTS TOTAL REPORT = F2 DETAIL REPORT = F3 SERVER REPORT = F4	Press <b>[CLEAR]</b> .

Cashout	
Allows the consumer to receive the balance of the store value on an activated gift card as cash.	
PROMPT	ACTION
MMDYYYY HH:MM	Press <b>[F3]</b> for Gift Card.
REDEEM = F2 ACTIVATE = F3 RELOAD = F4	Press the key under the “↓” symbol.
BALANCE INQ = F1 BALANCE XFER = F2 VOID = F3 CASHOUT = F4	Press the key under the “↓” symbol.
REPORTS = F1	Press <b>[F1]</b> for Reports.
REPORTS TOTAL REPORT = F2 DETAIL REPORT = F3 SERVER REPORT = F4	Press <b>[F2]</b> for Totals Reports.
DELETE GIFT BAT?	Press ‘F’ key for desired option.
REPORTS TOTAL REPORT = F2 DETAIL REPORT = F3 SERVER REPORT = F4	Press <b>[CLEAR]</b> .