

How to Process Gift Cards on a Gilbarco Passport

Speed Keys

Needs to be completed prior to any gift card processing

To program speed keys for gift card Activations and Recharges please visit www.clarkbrands.com/otggift for instructions or call the Gilbarco help desk for assistance 800.743.7501

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.

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Purchase/Recharge of a Gift Card

1. Select **Gift Card**
2. Select correct option **Yes** (activation of new card) or **No** (recharge of existing card)
3. Enter amount being added to the gift card
4. Complete the sale, using normal cash or credit card options
5. **Swipe gift card** when prompted
6. System will complete the Activation or Recharge activity and receipt will print

Check Customer's Card Balance

1. From the sales screen select **More**
2. Select **Network Functions**
3. Select **Balance Inquiry**
4. Receipt prints with balance

Note: Card balance is provided on the bottom of the receipt after a purchase, activation or recharge.

Customer Uses Gift Card to Make a Purchase

1. Ring sale
2. Select **Tender>Card**
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
5. Sale is complete and receipt prints

Manual Transactions

1. Ring sale
2. Select **Tender>Card>Manual**
3. **Enter** gift card number
4. Register will prompt for an expiration date, enter **PIN number**
5. 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
6. Sale is complete and receipt prints

Note: Manual transactions are not allowed for cards without a PIN, call 877.462.5275, ext. 9

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

