

# Tyro EFTPOS

## Gift Card Program



### Gift Cards

Tyro's Gift Card program is an easy-to-use tool to increase sales and build brand awareness. A complete set of online reporting and administrative tools for easy management and evaluation of card-based programs.

If you have already enrolled in a Gift Card program, call Tyro to enable this feature. Features as described here below apply only to the Tyro Gift Cards Program. For all other Gift Cards refer to their program's guidelines.

### Gift Card Transactions

To enter the Gift Card Menu on the terminal, swipe a Gift Card. When the Gift Card Menu is accessed via card swipe, the following options are available:

- Issue – to issue a new Gift Card
- Purchase – to process a transaction made by an issued Gift Card
- Add Value (must be enabled on terminal) – to add value to an issued Gift Card
- Balance Inquiry
- Void
- Reports
- Enable Add Value

### Issue

- Select Issue, press OK (or select corresponding number on keypad)
- Enter Clerk ID, press OK
- Enter Amount, press OK
- Processing request, receipt will print
- Approved, Print Customer Copy? Press YES or NO

### Purchase

- Select Purchase, press OK (or select corresponding number on keypad)
- Enter Clerk ID, press OK
- Enter Amount, press OK
- Approved, Print Customer Copy? Press YES or NO

### Add Value

- Select Add Value, press OK (or select corresponding number on keypad)
- Enter Admin ID, press OK
- Enter Clerk ID, press OK
- Enter Amount, press OK
- Processing request, receipt will print
- Approved, Print Customer Copy? Press YES or NO

### Balance Inquiry

- Select Balance Inquiry, press OK (or select corresponding number on keypad)
- Enter Clerk ID, press OK
- Swipe Gift Card
- Processing request, balance provided on screen, terminal will print report
- Press OK

### Void

- Select Void, press OK (or select corresponding number on keypad)
- Enter Clerk ID, press OK
- Swipe Gift Card
- Enter Authorisation Response Code (found on transaction receipt), press OK
- Press OK again
- Approved, print customer copy? Press YES or NO

### Reports

- Select Reports, press OK (or select corresponding number on keypad)
- Enter Clerk ID, press OK
- Select Today (for current day) or Yesterday (for previous day), press OK
- Terminal will print report

### Enable Add Value

- Select Enable Add Value, press OK (or select corresponding number on keypad)
- Enter admin password, press OK
- Select Enable or Disable, press OK

### Dial Tyro Support 1300 966 639

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