

How to Process Gift Cards on Ruby

Special Keys

To program special keys for gift card Activations and Recharges please refer to your POS manual or call the Ruby help desk for assistance 888.976.5018

Void/Refund

Refunds are not allowed on gift cards. In the event a refund needs to be processed, you can process your refund as normal on the register then recharge the gift card for the refund amount.

Basics

- The card can be used at the pump or inside
- Maximum dollar amount that can be loaded on the gift card is \$250.00

Best Practices

- Be on alert for customers that make purchases of several cards at once at maximum value.
- Ask for ID when a credit card is being used to purchase a gift card.
- Do not allow any purchase of gift cards with other gift cards.

Who to Call for Help

- **Location Support – 877.462.5275 ext. 9**
 - Hours of Operation: 8am-5pm CST, Monday-Friday
- **Cardholder Support – 800.987.4094**
 - Hours of Operation: 24/7/365

Policies

- Not redeemable for cash, lottery, money orders or gift cards.
- Cannot be used to pay balances on house accounts, third party fleet credit cards or any other payment methods.
- The gift card is intended for the purchase of products or services at your locations.
- Lost or stolen gift cards will not be replaced.

How to Process Gift Cards on the Ruby

Purchase/Recharge of a Gift Card

1. Ring the sale of a gift card on the register. Customer can purchase with cash or card.
2. Select **Network Function**
3. Select **SVC Functions**
4. Select either: **Card Activation** (new card) or **Card Recharge** (existing card)
5. **Enter the amount** being added to the card, then press **Enter**
6. **Slide card** once register prompts
7. Select **Enter** twice
8. Sale is complete, receipt will print, and the gift card is loaded

Check Customer's Card Balance

1. Select **Network Functions**
2. Select **Balance Inquiry**
3. **Swipe** gift card
4. Receipt prints with card balance
5. Press **Exit** key until system returns to sales

Note: Customers who have a card with a PIN can call the number on the back of the card to check their balance.

Customer Uses Gift Card to Make a Purchase

1. Ring sale
2. Select **Credit**
3. **Swipe** gift card
4. If the amount of the sale is greater than the existing balance of the card, the customer is prompted for an additional form of payment for remaining sale amount
5. Sale is complete and receipt prints

Manual Transactions

Manual transactions are not able to be processed on the register.

Note: If the register won't read the magstripe call customer service at 877.462.5275 ext. 9

Digital gift cards from the mobile app are not able to be processed on this terminal as it does not allow manual transactions.

Common Error Codes

- **\$A** = Inactive card
- **\$D** = Insufficient funds
- **\$L** = Maximum single reload amount exceeded
- **\$O** = Card activation attempted on card already activated
- **\$4** = Card recharge attempted on inactive card

