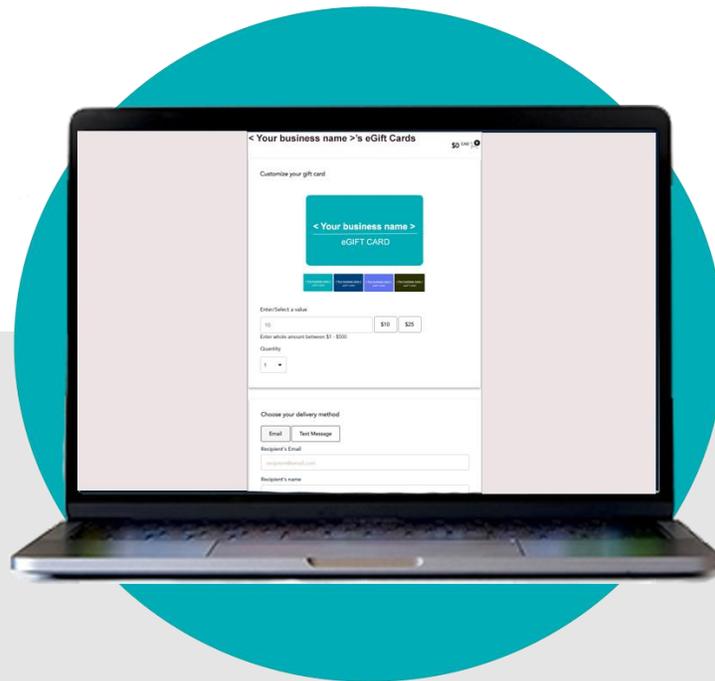




# Moneris® eGift Card Program Reference Guide





## Need help?

**Web:** <https://www.moneris.com/en/support/products/gift-card-program>

**Toll-free:** 1-866-319-7450

Record your Moneris merchant ID here:

---

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# Getting started

In this section, we go over everything you need to know to integrate the Moneris eGift iFrame into your ecommerce site.

## What is the Moneris eGift iFrame?

The Moneris eGift iFrame is a Web-based solution that you can easily integrate into your ecommerce site so that you can sell eGift cards (digital format). You can customize eGift cards with your own branding and allow your customers to select from among your eGift cards, choose the delivery time/format of their orders, and include personal messages to eGift card recipients. The eGift cards can be used to buy your goods/services from you instore or online. You can also configure a promotion to reward your customers for qualifying purchases.

Because the Moneris eGift solution is deployed through an embedded iFrame, it maintains the consistent look and feel of your site and enables your customers to experience a seamless shopping experience on your site.

### Ready to get started?

Proceed to the [How to get started](#) steps (page 6).

## How to get started

The steps below describe what you need to do to integrate our Moneris eGift iFrame solution into your ecommerce site.

- 1 Contact us so that we can set up your account and help you to define your eGift card program parameters (see [Defining your eGift card program parameters](#) (page 7)).
- 2 Re-initialize your Moneris point-of-sale terminals / perform a manual Sync (Moneris Go terminals).  
*Note: Re-initialization/Synchronization ensures that your in-store devices are ready to accept eGift cards when customers present them to pay for your goods or services.*
- 3 Confirm that your PC/mobile device meets the minimum requirements so that you can use our self-serve tools to manage and administer your eGift card program:
  - Up-to-date supported browser installed (e.g., Google Chrome, Microsoft Edge, and Apple Safari)
  - Cookies enabled
  - Internet access
- 4 Confirm that we sent you the following IDs and credentials:
  - Moneris eGift **iFrame URL**. and **program ID** (Refer to the "Your eGift Program is Ready!" email)
  - Client Portal **Email** and **Password** (Refer to the "eGift Program Account Information" email.)
  - Moneris **Merchant ID** (Refer to the "eGift Program Account Information" email.)
  - Merchant Resource Center **Username**, **Store ID**, and **Password** (Refer to the "eGift Program Account Information" email.)
- 5 Upload your eGift card images via the Client Portal (see [Uploading a card image](#) on page 12).
- 6 Embed the Moneris eGift iFrame code into your ecommerce site (see [Embedding the Moneris eGift iFrame code](#) on page 20).
- 7 If you want to configure a promotion, see [Promotional eGift card feature](#) (page 23).
- 8 When you are finished, please review the information in [Administrator users](#) (page 78).

## Defining your eGift card program parameters

As part of your program setup (see [How to get started](#) on page 6), we will assist you to define your eGift card parameters, which can include the following:

- Administrator user access (see [Administrator users](#) on page 78).
- Purchase amount threshold (see [Purchase amount threshold](#) on page 79).
- Notification alert timing (see [Notification alerts](#) on page 65).
- Maximum number of card images (see [Uploading a card image](#) on page 12).
- Short code support (see [Using the eGift card in-store at a point-of-sale](#) on page 75).



# Managing Your Image Files

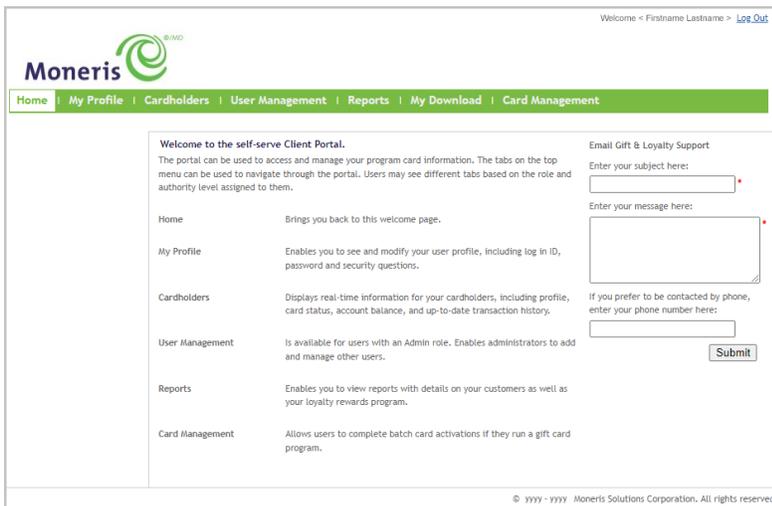
In this section, we go over everything you need to know about managing the image files and how to deploy them to your Moneris eGift iFrame.

# eGift card image management settings

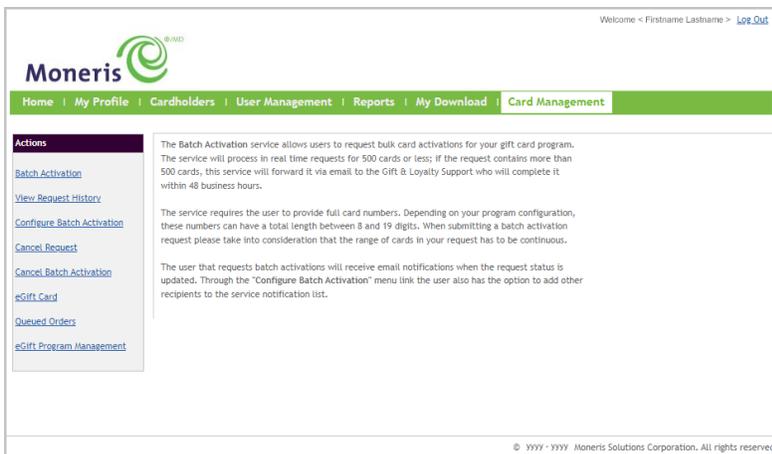
The steps below describe how to access your eGift card image management settings in the Client Portal so that you can upload, edit, modify, or delete the card images you want to deploy to your Moneris eGift iFrame.<sup>1</sup>

**Note:** You may upload/replace images as often as you require (e.g., you may want to incorporate specific themes for different holiday or seasonal promotions depending on the time of year).

1. Log into the Client Portal (see [Logging into the Client Portal](#) on page 50).
2. When the homepage displays (shown below), click on **Card Management** in the menu bar.

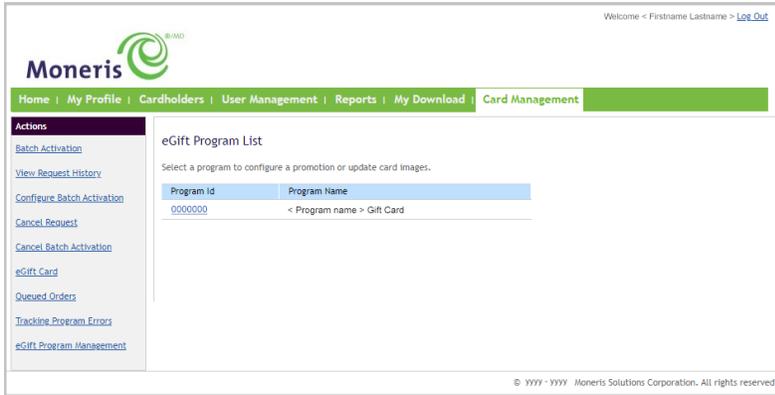


3. When the "Actions" navigation pane displays (shown below), click on **eGift Program Management**.

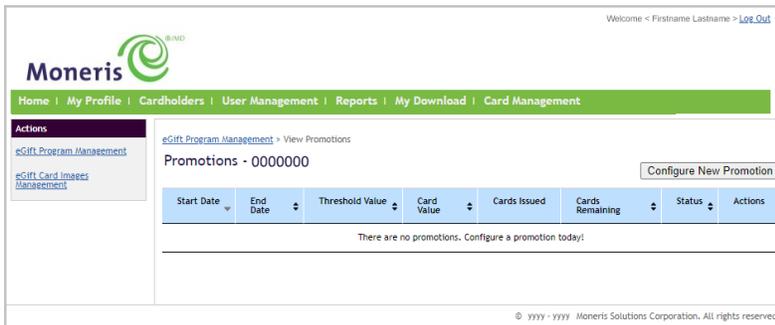


<sup>1</sup> For more on how your customers interact with the iFrame when they are shopping for eGift cards, see [The order process described](#) (page 38).

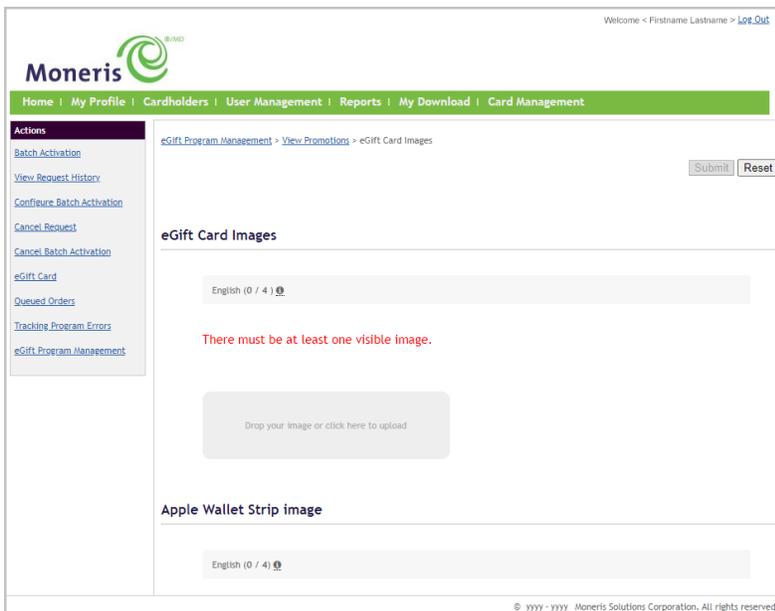
- When the "eGift Program List" page displays (shown below), click on the program ID of the eGift card program for which you want to manage the card images.



- When the "Promotions - < your program ID >" page displays (shown below), click on **eGift Card Images Management** in the "Actions" pane.



- When the "eGift Card Images" page displays (shown below), you can do any of the following:



- To upload a new card image, see [Uploading a card image](#) (page 12).
- To delete an uploaded card image, see [Deleting an uploaded card image](#) (page 15).
- To edit an uploaded card image, see [Editing an uploaded card image](#) (page 16).

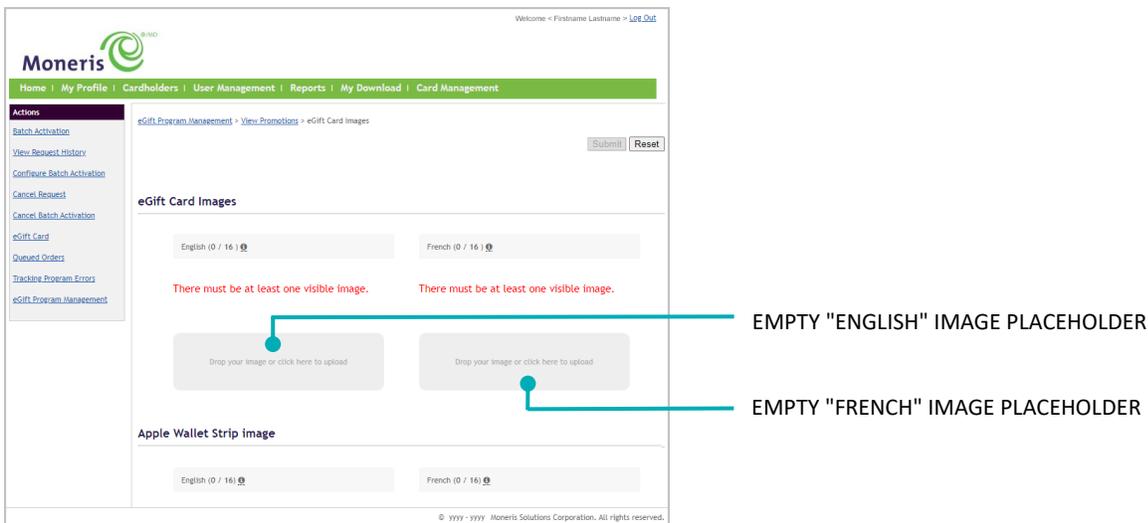
## Uploading a card image

The steps below describe how to upload one or more eGift card images (English and/or French) to your Moneris eGift iFrame.<sup>2</sup> You choose which image(s) to feature on the English or French deployment of your iFrame.

**Important! Please ensure the image(s) that you want to upload are formatted according to the specifications outlined in [Image file specifications](#) (page 18).**

1. Access your eGift card image management settings (see [eGift card image management settings](#) on page 9).
2. On the "eGift Card Images" page (shown below), do one of the following:

**Note:** The page shown below depicts an example wherein no card images are uploaded. If you have previously uploaded one or more images, they will be featured on your own "eGift Card Images" page.



### To upload an image using "drag-and-drop":

- a. Locate the desired image (**JPEG, PNG** or **GIF** file type) on your device drive.
- b. Drag the image file over the empty "English" or "French" image placeholder in the "eGift Card Images" area (shown above), and release the image.

**Note:** If there is no empty image placeholder for the desired language type, it means you have reached the maximum card image limit set for your program. Please delete a card image first (see [Deleting an uploaded card image](#) on page 15).

- c. Wait while the upload processes.

### To upload an image using file manager dialog:

- a. Click on the empty image placeholder ("English" or "French") in the "eGift Card Images" area (shown above) to launch your device's file manager dialog.

**Note:** If there is no empty image placeholder for the desired language type, it means you have reached the maximum card image limit set for your program. Please delete a card image first (see [Deleting an uploaded card image](#) on page 15).

- b. Locate the desired image (**JPEG, PNG** or **GIF** file type), and click on it.
- c. Wait while the upload processes.

<sup>2</sup> When your images are deployed to your iFrame, customers shopping for your eGift cards from your site can opt to feature any of the images on the eGift card(s) they are ordering (see [The order process described](#) on page 38).

3. When the upload completes, the image fills the image placeholder (shown below).

**Note:** If you uploaded an image per the specifications outlined in [Image file specifications](#) (page 18), the image also automatically fills the corresponding image placeholder in the "Apple Wallet Strip image" area. A new empty image placeholder appears if your eGift card program permits the upload of another image.

The screenshot shows the Moneris eGift Card Management interface. The top navigation bar includes 'Home | My Profile | Cardholders | User Management | Reports | My Download | Card Management'. The main content area is titled 'eGift Card Images' and has two language tabs: 'English (1 / 16)' and 'French (0 / 16)'. Under the 'English' tab, a teal card image is displayed with the text '< Your business name >' and 'eGIFT CARD'. A red error message 'There must be at least one visible image.' is shown next to it. Below the card image is an empty placeholder box with the text 'Drop your image or click here to upload'. The 'Apple Wallet Strip image' section also has two language tabs and shows a teal card image with the text '< Your business name >' and 'eGIFT CARD'. The footer of the page reads '© yyyy - yyyy Moneris Solutions Corporation. All rights reserved.'

NEWLY UPLOADED "ENGLISH" CARD IMAGE

NEW "ENGLISH" IMAGE PLACEHOLDER (EMPTY) APPEARS HERE

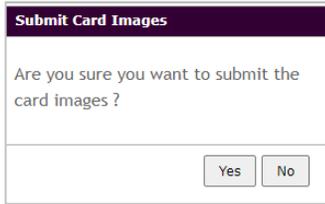
NEW "APPLE WALLET STRIP" IMAGE APPEARS HERE (CORRESPONDS TO NEWLY UPLOADED "ENGLISH" CARD IMAGE)

4. You may take any of the following actions:

- To upload another card image, repeat from step 2 (page 12).  
**Note:** If your ecommerce solution supports the both the English and French deployments of the Moneris eGift iFrame, you would repeat the steps to upload a matching card image in the alternate language.
- To edit an uploaded image, see [Editing an uploaded card image](#) (page 16).
- To delete an uploaded image [Deleting an uploaded card image](#) (page 15).
- To reset your image configuration back to its previous state, click on the **Reset** button or click on any other Client Portal menu item to go to a different page.
- To proceed and upload the image(s), go to step 5.

5. Click on the **Submit** button.

6. When the "Submit Card Images" dialog displays (shown below), click on its **Yes** button.



7. When the "Upload has been successfully saved" response displays, the operation is complete.

**Important! If you are setting up your Moneris eGift iFrame for the first time, please ensure to embed the customized Moneris eGift iFrame code into your ecommerce site per our specifications (see [Embedding the Moneris eGift iFrame code](#) on page 20).**

## Deleting an uploaded card image

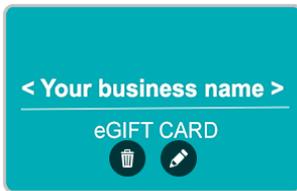
The steps below describe how to delete an uploaded eGift card image from your Moneris eGift iFrame.

**Note:** Once you have deleted the card image, it will no longer be deployed in your Moneris eGift iFrame for your customers to select when they are placing their order (see [Placing an order](#) on page 40).

1. Access your eGift card image management settings (see [eGift card image management settings](#) on page 9).
2. On the "eGift Card Images" page (shown below), do the following:

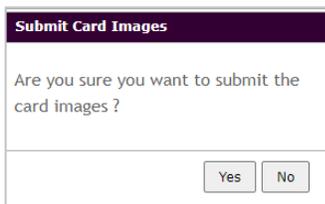
**Note:** The page shown below depicts a scenario wherein four "English" card images and four matching "French" card images are currently uploaded.

- a. Locate the card image that you want to delete, and click on its **Remove**  icon (shown below).



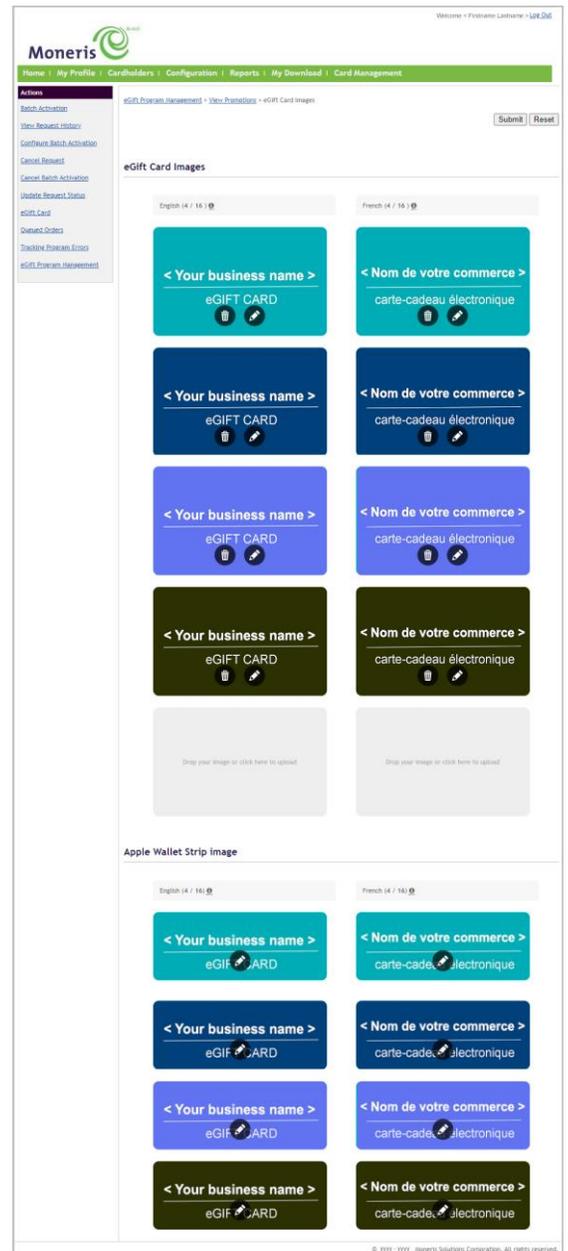
- b. Wait while the request is processed.
- c. When the card image is deleted, only its empty image placeholder remains.

3. Click on the **Submit** button.
4. When the "Submit Card Images" dialog displays (shown below), click on its **Yes** button.



5. When the "Upload has been successfully saved" response displays, the operation is complete.

**Important!** If you are setting up your Moneris eGift iFrame for the first time, please ensure to embed the customized Moneris eGift iFrame code into your ecommerce site per our specifications (see [Embedding the Moneris eGift iFrame code](#) on page 20).



## Editing an uploaded card image

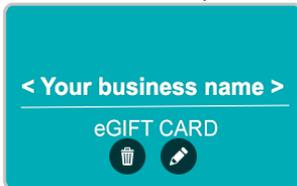
The steps below describe how to use the Client Portal's editing tools to crop or rotate an uploaded eGift card image.

**Note:** Once you save (submit) your edits, the updated image will be deployed to your Moneris eGift iFrame for your customers to select when they are placing their order (see [Placing an order](#) on page 40).

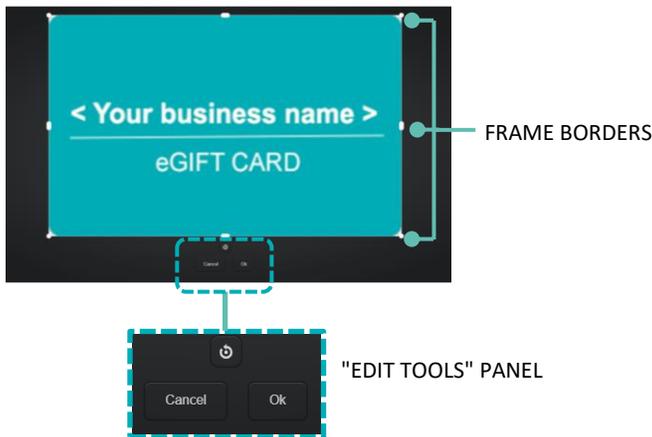
1. Access your eGift card image management settings (see [eGift card image management settings](#) on page 9).
2. On the "eGift Card Images" page (shown below on the right), do the following:

**Note:** The page shown below depicts a scenario wherein four "English" card images and four matching "French" card images are currently uploaded.

- a. Locate the card image that you want to edit, and click on its **Edit**  icon (shown below).



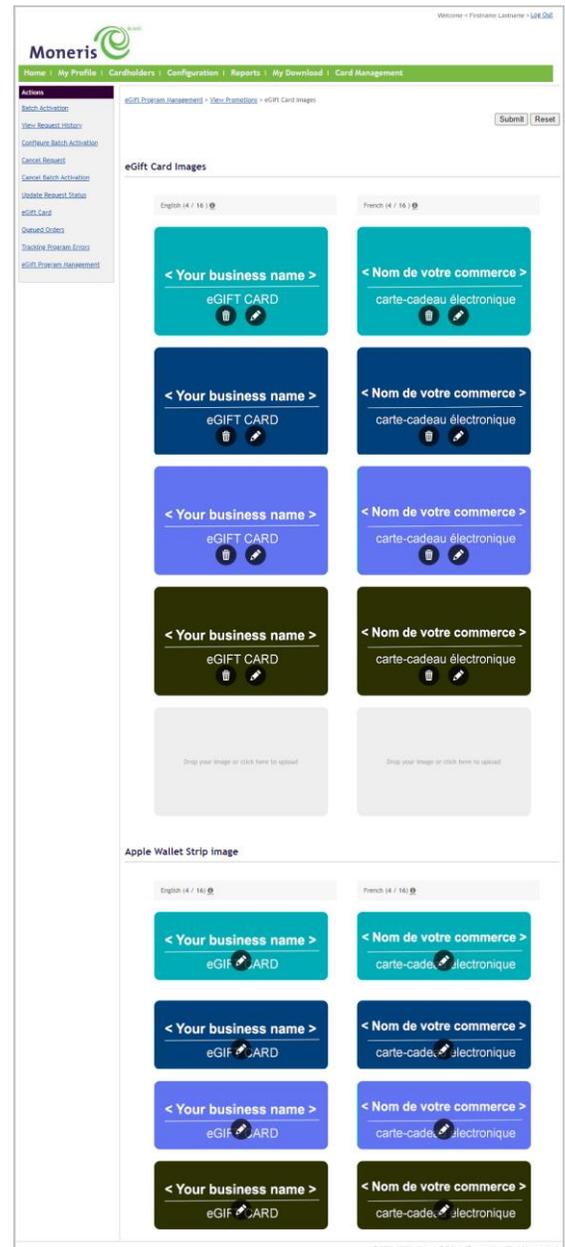
- b. When the edit tools panel and frame borders display (shown below), you may do any of the following:



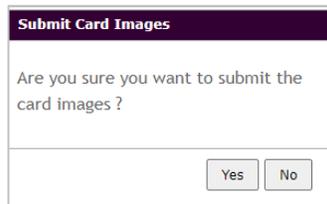
- To crop the image, click and drag on the frame borders to extend or retract them vertically or horizontally as required.

**Note:** If the uploaded image is already sized to the correct dimensions (see [Image file specifications](#) on page 18), you will not be able to perform additional edits.

- To rotate the image, click on the **Rotate**  button until you achieve the desired orientation.



- c. When you are finished making your edits, click on the **Ok** button to close the edit tools panel (shown on the previous page).
- d. Click on the **Submit** button near the top of the page.
- e. When the "Submit Card Images" dialog displays (shown below), click on its **Yes** button.



- f. When the "Upload has been successfully saved" response displays, the operation is complete.

**Important! If you are setting up your Moneris eGift iFrame for the first time, please ensure to embed the customized Moneris eGift iFrame code into your ecommerce site per our specifications (see [Embedding the Moneris eGift iFrame code on page 20](#)).**

## Image file specifications

The artwork images that you want to upload and feature on your eGift cards must conform to the following specifications as outlined in the table below.

**Note:** *Your card images will be featured prominently on your eGift cards and throughout the order process (see [Placing an order on page 40](#)).*

Image specification	Description
<b>Logo</b>	Your logo must be distinctively visible in the eGift card. (The logo is an immediate identifier of your card for your staff and the recipient.)
<b>Supported file types</b>	PNG, JPG, and GIF
<b>Transparency</b>	We recommend that you do not incorporate transparency in your images; they should be 100% opaque.
<b>Maximum file size</b>	320 KB
<b>Dimensions</b>	eGift card: <ul style="list-style-type: none"><li>▪ Width: 300 pixels</li><li>▪ Height: 188 pixels</li></ul> Apple Wallet Strip: <ul style="list-style-type: none"><li>▪ Width: 312 pixels</li><li>▪ Height: 123 pixels</li></ul>

### Ready to upload your card images?

- To upload the card images for display on your Moneris eGift iFrame,<sup>3</sup> see [Uploading a card image](#) (page 12).  
**Note:** *If your ecommerce solution supports the both the English and French deployments of the Moneris eGift iFrame, please ensure to create matching card images in each language. Once uploaded, the "English" card image will be featured on the English deployment of the iFrame while the matching "French" card image will be featured on the French deployment of the iFrame.*
- To upload a card image for a specific promotion, see [Promotional eGift card feature](#) (page 23).  
**Note:** *The same card image will be featured on all promotional cards issued for the promotion regardless of whether customers submit their eGift card orders through the English or French deployment of the Moneris eGift iFrame.*

---

<sup>3</sup> When you upload an eGift card image at the correct dimensions for the iFrame, it will automatically be formatted to render in the Apple wallet strip format.



# Embedding the Moneris eGift iFrame code

In this section, we go over everything you need to know to embed the Moneris eGift iFrame code into your ecommerce site.

## Embedding the Moneris eGift iFrame code

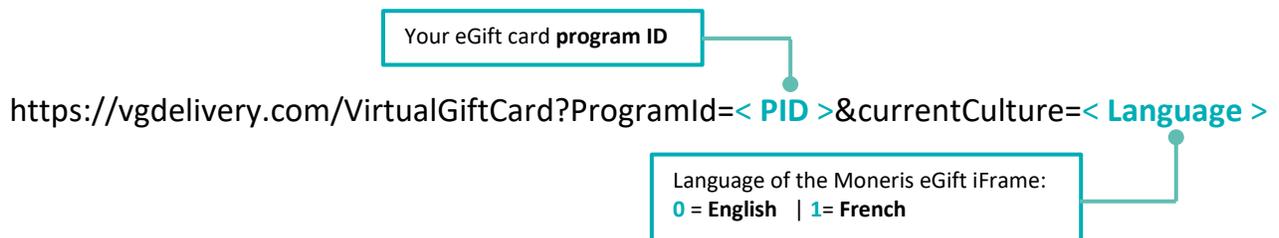
Follow the steps below to embed the Moneris eGift iFrame code into your ecommerce site.

**Important! Do not continue with these steps unless you have already uploaded your card image(s) to your Moneris eGift iFrame (see [Uploading a card image](#) on page 12).**

1. On your ecommerce site, create an HTML hyperlink (e.g., "eGIFT CARDS") that opens the sub-page that will host your eGift iFrame (see example below).



2. Refer to your Moneris "Your eGift iFrame is Ready!" email to obtain your eGift iFrame code. This code contains a customized URL, which is specific to your eGift card program (see labelled URL example below).



3. Embed the iFrame code in an eGift cards sub-page on your ecommerce site (see example below).

The screenshot shows a navigation bar with links for PRODUCT 1, PRODUCT 2, PRODUCT 3, and eGIFT CARDS. A SIGN IN link is in the top right. The main content area contains the following iFrame code:

```
<iframe width="100%" height="1700x" frameborder="0"
scrolling="no"src=https://vgdelivery.com/VirtualGiftCard?
ProgramId=#####&currentCulture=#</iframe>
```

Labels in the image: "eGIFT CARDS SUB-PAGE" points to the main content area, and "iFRAME CODE" points to the code block.

**Example: If your eGift program ID is "#####", then:**

- To render the Moneris eGift iFrame in English, you would embed the iFrame code containing your "English" URL: <https://vgdelivery.com/VirtualGiftCard?ProgramId=#####&currentCulture=0>
- To render the Moneris eGift iFrame in French, you would embed the iFrame code containing your "French" URL: <https://vgdelivery.com/VirtualGiftCard?ProgramId=#####&currentCulture=1>

4. When you are finished, the Moneris eGift iFrame should be deployed to your ecommerce site as shown in the "English" example below. (Customers visiting your site can order eGift cards as described in [Placing an order](#) on page 40.)

The screenshot shows the e-commerce site with the eGift cards sub-page embedded. The sub-page title is "< Your business name >'s eGift Cards" with a price of \$0. It features a promotional banner, a "Customize your gift card" section with a preview of the eGift card, and a form to enter the value and quantity. Labels in the image: "eGIFT CARDS SUB-PAGE" points to the sub-page content, and "MONERIS eGIFT iFRAME" points to the embedded content.

5. Continue the [How to get started](#) steps (page 6).



# Configuring a Promotion

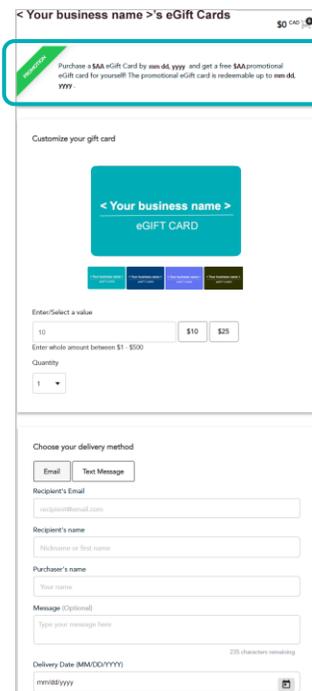
In this section, we describe everything you need to know to configure a new promotion for your eGift card program.

# Promotional eGift card feature

If you configure a promotion for your eGift card program, you can reward qualifying eGift card purchasers with one or more free promotional eGift cards (funded by you), which they can use instore or online to purchase your goods/services.

## How the promotion works

If your promotion is active, a "PROMOTION" panel displays at the top of your Moneris eGift iFrame (shown below). This panel advertises the opportunity for purchasers to receive a promotional eGift card for themselves if an eGift card item in their order equals the promotion purchase threshold set for your program. Promotional cards expire on a date that is based on the redemption period you configure for your promotion.



- Promotion panel text:

"PROMOTION

Purchase a **\$AA** eGift Card by **mm dd,yyyy** and get a free **\$AA** promotional eGift card for yourself! The promotional eGift card is redeemable for up to **mm dd, yyyy.**"

Once we successfully process and complete a purchaser's qualifying order, we load<sup>4</sup> and send one or more promotional eGift cards to the email address registered by the purchaser when they submitted their order (see [The order process described on page 38](#)).

## How to configure your promotion

- To configure and activate a new promotion, see [Configuring a new promotion](#) (page 24).
- To update an active promotion, see [Updating an active promotion](#) (page 30).
- To force-stop an active promotion prior its configured end date, see [Force-stopping an active promotion](#) (page 34).

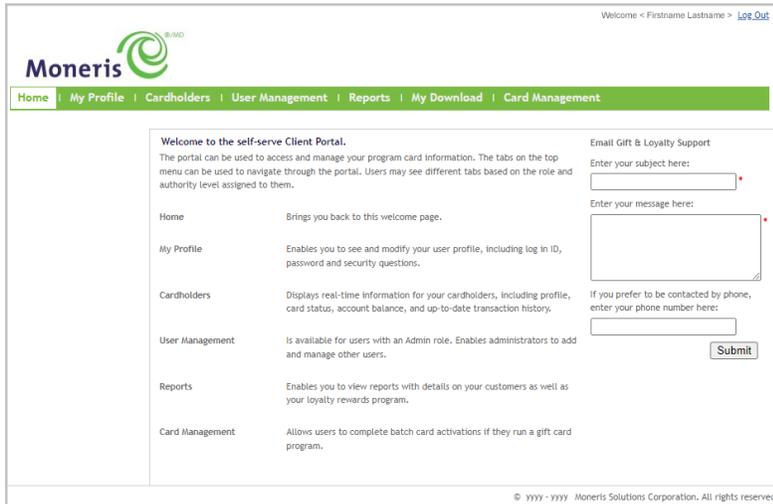
<sup>4</sup> The amount loaded on the card(s) is dependent on the configuration of your promotion.

## Configuring a new promotion

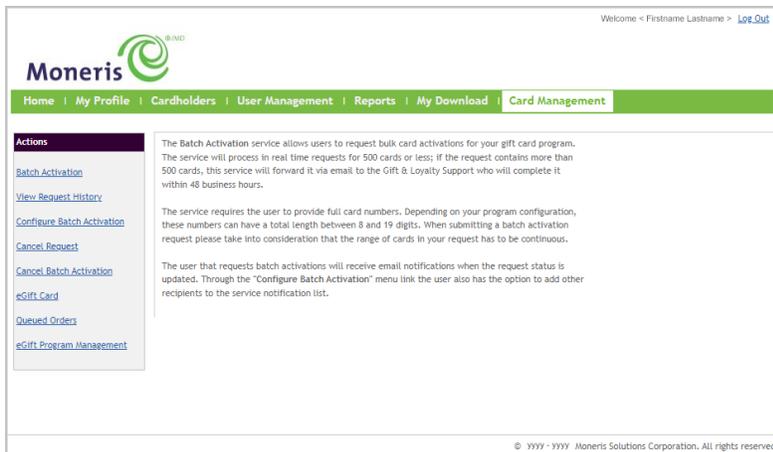
The steps below describe how to configure and activate a new promotion for your eGift card program (for more about how the promotion works, see [Promotional eGift card feature](#) on page 23).

**Important! If you are setting up your Moneris eGift iFrame for the first time, please ensure that you follow the [How to get started](#) steps on page 6.**

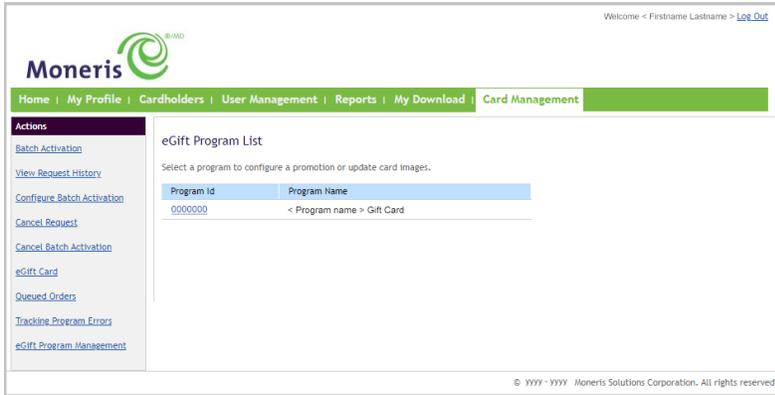
1. Log into the Client Portal (see [Logging into the Client Portal](#) on page 50).
2. When the homepage displays (shown below), click on **Card Management** in the menu bar.



3. When the "Actions" navigation pane displays (shown below), click on **eGift Program Management**.

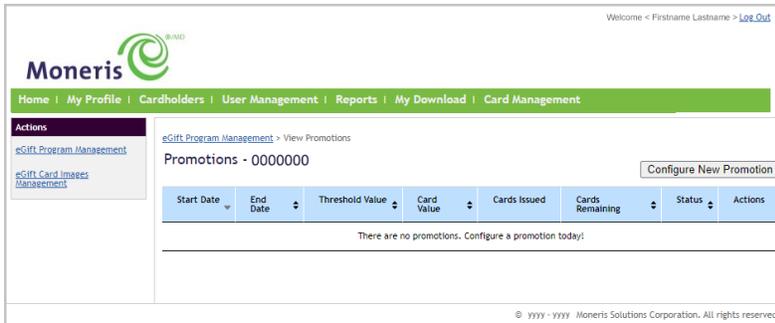


- When the "eGift Program List" page displays (shown below), click on the program ID of the eGift card program for which you want to configure a promotion.



- When the "Promotions - < your program ID >" page displays (shown below), click on the **Configure New Promotion** button.

**Note:** You may have one or more active or expired promotions listed on your page.



6. When the "Configure new promotion - < your program ID >" page displays (shown below), go to the next step.

The screenshot shows the Moneris eGift Program Management interface. At the top, there is a navigation bar with links for Home, My Profile, Cardholders, User Management, Reports, My Download, and Card Management. Below this is a sidebar with an 'Actions' menu containing links for Batch Activation, View Request History, Configure Batch Activation, Cancel Request, Cancel Batch Activation, eGift Card, Queued Orders, Tracking Program Errors, and eGift Program Management. The main content area is titled 'Configure New Promotion - 0000000' and includes a breadcrumb trail: eGift Program Management > View Promotions > Configure New Promotion - 0000000. There are 'Submit' and 'Reset' buttons at the top right of the form. The form is divided into three main sections: 'Promotion Details', 'Promotion Settings', and 'Promotion Period'. The 'Promotion Details' section includes fields for Promotion Name (En), Promotion Name (Fr) - optional, Description (En) (internal), and Description (Fr) (internal) - optional, each with a 500/500 character limit. The 'Promotion Settings' section includes fields for Promotion Card Value (\$), Purchase Threshold (\$), and Card Quota. The 'Promotion Period' section includes fields for Start Date (DD/MM/YYYY) and End Date (DD/MM/YYYY). Below these sections is the 'Promotion Card Images' section, which has two upload areas: 'eGift Card Images' and 'Apple Wallet Strip image', each with a 'Drop your image or click here to upload' prompt. At the bottom of the page, there is a copyright notice: © YYYY - YYYY Moneris Solutions Corporation. All rights reserved.

7. Go to the "Promotion Details" area (shown above), and enter the descriptive details of this promotion:
  - a. In the **Promotion Name (En)** field, enter the promotion name in English.
  - b. In the **Promotion Name (Fr)** field, optionally enter the promotion name in French.
  - c. In the **Description (En) (internal)** field, enter the promotion description in English.
  - d. In the **Description (Fr) (internal)** field, optionally enter the promotion description in French.
8. Go to the "Promotion Settings" area (shown above), and configure the promotion purchase threshold; card value; and card quota:
  - a. In the **Promotion Card Value (\$)** field, enter the dollar amount to load on any eGift card that is sent as part of this promotion.
  - b. In the **Purchase Threshold (\$)** field, enter the purchase amount (i.e., for one eGift card item) that must be equalled or exceeded to qualify a purchaser to receive an eGift card for this promotion.

**Note:** The purchaser would receive a free promotional eGift card for each qualifying item that they included in their order.

- c. In the **Card Quota** field, enter the maximum number of eGift cards that you want to be made available as part of this promotion (e.g., if your promotional budget is \$2000, and you are offering \$10 promotional eGift cards, you would enter "200" into this field to limit the number of promotional eGifts to match your budget).<sup>5</sup>
9. Go to the "Promotion Period" area (shown on previous page), and set the date range for which you want the promotion to be active:

**Note:** *When the promotion is active, it will be advertised on your Moneris eGift iFrame (see [Placing an order on page 40](#)).*

- a. Click on the **Start Date** field, and select the promotion start date (dd/mm/yyyy).

**Note:** *The start date must be at least two days from the date on which you are configuring the promotion.*

- b. Click on the **End Date** field, and select the promotion end date (dd/mm/yyyy).

10. Go to the "Redemption Period" area (shown on previous page), and set the date range during which the promotional cards will be redeemable at your point of sale. You have two options:

**Note:** *Once the redemption period passes for a promotional eGift card, we deactivate the card regardless of the remaining balance.*

#### **To set the redemption period based on card activation date:**

- a. In the **Days After Activation** field, enter the number of days the card should remain active following card activation.

**Note:** *Card activation occurs on the date that the order is approved (auto-approved or manually approved). We send the promotional card to the purchaser via their notification on the same day as card activation.*

#### **To set a redemption period start date and end date that is independent of card activation date:**

- a. Click on the **Start Date** field, and select a redemption period start date (dd/mm/yyyy).

**Note:** *The start date must be on or after the promotion activation date (defined in step 9 above).*

- b. Click on the **End Date** field, and select a redemption period end date (dd/mm/yyyy).

**Note:** *After the last day of the specified redemption end date, the cards for this promotion will be auto-deactivated regardless of their card balance.*

---

<sup>5</sup> A buffer of 25 promotional eGift cards will be available for this promotion over and above the maximum number of cards that you set. The buffer cards will be used under these conditions: 1) if multiple qualifying orders are queued that deplete your inventory of promotional cards; or 2) if an individual order qualifies for multiple promotional cards that exceed the quantity of available promotional cards.

- Go to the "Promotion Card Images" area (shown below) and upload the image(s) that you want to feature on promotional eGift cards for this promotion:

**Note:** The same card image will be featured on all promotional cards issued for this promotion regardless of whether customers submit their eGift card orders through the English or French deployment of the Moneris eGift iFrame.

**Important!** Please ensure the image(s) that you want to upload are formatted according to the specifications outlined in [Image file specifications \(page 18\)](#).



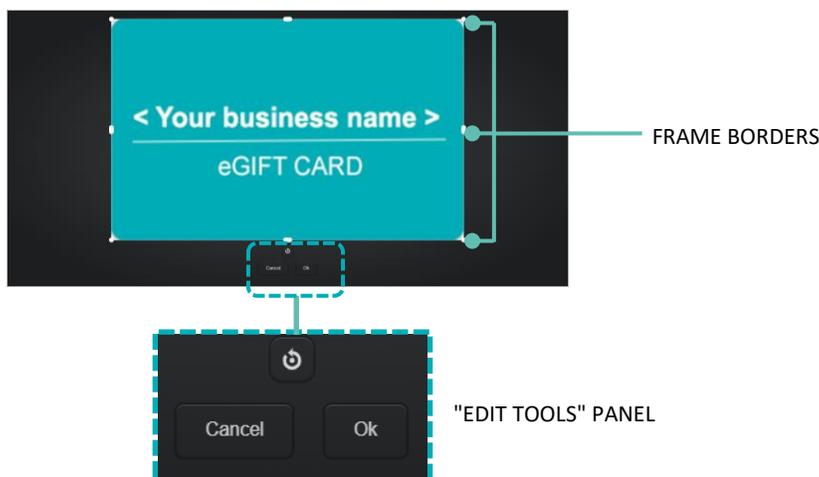
**To upload an image using "drag-and-drop":**

- Locate the desired image (**JPEG, PNG or GIF** file type) on your drive.
- Drag the image file over the "eGift Card Images" placeholder (shown above), and release the image.

**To upload an image using file manager dialog:**

- Click on the "eGift Card Images" placeholder (shown below) to launch your device's file manager dialog.
- Locate the desired image (**JPEG, PNG or GIF** file type), and click on it.

- When the preview image displays (shown below), do any of the following:



- To rotate the image, go to the "edit tools" panel, and click on the **Rotate**  button until you achieve the desired orientation.
- To proceed with this image, click on the **Ok** button.

13. Upload the Apple Wallet version of the image to the "Apple Wallet Strip image" placeholder (shown below).

**Note:** To upload the image, click on the "Apple Wallet Strip image" placeholder, and upload the image using the same methods that you did in the previous steps.



14. When you are finished, click on the **Submit** button to save your settings and activate the promotion.

**Important!** Once you activate the promotion, you may subsequently update the card quota setting or force-stop the promotion (otherwise you can wait for the promotion to finish).

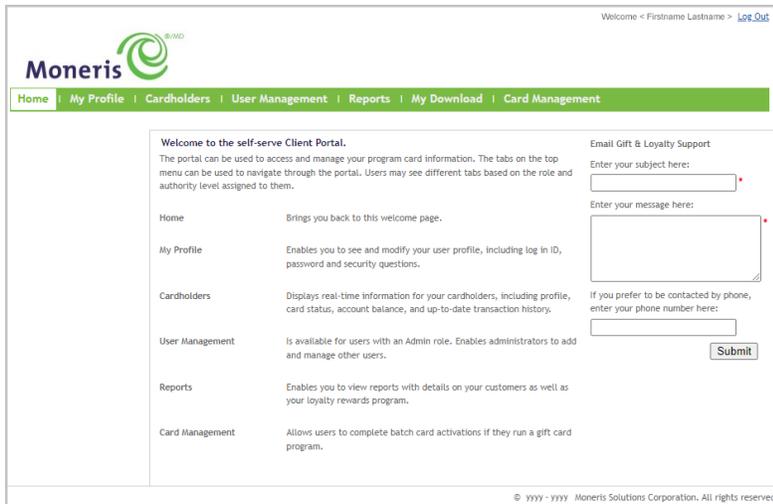
15. When the "Successfully created the promotion" response displays, the operation is complete.

# Updating an active promotion

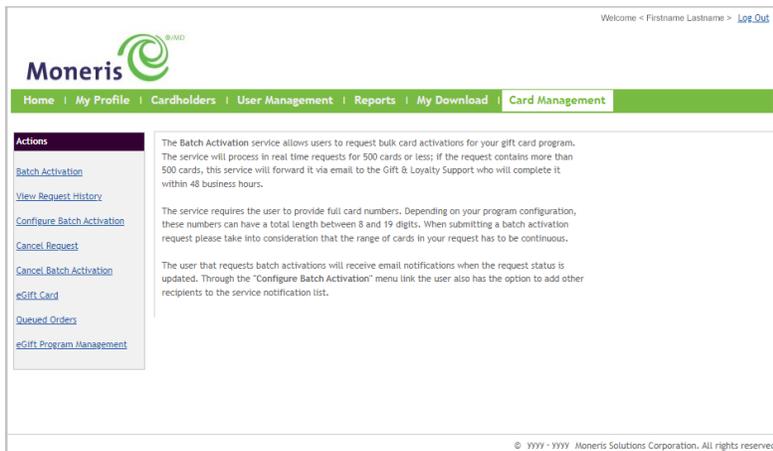
The steps below describe how to update the card quota setting and/or the end date of an active promotion.

**Note:** For more on the promotion feature, see [Promotional eGift card feature \(page 23\)](#).

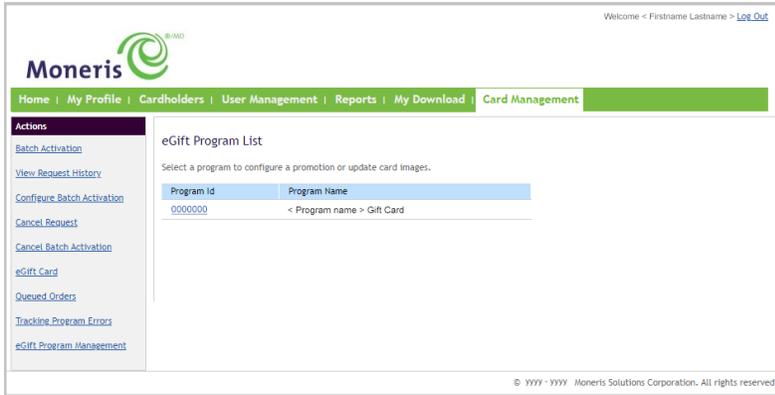
1. Log into the Client Portal (see [Logging into the Client Portal](#) on page 50).
2. When the homepage displays (shown below), click on **Card Management** in the menu bar.



3. When the "Actions" navigation pane displays (shown below), click on **eGift Program Management**.

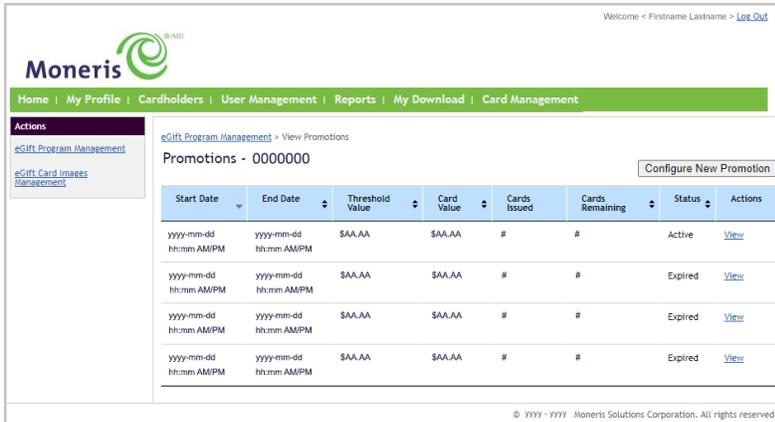


- When the "eGift Program List" page displays (shown below), click on the program ID of the eGift card program for which you want to update a promotion.



- When the "Promotions - < your program ID >" page displays (shown below), locate the "Active" promotion that you want to update, and click on its **View** hyperlink under the "Actions" column.

**Note:** Active and expired promotions are listed by "Start Date" (yyyy-mm-dd; hh:mm AM/PM), "End Date" (yyyy-mm-dd; hh:mm AM/PM), "Threshold Value" (qualifying eGift card purchase amount), "Card Value" (amount loaded on every promotional card), "Cards Issued" (number of cards issued for during this promotion), "Cards Remaining" (number of cards remaining from card quota), and "Status" ("Expired" or "Active").



If the up/down ↕ icon displays beside a header, you can click on the icon to re-sort the list in ascending/descending order.

6. When the "Promotion details" page displays (shown below), update the card quota and/or promotion end date as desired:

The screenshot shows the 'Promotion Details' page in the Moneris eGift Card Program Management system. The page is divided into several sections:

- Promotion Details:** Includes fields for Promotion Name (En), Promotion Name (Fr) - Optional, Description (En) (Internal), and Description (Fr) (Internal) - Optional. Each text field has a character limit of 500/500.
- Promotion Settings:** Includes fields for Promotion Card Value (\$), Purchase Threshold (\$), and Card Quota.
- Promotion Period:** Includes fields for Start Date (DD/MM/YYYY) and End Date (DD/MM/YYYY).
- Redemption Period:** Includes a field for Days After Activation and an 'Or' separator, followed by Start Date (DD/MM/YYYY) and End Date (DD/MM/YYYY) fields.
- Promotion Card Images:** Shows two image templates: 'eGift Card Images' and 'Apple Wallet Strip image'. Both templates display '< Your business name >' and 'eGIFT CARD'.

At the top right, there is a 'Welcome < Firstname Lastname > Log Out' link. At the bottom, there is a copyright notice: '© YYYY - YYYY Moneris Solutions Corporation. All rights reserved.'

## Card Quota

- In the **Card Quota** field, edit the maximum number of eGift cards that you want to send as part of this promotion (e.g., if your promotional budget is \$2000, and you are offering \$10 promotional eGift cards, you would enter "200" into this field to limit the number of promotional eGifts to match your budget).<sup>6</sup>

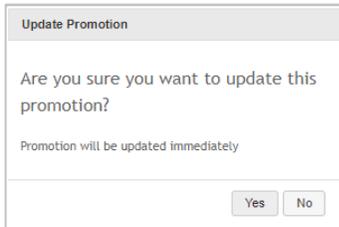
## End date

- Click on the **End Date** field, and select the new promotion end date (dd/mm/yyyy).

**Note:** You must select a date that occurs after the currently set promotion end date. You cannot select promotion end date that occurs two days prior to currently configured end date.

<sup>6</sup> A buffer of 25 promotions eGift cards will be available for this promotion over and above the maximum number of cards that you set. The buffer cards will be used under these conditions: 1) if multiple qualifying orders are queued that deplete your inventory of promotion cards; or 2) if an individual order qualifies for multiple promotion cards that exceed the quantity of available promotion cards

7. When you are finished, click on the **Update** button.
8. When the "Are you sure you want to update this promotion?" dialog displays, click on its **Yes** button.



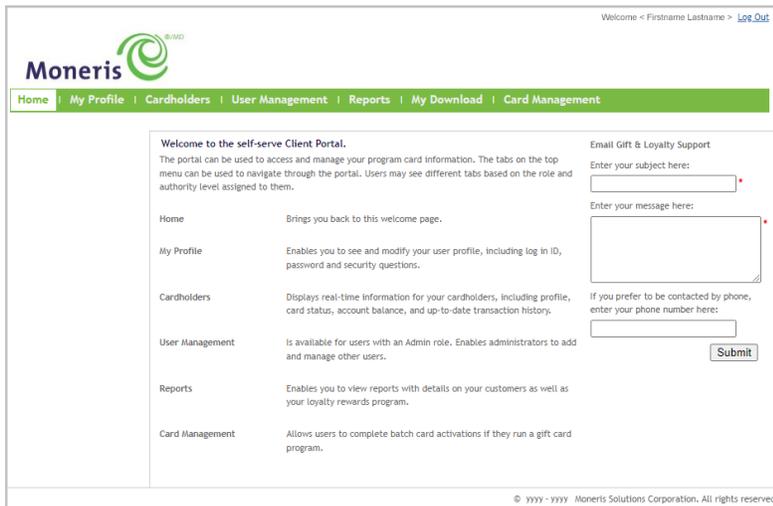
9. When the "Promotion updated successfully" response displays, the operation is complete.

## Force-stopping an active promotion

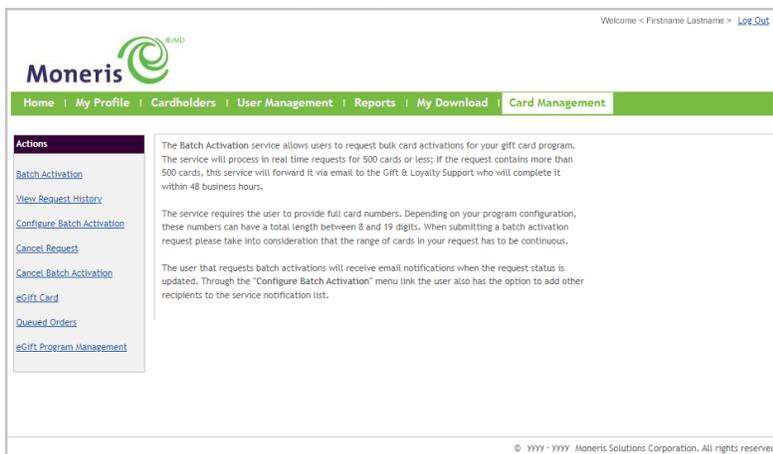
The steps below describe how to force-stop (end) an active promotion prior to its configured end date. Promotional cards issued during this promotion will still be redeemable until they have expired per the redemption period set for this promotion.

**Note:** For more on the promotion feature, see [Promotional eGift card feature \(page 23\)](#).

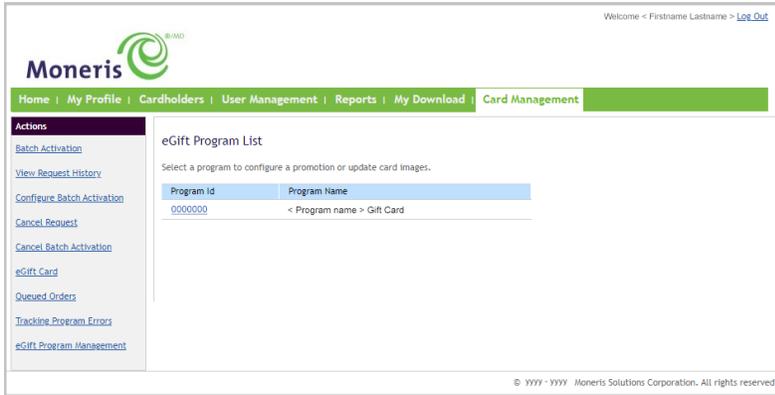
1. Log into the Client Portal (see [Logging into the Client Portal](#) on page 50).
2. When the homepage displays (shown below), click on **Card Management** in the menu bar.



3. When the "Actions" navigation pane displays (shown below), click on **eGift Program Management**.

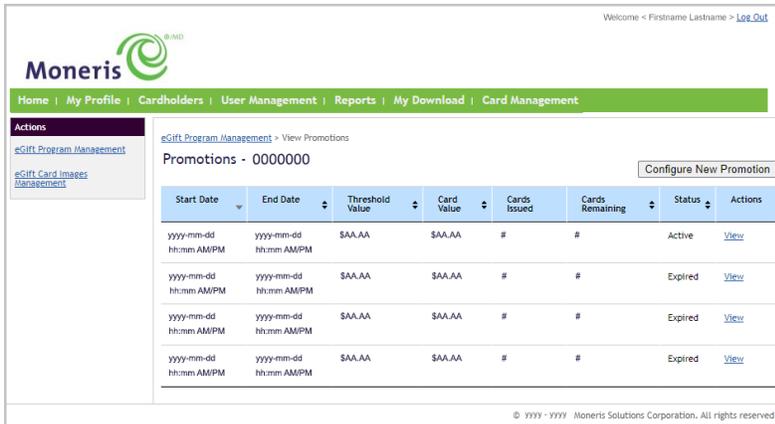


- When the "eGift Program List" page displays (shown below), click on the program ID of the eGift card program for which you want to update a promotion.



- When the "Promotions - < your program ID >" page displays (shown below), locate the "Active" promotion that you want to end, and click on its **View** hyperlink.

**Note:** You may have one or more promotions (expired or pre-active) listed on your page.



If the up/down icon displays beside a header, you can click on the icon to re-sort the list in ascending/descending order.

- When the "Promotion details" page displays (shown below), click on the **End now** button.

The screenshot shows the 'Promotion Details' page in the Moneris eGift Card Program Management interface. The page is divided into several sections:

- Promotion Details:** Fields for Promotion Name (En), Promotion Name (Fr) - Optional, Description (En) (Internal), and Description (Fr) (Internal) - Optional. Each field has a character limit of 500/500 characters.
- Promotion Settings:** Fields for Promotion Card Value (\$), Purchase Threshold (\$), and Card Quota.
- Promotion Period:** Fields for Start Date (DD/MM/YYYY) and End Date (DD/MM/YYYY).
- Redemption Period:** Fields for Days After Activation, Start Date (DD/MM/YYYY), and End Date (DD/MM/YYYY).
- Promotion Card Images:** Two image placeholders for 'eGift Card Images' and 'Apple Wallet Strip image', both showing a sample card with the text '< Your business name >' and 'eGIFT CARD'.

At the top right of the page, there are 'Update' and 'End Now' buttons. The 'End Now' button is the one mentioned in the instruction.

- When the "Are you sure you want to end this promotion?" dialog displays, click on its **Yes** button.

The screenshot shows a dialog box titled 'End Promotion'. The text inside the dialog reads: 'Are you sure you want to end this promotion?' followed by 'This will end the promotion immediately'. At the bottom of the dialog, there are two buttons: 'Yes' and 'No'.

- When the "Promotion deleted successfully" response displays, the operation is complete.

**Note:** When your screen refreshes back to the "Promotions - < your program ID >" page, the promotion that you just force-stopped will now indicate an "Expired" status.



# Shopping for eGift Cards

In this section, we go over everything you need to know regarding how your customers place their eGift card orders through the Moneris eGift iFrame, including any actions you may be required to take to ensure a successful order fulfillment.

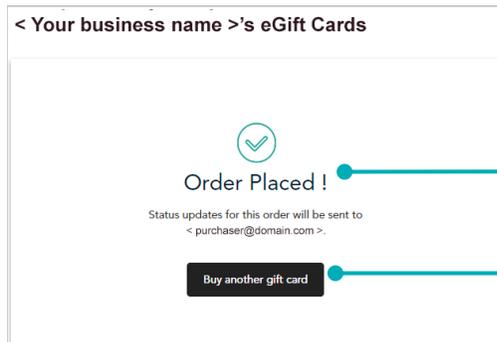
## The order process described

This section below describes in detail each phase of the eGift card order process from the point at which the customer accesses your Moneris eGift iFrame to the point at which the recipient receives their eGift card.

1. The purchaser adds one or more items to their shopping cart and submits their order through the Moneris eGift iFrame (for details, see [Placing an order](#) on page 40).
2. We immediately send the purchaser's debit/credit card data through the Moneris Gateway to be processed as a Preauthorization transaction, which will lock the funds until the order is approved or rejected.
3. The purchaser waits for the Moneris eGift iFrame to display a confirmation response:

### "Order Placed!" confirmation response:

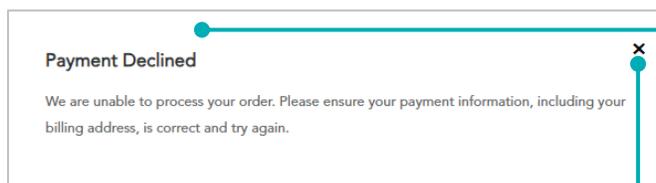
If the "Order Placed!" confirmation response displays (shown below), it means the we successfully processed an approved Preauthorization, and we will allow the order to proceed to the next phase in the order process (continue at step 4 below).



- Response text:  
"Order Placed! Status updates for this order will be sent to < purchaser@domain.com >."
- Optional user action:  
The purchaser can submit another order by clicking on the **Buy another gift card** button (continue at [Placing an order](#) on page 40).

### "Payment Declined" dialog:

If the "Payment Declined" dialog displays (shown below), it means we could not process an approved Preauthorization with the purchaser's debit/credit card and/or billing details.



- Dialog text:  
"Payment Declined: We are unable to process your order. Please ensure your payment information, including your billing address, is correct and try again."
- Optional user action:  
The purchaser can click on the dialog's "Close" X icon, whereupon the Moneris eGift iFrame returns to the "Billing" page so that the purchaser can re-enter their billing details and re-submit their order (see [Entering the billing details](#) on page 44).

4. We auto-approve the order and complete it, or we route the order to the queue for pending review:

### **If the order is auto-approved/manually approved:**

- a. We process a Completion (Capture) transaction to close the Preauthorization and release the funds for settlement.<sup>7</sup>
- b. We send an order summary/receipt notification to the purchaser:
  - If order is auto-approved, we send the "Thank you for shopping with us!": order summary notification (see page 72).
  - If the order is manually approved, we send the "Thank you for shopping with us!": order approved notification (page 71).
- c. If one or more items in the order qualifies the purchaser to receive a promotional eGift card,<sup>8</sup> we send them a "Thank you for your purchase" notification (see page 73), which contains a link to their card.
- d. Per the delivery date specified in the order, we send a "Recipient, you've received a \$AA eGift Card!" notification (see page 74) to the eGift card recipient(s).<sup>9</sup> The notification contains a link to their card.  
**Note:** See also "Order Details" page: processed order (page 100).

### **If we route the order to the queue**

**Note:** Routing occurs if the order purchase equals or exceeds the purchase amount threshold set for your program (see Purchase amount threshold on page 79).

- a. We send a "Pending Order" notification (see page 66) to you/administrator users to inform you about the newly queued order.
- b. We send a "Thank you for shopping with us!": order pending review notification (see page 70) to the eGift card purchaser to inform them about the status of the order.
- c. You/your administrator users must access the Client Portal and manually approve or reject the order (see Viewing queued eGift card orders on page 80):
  - If you approve the order, continue in If the order is auto-approved/manually approved above.
  - If you reject the order:
    - i. We release the locked funds by processing a zero-dollar Completion (Capture) transaction, which cancels the original Preauthorization.
    - ii. We send the "Order Cannot Be Completed" notification (see page 69) to the purchaser to inform them that we could not complete their order.

**Note:** See also "Order Details" page: rejected order (page 104).

---

<sup>7</sup> The Completion (Capture) transaction is the equivalent of a Purchase transaction and is used to fund the non-promotional eGift cards in the order.

<sup>8</sup> A promotion must be active for your eGift card program (see Promotional eGift card feature on page 23).

<sup>9</sup> The actual delivery date will be extended if the order sat in the queue past the delivery date.

## Placing an order

The steps below describe what a customer (purchaser) needs to do to place an eGift card order.

**Note:** *Placing an order is the first phase in the overall order process (see [The order process described on page 38](#)).*

### Launching the sub-page<sup>10</sup> containing the Moneris eGift iFrame

The purchaser clicks on the HTML hyperlink on your ecommerce site to launch the sub-page containing the embedded Moneris eGift iFrame (shown below).

The "PROMOTION" panel displays if a promotion is active for your eGift card program (see [Promotional eGift card feature on page 23](#)).

### Customizing the card

In the "Customize your gift card" panel (shown here), the purchaser does the following:

1. The purchaser clicks on the thumbnail card image that they want to feature on the eGift card they are ordering.

**Note:** *For instructions on how to upload card images for the purchaser to select, see [Uploading a card image \(page 12\)](#).*

THUMBNAIL CARD IMAGES

2. In the **Enter/Select a value** field, the purchaser enters the dollar amount to load on the eGift card, or they click on a pre-selected amount (e.g., **\$10** or **\$25**).
3. In the "Quantity" drop-down, the purchaser selects the number of eGift cards (**1, 2, 3, 4,...15**) that they want to send to a recipient per the customizations that they selected in the previous steps.

### Choosing a delivery (notification) method

1. In the "Choose your delivery method" panel (shown here), the purchaser does the following:
  - a. To enable card delivery by email, the purchaser clicks on the **Email** button, or they click on the **Text Message** button for delivery by SMS text.

< Your business name >'s eGift Cards \$0 CAD

**PROMOTION**  
Purchase a \$AA eGift Card by mm dd, yyyy and get a free \$AA promotional eGift card for yourself! The promotional eGift card is redeemable up to mm dd, yyyy.

Customize your gift card

< Your business name >  
eGIFT CARD

Enter/Select a value  
10 \$10 \$25  
Enter whole amount between \$1 - \$500

Quantity  
1

Choose your delivery method  
Email Text Message

Recipient's Email  
recipient@email.com

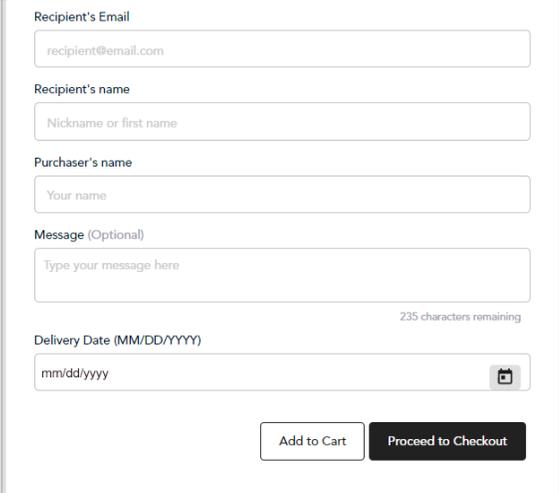
Recipient's name  
Nickname or first name

Purchaser's name  
Your name

Message (Optional)  
Type your message here

<sup>10</sup> See [Embedding the Moneris eGift iFrame code \(page 20\)](#).

- b. If the purchaser selects the "Email" option, they enter the recipient's email in the **Recipient's Email** field. If the purchaser selects the "Text Message" option, they enter the recipient's phone number in the **Recipient's Phone** field.
- c. In the **Recipient's name** field, the purchaser enters the recipient's name (e.g., first name or nickname)
- d. In the **Purchaser's name** field, the purchaser enters their own name (the recipient will receive a notification indicating the eGift card is from the name entered here).
- e. In the **Message** field, the purchaser optionally enters a personal message to include in the delivery (notification).
- f. In the purchaser wants the card to be delivered on a date other than today, they click on the calendar  icon in the **Delivery Date (MM/DD/YYYY)** field, and select a desired date on the displayed calendar.
- g. Continue at [Proceeding to checkout, or adding another item](#) (page 42).



The screenshot shows a form for purchasing an eGift card. It includes the following fields and buttons:

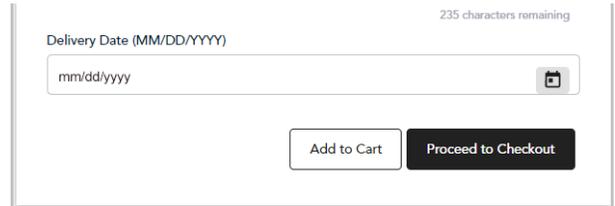
- Recipient's Email:** A text input field containing "recipient@email.com".
- Recipient's name:** A text input field containing "Nickname or first name".
- Purchaser's name:** A text input field containing "Your name".
- Message (Optional):** A text area with the placeholder "Type your message here" and a character count of "235 characters remaining".
- Delivery Date (MM/DD/YYYY):** A text input field containing "mm/dd/yyyy" and a calendar icon.
- Buttons:** "Add to Cart" and "Proceed to Checkout".

## Proceeding to checkout, or adding another item

Once the purchaser customizes their card (see [Customizing the card](#) on page 40) and selects their delivery method (see [Choosing a delivery \(notification\) method](#) on page 40), they choose whether to proceed to the checkout or add another item to their shopping cart as described below:

### To proceed to the checkout:

1. The purchaser clicks on the **Proceed to Checkout** button.
2. Continue in [Reviewing the shopping cart contents](#) (page 43).



The screenshot shows a form for selecting a delivery date. At the top right, it says "235 characters remaining". The form has a label "Delivery Date (MM/DD/YYYY)" above a text input field. The input field contains the placeholder "mm/dd/yyyy" and a calendar icon on the right. Below the input field are two buttons: "Add to Cart" and "Proceed to Checkout".

### To add one or more new items to the cart:

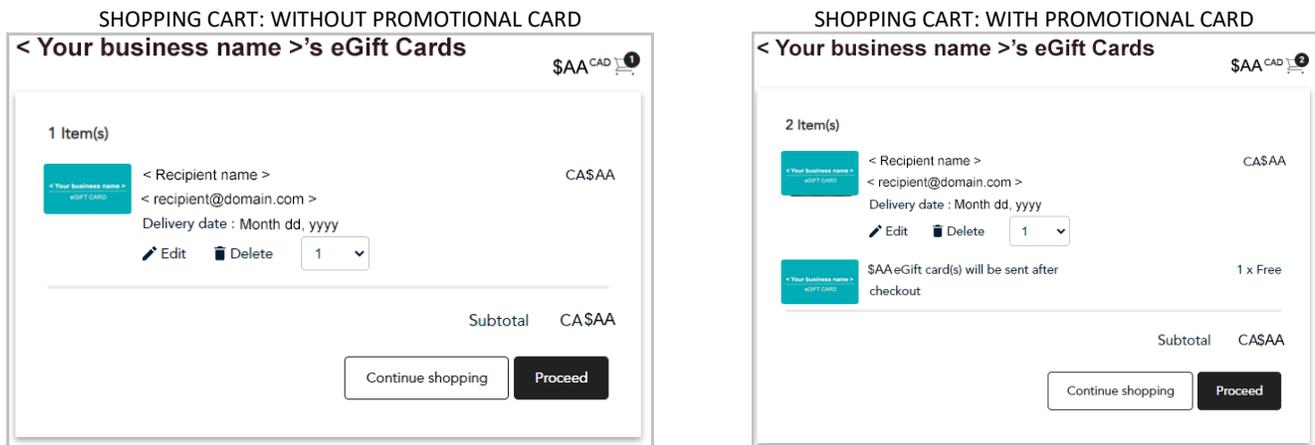
1. The purchaser clicks on the **Add to Cart** button.
2. When the customization and delivery page refreshes, continue in [Customizing the card](#) (page 40).

## Reviewing the shopping cart contents

When the purchaser opts to proceed to the checkout (see [Proceeding to checkout, or adding another item on page 42](#)), the Moneris eGift iFrame displays the order summary, which lists the recipient name and email address, delivery date (mm-dd-yyyy), and quantity per shopping cart item.

The purchaser reviews their order and can edit their cart as described below.

**Note:** If your eGift card program is configured with a promotion and one or more items in the order qualifies (see [Promotional eGift card feature on page 23](#)), the shopping cart summary will also list one or more "Free" promotional cards for the purchaser.



### To proceed with the order as is:

1. The purchaser clicks on the **Proceed** button.
2. Continue in [Entering the billing details](#) (page 44).

### To edit an item in the shopping cart:

1. The purchaser locates the item they want to edit and clicks on its **Edit** option.
2. Continue in [Editing an item in the shopping cart](#) (page 47).

### To delete an item in the shopping cart:

1. The purchaser locates the item they want to delete and clicks on its **Delete** option.

**Note:** If the "Your cart is empty Add a gift card to get started" response displays, the purchaser clicks on the **Continue shopping** button. The Moneris eGift iFrame refreshes back to the card customization and delivery page so that the purchaser can start their order again (continue in [Customizing the card on page 40](#)).

### To add one or more items to the shopping cart:

1. The purchaser clicks on the **Continue Shopping** button.
2. The Moneris eGift iFrame refreshes back to the card customization and delivery page so that the purchaser can add one or more items (continue in [Customizing the card on page 40](#)).

## Entering the billing details

Once the purchaser opts to proceed with their current shopping cart items (see [Reviewing the shopping cart contents](#) on page 43), the Moneris eGift iFrame displays the "Billing" fields (shown below).

The purchaser enters their cardholder billing details as described below.

**Note:** The purchaser will be redirected back to this page if they receive a "Payment Declined" response upon submitting their order.

1. In the **First Name** field, the purchaser enters their first name.
2. In the **Last Name** field, the purchaser enters their surname.
3. In the **Email** field, the purchaser enters their email address.<sup>11</sup>
4. In the **Phone** field, the purchaser enters their phone number.
5. In the **Ext.** field, the purchaser optionally enters their phone extension.
6. In the **Address Line 1** field, the purchaser enters their street address.<sup>12</sup>
7. In the **Address Line 2** field, the purchaser enters their unit or apartment number if applicable.
8. In the "Country" drop-down, the purchaser selects their country (e.g., **CANADA**).
9. In the **City** field, the purchaser enters their city.
10. In the "Province/State" drop-down, the purchaser selects their province/state (e.g., **Ontario**).
11. In the **Postal Code/Zip Code**,<sup>13</sup> the purchaser enters their postal code/ZIP code.
12. The purchaser does one of the following:

### To proceed with the order as is:

- a. The purchaser clicks on the **Proceed to checkout** button.
- b. Continue in [Entering the payment details](#) (page 45).

### To add one or more items to the shopping cart:

- a. The purchaser clicks on the **Continue shopping** button.
- b. When the page refreshes, continue in [Customizing the card](#) (page 40).

The screenshot shows a web form titled "< Your business name >'s eGift Cards" with a "\$AA CAD" logo in the top right. The form is divided into several sections: "Billing", "First Name" (with a placeholder "Your first name"), "Last Name" (with a placeholder "Your last name"), "Email" (with a placeholder "youremail@web.com"), "Phone" (with a placeholder "555-555-5555") and "Ext(Optional)" (with a placeholder "777"), "Address Line 1" (with a placeholder "Your street address"), "Address Line 2 (Optional)" (with a placeholder "Your suite or unit number"), "City" (with a placeholder "Your city"), "Country" (a dropdown menu showing "CANADA"), "Province/State" (a dropdown menu showing "Select your province/state"), and "Postal/Zip Code" (with a placeholder "1A2 B3C or 55667"). At the bottom, there are two buttons: "Continue shopping" and "Proceed to checkout".

<sup>11</sup> If a promotion is configured for your eGift card program (see [Promotional eGift card feature](#) on page 23), we will send a promotional eGift card to this address once we successfully process this order to completion.

<sup>12</sup> If the address verification service (AVS) is enabled for your Moneris Gateway account, this data will be validated by the debit/credit card issuer.

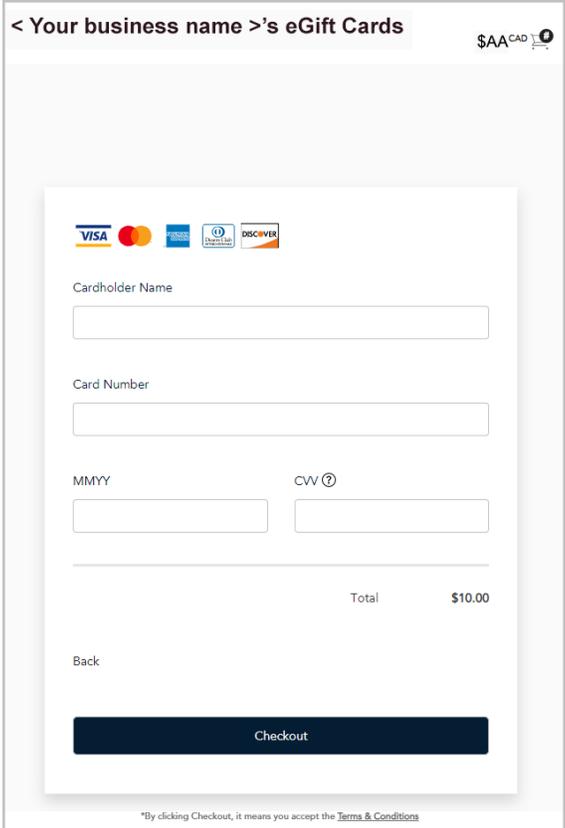
<sup>13</sup> See previous note.

## Entering the payment details

Once the purchaser enters their billing details (see [Entering the billing details](#) on page 44), the Moneris eGift iFrame displays the payment fields (shown below).<sup>14</sup> The purchaser enters their payment details as described below.

**Note:** If the purchaser wants to edit their billing details, they click on **Back** to return to the "Billing" fields (see [Entering the billing details](#) on page 44).

1. In the **Cardholder Name** field, the purchaser enters their name as printed on their debit/credit card.
2. In the **Card Number** field, the purchaser enters their full debit/credit card number (PAN).
3. In the **MMYY** field, the purchaser enters their debit/credit card expiry date (mm/yy).
4. In the **CVV** field, the purchaser enters their debit/credit card's 3- or 4-digit card verification value.
5. The purchaser clicks on the **Checkout** button.
6. The purchaser waits for a confirmation response (continue in [Waiting for the confirmation response](#) on page 46).



The screenshot shows a checkout interface for a business's eGift cards. At the top, it says "< Your business name >'s eGift Cards" and "\$AA CAD". Below this, there are logos for VISA, Mastercard, American Express, and Discover. The form includes fields for Cardholder Name, Card Number, MMYY (month/year), and CVV (card verification value). A "Total" of \$10.00 is displayed. There is a "Back" link and a prominent "Checkout" button. A small note at the bottom states: "\*By clicking Checkout, it means you accept the [Terms & Conditions](#)".

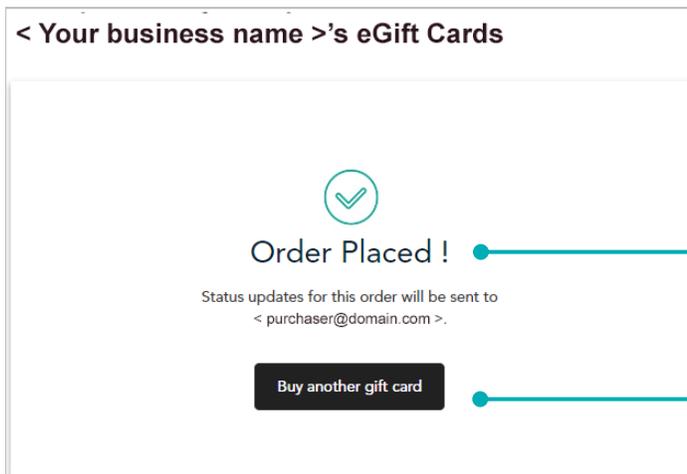
<sup>14</sup> Displayed card logos are standard in the checkout page but may be updated per your request if your merchant category supports it.

## Waiting for the confirmation response

Once the purchaser enters their payment details and submits their order (see [Entering the payment details](#) on page 45), the Moneris eGift iFrame displays a confirmation response or a declined response:

### "Order Placed!" confirmation response:

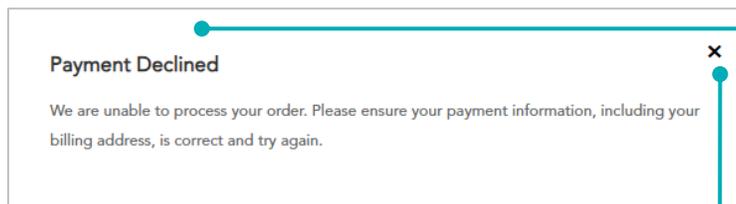
If the "Order Placed!" confirmation response displays (shown below), it means the we successfully processed a Preauthorization with the purchaser's debit/credit card information, and we will allow the order to proceed to the next phase in the order process (continue at step 4 in [The order process described](#) on page 38).



- Response text:  
"Order Placed! Status updates for this order will be sent to < purchaser@domain.com >.
- Optional user action:  
The purchaser can submit another order by clicking on the **Buy another gift card** button (continue in [Placing an order](#) on page 40).

### "Payment Declined" dialog:

If the "Payment Declined" dialog displays (shown below), it means we could not process an approved Preauthorization with the purchaser's debit/credit card and/or billing details.



- Dialog text:  
"Payment Declined: We are unable to process your order. Please ensure your payment information, including your billing address, is correct and try again."
- Optional user action:  
The purchaser can click on the dialog's "Close" X icon, whereupon the Moneris eGift iFrame returns to the "Billing" page so that the purchaser can re-enter their billing details and re-submit their order (see [Entering the billing details](#) on page 44).

## Editing an item in the shopping cart

If the purchaser opts to edit an item in their shopping cart (see [Reviewing the shopping cart contents](#) on page 43), the Moneris eGift iFrame redirects the purchaser back to the customization and delivery page (shown below) so that they can edit one or more order details as described below.

1. The purchaser can edit one or more "Customize your gift card" settings (shown here):
  - a. To change the eGift card image, the purchaser clicks on the desired thumbnail card image.
  - b. To change the dollar amount loaded on the card, purchaser can enter a new value in the **Enter/Select a value** field or they can click on a pre-selected amount (e.g., **\$10** or **\$25**).
  - c. To change the quantity of cards, the purchaser clicks on "Quantity" drop-down and selects the number of eGift cards (**1, 2, 3, 4,...15**) that they want to send to a recipient per the customizations selected in the previous steps.
  
2. The purchaser can edit one or more "Choose your delivery method" details (shown here):
  - a. The purchaser clicks on the **Email** button to select delivery (notification) by email, or they click on the **Text Message** button for delivery by SMS text.
  - b. If the purchaser selects the "Email" option, they enter the recipient's email in the **Recipient's Email** field. If the purchaser selects the "Text Message" option, they enter the recipient's phone number in the **Recipient's Phone** field.
  - c. In the **Recipient's name** field, the purchaser enters the recipient's name (e.g., first name or nickname).

THUMBNAIL CARD IMAGES

< Your business name >'s eGift Cards
\$AA CAD

PROMOTION

Purchase a \$AA eGift Card by mm dd, yyyy and get a free \$AA promotional eGift card for yourself! The promotional eGift card is redeemable up to mm dd, yyyy.

Customize your gift card

< Your business name >  
eGIFT CARD

< Your business name > eGIFT CARD

< Your business name > eGIFT CARD

< Your business name > eGIFT CARD

< Your business name > eGIFT CARD

Enter/Select a value

\$10

\$25

Enter whole amount between \$1 - \$500

Quantity

#
▼

Choose your delivery method

Email

Text Message

Recipient's Email
Recipient's Phone

Recipient's name

Purchaser's name

Message (Optional)

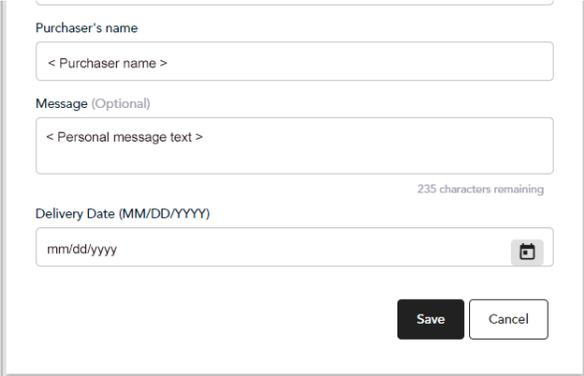
235 characters remaining

Delivery Date (MM/DD/YYYY)

Save

Cancel

- d. In the **Purchaser's name** field, the purchaser enters their own name (the recipient will receive a notification indicating the eGift card is from the name entered here).
  - e. In the **Message** field, the purchaser optionally enters a personal message to include in the delivery.
  - f. In the purchaser wants the card to be delivered on a date other than today, they click on the calendar  icon in the **Delivery Date (MM/DD/YYYY)** field, and select a desired date on the displayed calendar.
3. The purchaser clicks on the **Save** button.
  4. Continue at [Reviewing the shopping cart contents](#) (page 43).



The screenshot shows a form for entering delivery details. It includes three main input fields: 'Purchaser's name' with a placeholder '< Purchaser name >', 'Message (Optional)' with a placeholder '< Personal message text >' and a character count of '235 characters remaining', and 'Delivery Date (MM/DD/YYYY)' with a placeholder 'mm/dd/yyyy' and a calendar icon. At the bottom right, there are two buttons: 'Save' and 'Cancel'.



# **Client Portal: Logging In/ Logging Out**

In this section, we describe everything you need to know about starting a session/ending a session on the Client Portal.

# Logging into the Client Portal

The Moneris Client Portal supports an array of administrative features that you can use to access and manage your eGift card program. You can view queued orders and approve or reject them, cancel orders, update recipient contact information, resend notifications, etc.

The steps below describe how to log in and start a session on the Client Portal.

1. Visit [moneris.com/giftloyaltycard/merchant](https://moneris.com/giftloyaltycard/merchant) to access the Client Portal "Log In" page (shown below).

**Note:** If you want to go directly to your order queue, please access this "Log In" page by clicking on the button/link in your administrator user notification alert (see [Notification alerts on page 65](#)).

2. Enter your login credentials:

- a. In the **Email / Card Number** field, enter the email address that you registered with us when we set up your Client Portal account.
- b. In the **Password / CVC** field, enter your Client Portal login password.
- c. Click on the **Log In** button.

**Note:** If you are logging in for the first time, you will be prompted to change your password and create answers to security questions.

3. When you are logged in, one of the following pages displays:

**If the Client Portal homepage displays (shown below), it means you logged in via the Client Portal URL.**

Welcome < Firstname Lastname > [Log Out](#)

**Moneris**

Home | My Profile | Cardholders | User Management | Reports | My Download | Card Management

**Welcome to the self-serve Client Portal.**  
The portal can be used to access and manage your program card information. The tabs on the top menu can be used to navigate through the portal. Users may see different tabs based on the role and authority level assigned to them.

Home	Brings you back to this welcome page.
My Profile	Enables you to see and modify your user profile, including log in ID, password and security questions.
Cardholders	Displays real-time information for your cardholders, including profile, card status, account balance, and up-to-date transaction history.
User Management	Is available for users with an Admin role. Enables administrators to add and manage other users.
Reports	Enables you to view reports with details on your customers as well as your loyalty rewards program.
Card Management	Allows users to complete batch card activations if they run a gift card program.

**Email Gift & Loyalty Support**  
Enter your subject here:   
Enter your message here:   
If you prefer to be contacted by phone, enter your phone number here:

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**If the "Queued Orders" page displays (shown below), it means you logged in via an administrator user notification alert (see [Notification alerts](#) on page 65).**

Welcome < Firstname Lastname > [Log Out](#)

**Moneris**

Home | My Profile | Cardholders | User Management | Reports | My Download | Card Management

**Actions**

- [Batch Activation](#)
- [View Request History](#)
- [Configure Batch Activation](#)
- [Cancel Request](#)
- [Cancel Batch Activation](#)
- [eGift Card](#)
- [Queued Orders](#)
- [Tracking Program Errors](#)
- [eGift Program Management](#)

> Queued Orders

**Queued Orders**

Order	Order Date / Time	CC 4 Digits	Email	Order History	Total	Actions
<a href="#">View</a>	dd-Month-yyyy hh:mm:ss	1234	purchaser@domain.com		SAA.AA	<a href="#">Approve</a> <a href="#">Reject</a>
<a href="#">View</a>	dd-Month-yyyy hh:mm:ss	9999	purchaser2@domain.com		SAA.AA	<a href="#">Approve</a> <a href="#">Reject</a>
<a href="#">View</a>	dd-Month-yyyy hh:mm:ss	4567	purchaser3@domain.com	# Approved	SAA.AA	<a href="#">Approve</a> <a href="#">Reject</a>
<a href="#">View</a>	dd-Month-yyyy hh:mm:ss	8888	purchaser4@domain.com		SAA.AA	<a href="#">Approve</a> <a href="#">Reject</a>
<a href="#">View</a>	dd-Month-yyyy hh:mm:ss	7777	purchaser5@domain.com	# Approved	SAA.AA	<a href="#">Approve</a> <a href="#">Reject</a>

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# Forgot your Client Portal password?

If you forget your Client Portal password, you can reset it by following the steps below.

1. Visit [moneris.com/giftloyaltycard/merchant](https://moneris.com/giftloyaltycard/merchant) to access the Client Portal "Log In" page (shown below).

**Note:** If you want to go directly to your order queue, please access this "Log In" page by clicking on the button/link in your administrator user notification alert (see [Notification alerts on page 65](#)).

The screenshot shows the Moneris Client Portal Log In page. At the top left is the Moneris logo. Below it is a green horizontal bar. The page title is "Log In". There are three main sections: "First time logging in?", "Log In", and "Forgot my online password". The "First time logging in?" section includes instructions for Merchants and Cardholders, with links to "Create Online Account" and "Create Online Password". The "Log In" section has a text input field for "Email / Card Number", a text input field for "Password / CVC", and a "Log In" button. The "Forgot my online password" section has a link to "Reset Online Password" and a warning: "Please note that after 3 unsuccessful attempts to login, your account will be locked. Once your account is locked, you will be unable to reset your password for 30 minutes." At the bottom left is a "Français" button, and at the bottom right is the copyright notice: "© yyyy - yyyy Moneris Solutions Corporation. All rights reserved."

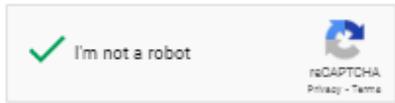
2. Click on **Reset Online Password**.

3. When the "Reset Online Password" page displays (shown below), do the following:

The screenshot shows the Moneris Client Portal Reset Online Password page. At the top left is the Moneris logo. Below it is a green horizontal bar. The page title is "Reset Online Password". There is a text input field for "Enter your Login ID". Below that is a CAPTCHA section with a checkbox for "I'm not a robot" and a "Send Code" button. There is also a "Cancel" button. At the bottom left is a "Français" button, and at the bottom right is the copyright notice: "© yyyy - yyyy Moneris Solutions Corporation. All rights reserved."

- a. In the **Enter your Login ID** field, enter your Client Portal login email address.

- b. Checkmark the **I'm not a robot** box.
- c. When the "reCAPTCHA" challenges display, respond to them and click on the **Verify** button.
- d. When the green checkmark (approved) "reCAPTCHA" response displays (shown below), go to the next step.

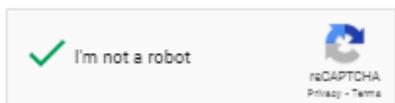


- e. Click on the **Send Code** button.

**Note:** We will send a reset code to your Client Portal login email address. When you receive the reset code in your inbox, proceed to the next step.

- 4. When the "Reset Online Password" page refreshes to display the "Verification Code" field (shown below), do the following:

- a. In the **Verification Code** field, enter your reset code.
- b. Checkmark the **I'm not a robot** box.
- c. When the "reCAPTCHA" challenges display, respond to them and click on the **Verify** button.
- d. When the green checkmark (approved) "reCAPTCHA" response displays (shown below), go to the next step.

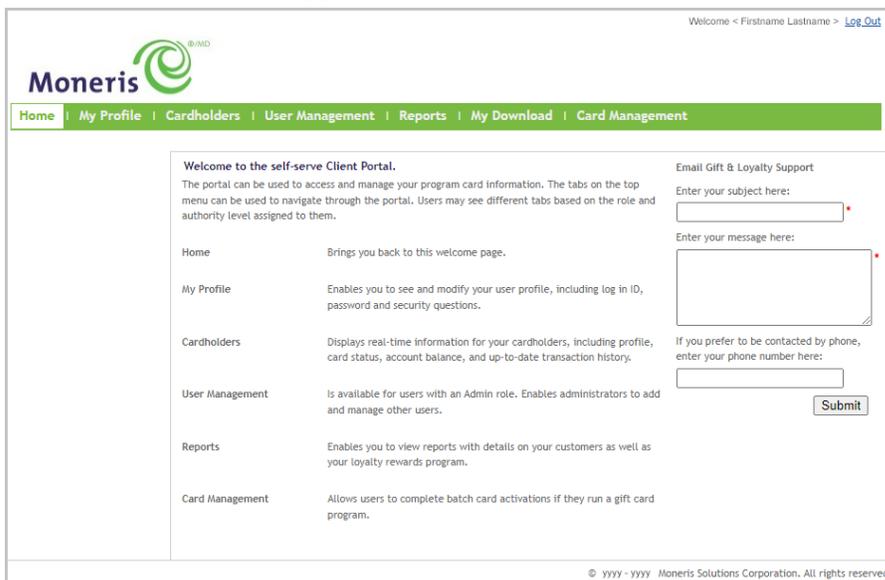


- e. Click on the **Verify Code** button.

5. When the "Reset Online Password" page refreshes to display your security questions, (shown below), do the following:



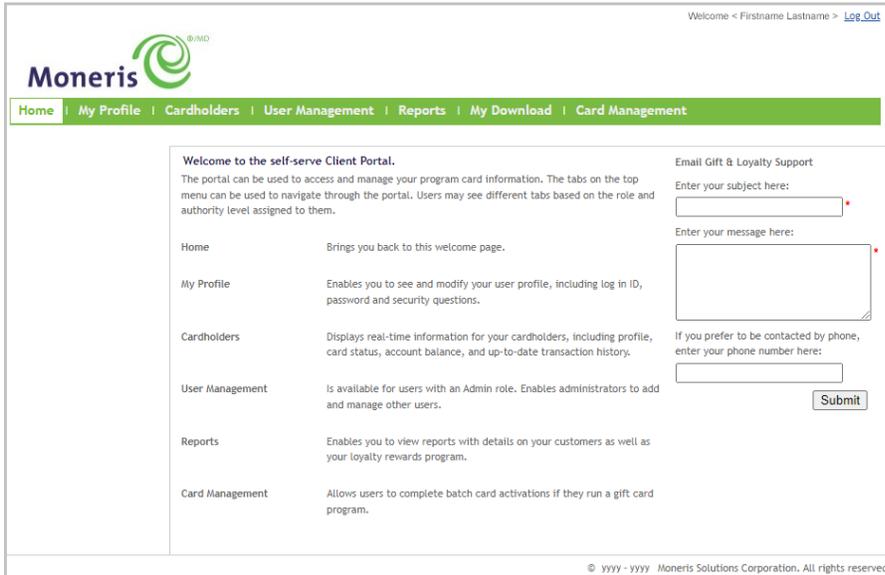
- Enter an answer in each of the two security question fields.
- In the **Choose new password** field, enter a new password.  
**Note:** *The password must be at least 9 characters containing at least 1 upper case, 1 lower case character, 1 digit and 1 special character.*
- In the **Re-enter new password** field, re-enter the new password.
- Click on the **Submit** button.
- When the Client Portal homepage displays (shown below), it means you have successfully reset your password and are now logged in.



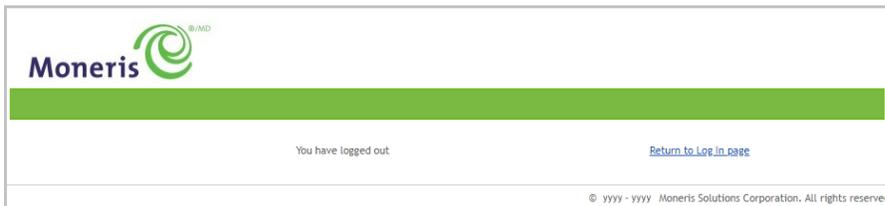
# Logging out of the Client Portal

The steps below describe how to end your session on the Client Portal.

1. While you are logged into the Client Portal, go to the top right corner on any Client Portal page (Shown below), and click on **Log out**.



2. When the "You have logged out" response displays (shown below), it means you have successfully ended your session on the Client Portal.





# "My Profile" Settings

In this section, we describe everything you need to know about configuring your user account preferences.

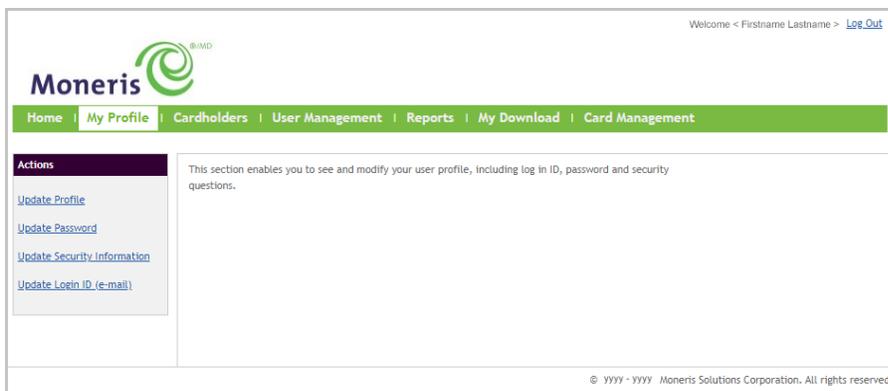
## Accessing your "My Profile" settings

The steps below describe how to change your user account preferences including your default display language, login email, login password, and security questions.

1. Log into the Client Portal (see [Logging into the Client Portal](#) (page 50)).
2. When you are logged in, click on **My Profile** in the menu bar (shown below).



3. When the "My Profile" options display in the "Actions" navigation pane (shown below), do any of the following:

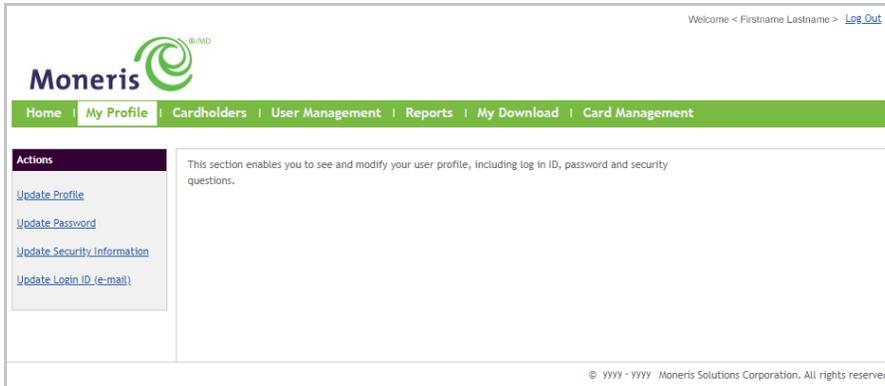


- To change your default display language, see [Changing your Client Portal default display language](#) (page 58).
- To change your login password, see [Changing your Client Portal login password](#) (page 59).
- To change your login email, see [Changing your Client Portal login email](#) (page 61).
- To change your security questions, see [Changing your Client Portal security questions](#) (page 63).

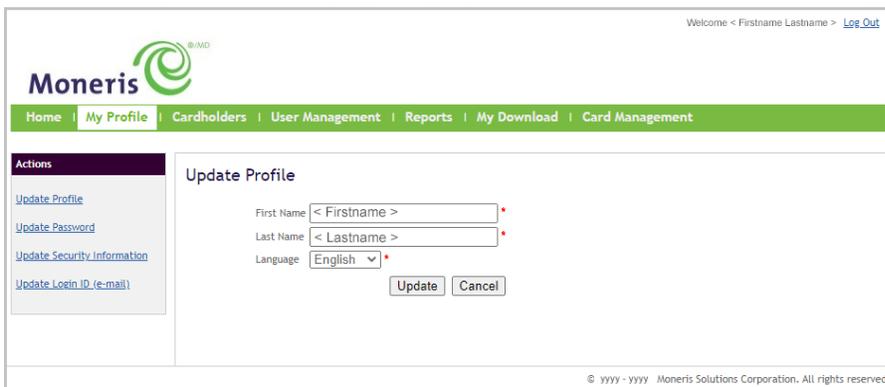
## Changing your Client Portal default display language

The steps below describe how to change your user account's default display language while you are logged into the Client Portal.

1. Access your "My Profile" settings (see [Accessing your "My Profile" settings](#) on page 57).
2. On the "Actions" navigation pane (shown below), click on **Update Profile**.



3. When the "Update Profile" page displays (shown below), do the following:

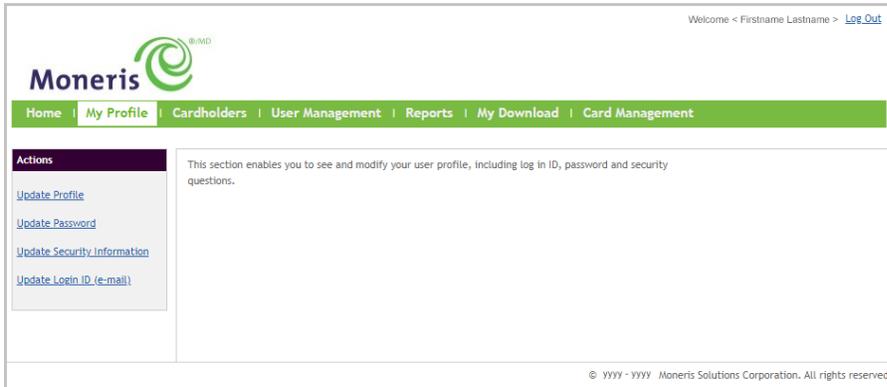


- a. In the "Language" drop-down, select an option:
  - To change the default display language to English, select **English**.
  - To change the default display language to French, select **French**.
- b. Click on the **Update** button to save your changes.
- c. When the "Profile has been updated" response displays, the operation is complete.

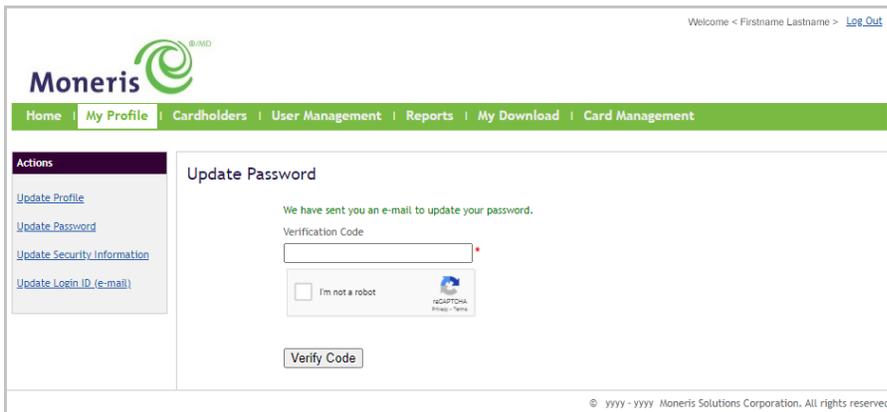
# Changing your Client Portal login password

The steps below describe how to change your Client Portal login password.

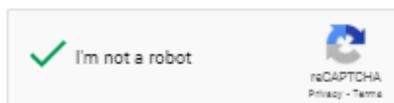
1. Access your "My Profile" settings (see [Accessing your "My Profile" settings](#) on page 57).
2. On the "Actions" navigation pane (shown below), click on **Update Password**.



3. When the "Update Password" page displays (shown below), do the following:



- a. Wait for a temporary verification code to arrive in your inbox.  
**Note:** We will send the temporary verification code to your Client Portal login email address.
- b. Checkmark the **I'm not a robot** box.
- c. When the "reCAPTCHA" challenges display, respond to them and click on the **Verify** button.
- d. When the green checkmark (approved) "reCAPTCHA" response displays (shown below), go to the next step.



e. In the **Verification Code** field, enter your temporary verification code, and click on the **Verify Code** button.

4. When the password fields display (shown below), do the following:

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a. In the **Old password** field, enter your current password.

b. In the **New password** field, enter your new password.

**Note:** *The password must be at least 9 characters containing at least 1 upper case, 1 lower case character, 1 number and 1 special character.*

c. In the **Re-enter new password** field, re-enter your new password.

d. Click on the **Update Password** button to save your changes.

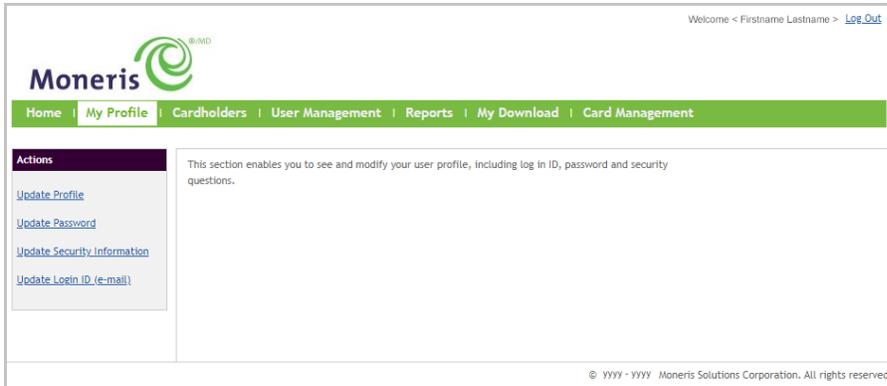
e. When the "Profile has been updated" response displays, the operation is complete.

**Note:** *The next time you attempt to log into the Client Portal, you must enter your new password.*

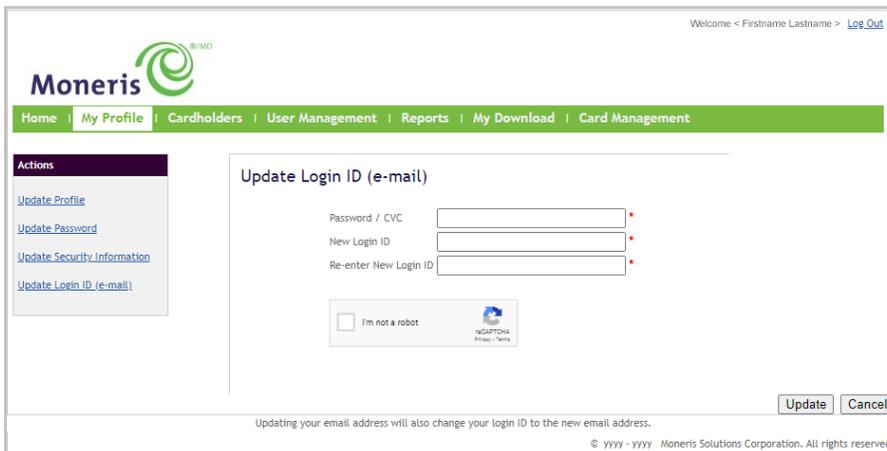
# Changing your Client Portal login email

The steps below describe how to change your Client Portal login email.

1. Access the "My Profile" settings (see [Accessing your "My Profile" settings](#) on page 57).
2. On the "Actions" navigation pane (shown below), click on **Update Login ID (e-mail)**.

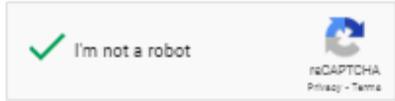


3. When the "Update Login ID (e-mail)" page displays (shown below), do the following:



- a. In the **Password / CVC** field, enter your Client Portal login password.
- b. In the **New Login ID**, enter your new email address.  
**Important! Please ensure this is a valid address. If you ever forget your password and need to reset it, we will send a temporary code to the address. You will be prompted to enter this temporary code to log in.**
- c. In the **Re-enter New Login ID**, re-enter your new email address.

- d. Checkmark the **I am not a robot** box.
- e. When the "reCAPTCHA" challenges display, respond to them and click on the **Verify** button.
- f. When the approved (green checkmark) response displays (shown below), go to the next step.



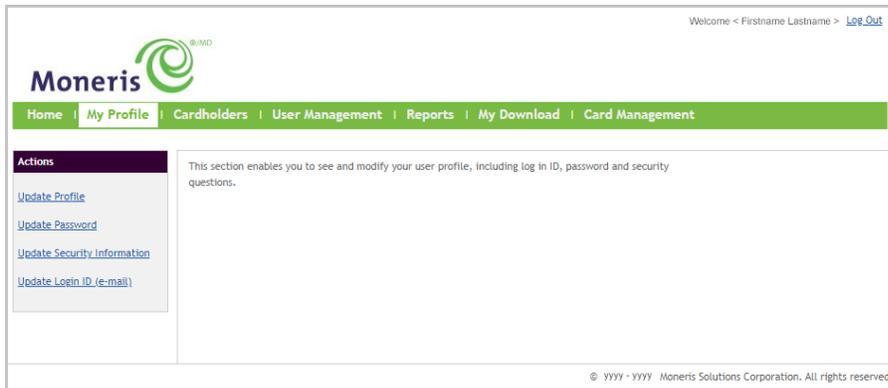
- g. Click on the **Update** button to save your changes.
- h. When the "Profile has been updated" response displays, the operation is complete.

**Note:** *The next time you attempt to log into the Client Portal, you must enter the new email address that you have just registered.*

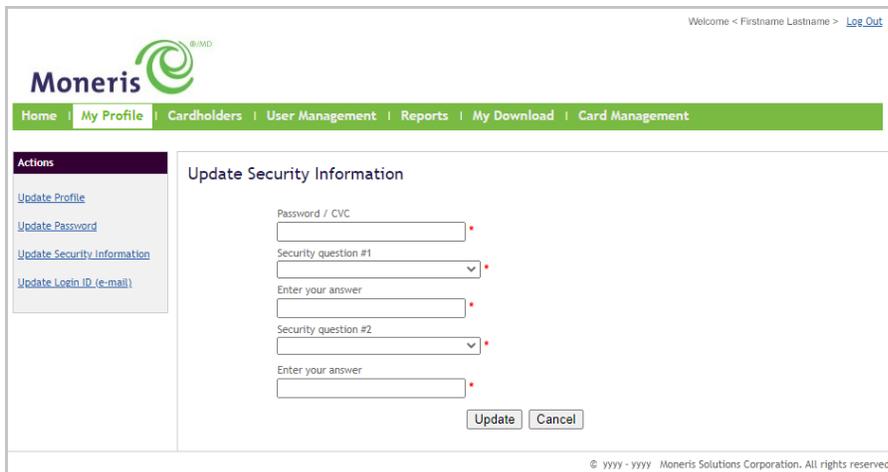
## Changing your Client Portal security questions

The steps below describe how to change one or more of your security questions. Periodically, the Client Portal will prompt you to answer a security question when you attempt to log in.

1. Access your "My Profile" settings (see [Accessing your "My Profile" settings](#) on page 57).
2. In the "Actions" navigation pane (shown below), click on **Update Security Information**.



3. When the "Update Security Information" page displays (shown below), do the following:



- a. In the **Password / CVC** field, enter your Client Portal login password.
- b. Click on any "Security question #" drop-down, and select a question.
- c. In the corresponding **Enter your answer** field, enter a custom answer to the question.
- d. Click on the **Update** button to save your changes.
- e. When the "Profile has been updated" response displays, the operation is complete.



# Notification Alerts

In this section, we describe everything you need to know about the notification alerts that we send to inform you, your customers, and the eGift card recipients about the status of their eGift card orders.

## Notification alerts

A notification alert contains status information about an eGift card order that has been submitted through your Moneris eGift iFrame. Whenever a customer (purchaser) submits an eGift card order (see [The order process described](#) on page 38), it triggers our server to send one or more notification alerts to one or more of the following persons:

- eGift card program administrator user(s)
- eGift card purchaser
- eGift card recipient

The type and timing of the notification depends on the several factors, including the purchase amount threshold for which your eGift card program is configured, your actions, and the period of time during which one or more pending orders sit in the queue as described in the table below:

Notification recipient	Notification type	Description
Administrator user	Pending Order	New order awaiting approval/rejection (see <a href="#">"Pending Order" notification</a> on page 66).
	Pending Orders Reminder	Order(s) queued for specific time period <sup>15</sup> and still awaiting approval/rejection (see <a href="#">"Pending Orders Reminder" notification</a> on page 67).
eGift card purchaser	Thank you for shopping with us!	Order pending approval: see <a href="#">"Thank you for shopping with us!": order pending review notification</a> (page 70). Order processed and completed (manually approved): see <a href="#">"Thank you for shopping with us!": order approved notification</a> (page 71). Order processed and completed (auto-approved): see <a href="#">"Thank you for shopping with us!": order summary notification</a> (page 72).
	Thank you for your purchase!	A promotional eGift card is available to be accessed by the purchaser (see <a href="#">"Thank you for your purchase" notification</a> on page 73).
	Reminder	The recipient has not accessed their eGift card within a specific time period <sup>16</sup> (see <a href="#">"Reminder" notification</a> on page 68).
	Order Cannot Be Completed	Order cannot be completed because the order was reviewed and rejected or because of system issue (see <a href="#">"Order Cannot Be Completed" notification</a> on page 69).
eGift card recipient	You've received a \$AA eGift Card	A non-promotional eGift card is available to be accessed by the recipient (see <a href="#">"Recipient, you've received a \$AA eGift Card!" notification</a> on page 74).

<sup>15</sup> The time period is determined by your eGift card program configuration.

<sup>16</sup> See footnote above.

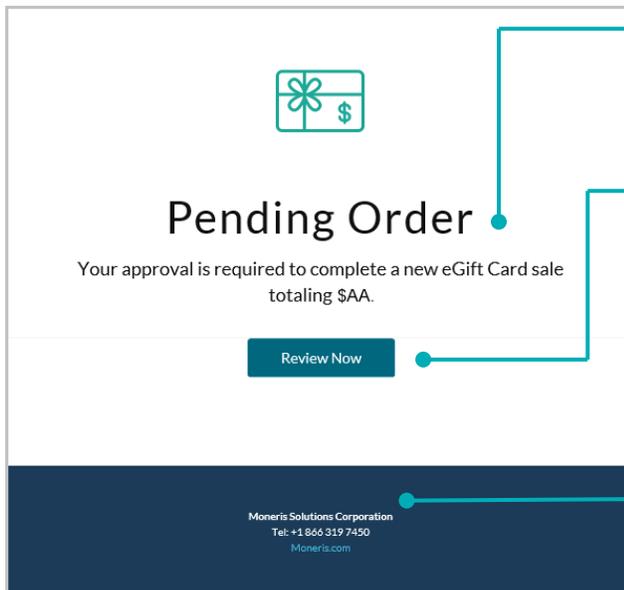
## "Pending Order" notification

We send this notification alert email (shown below) to you/your administrator user(s).

### Why we send this notification:

When a purchaser submits an eGift card order that equals or exceeds the purchase amount threshold configured for your program (see [Placing an order](#) on page 40), it triggers our server to send this notification alert to inform you that there is a newly queued order awaiting approval/rejection. The notification contents are described below.

**Note:** *If the order is not approved or rejected within a specific period of time (as determined by your eGift card program configuration), it triggers our server to send a reminder notification alert to you (see ["Pending Orders Reminder" notification](#) on page 67).*



- Notification text:

"Pending Order: Your approval is required to complete a new eGift Card sale totaling \$AA."

- User options:

You can click on the **Review Now** button to view the order details and approve or reject the order (see [Viewing queued eGift card orders](#) on page 80).

- Footer contents:

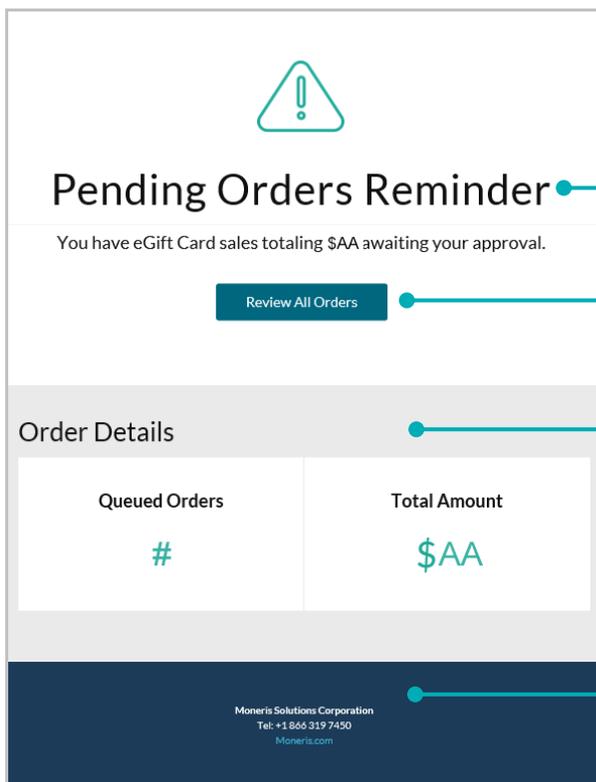
The footer displays Moneris Solutions Corporation contact information, including a hyperlink to [moneris.com](http://moneris.com).

## "Pending Orders Reminder" notification

We send this notification alert email (shown below) to you/your administrator user(s).

### Why we send this notification:

If your order queue contains one or more pending eGift card orders<sup>17</sup> for an extended period of time (as determined by your eGift card program configuration), it triggers our server to send this notification to inform you that there are queued order(s) still awaiting manual approval/rejection. The notification contents are described below.



- Notification text:

"Pending Orders Reminder: You have eGift Card sales totaling \$AA awaiting your approval. "

- User options:

You can click on the **Review All Orders** button to view the order details and manually approve or reject orders (see [Viewing queued eGift card orders](#) on page 80).

- Order details (summary):

The "Order Details" area displays the line items "Queued Orders" (total number of orders in the queue) and "Total Amount" (dollar amount of all queued orders combined).

- Footer contents:

The footer displays Moneris Solutions Corporation contact information, including a hyperlink to [moneris.com](http://moneris.com).

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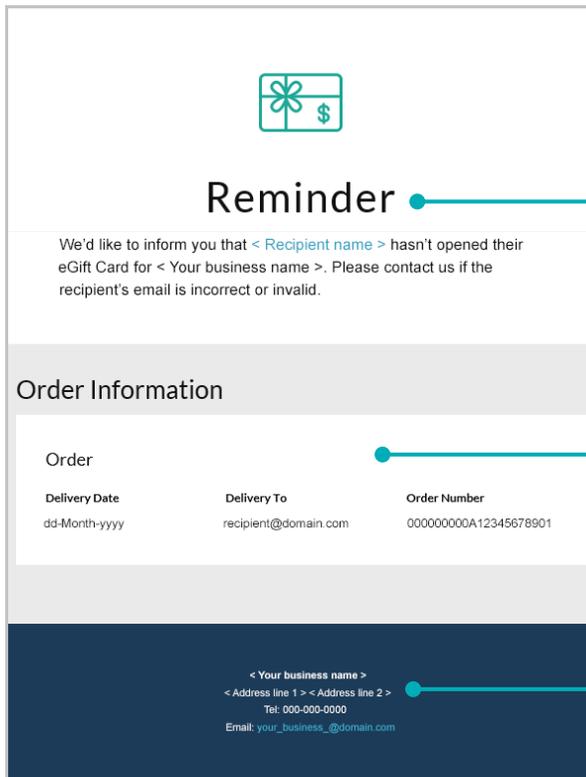
<sup>17</sup> An order is routed to the queue if the order purchase amount equals or exceeds the purchase amount threshold configured for your eGift card program. The order remains in the queue indefinitely until you approve or reject it.

## "Reminder" notification

We send this notification alert email (shown below) to the purchaser who submitted the eGift card order through your Moneris eGift iFrame (see [Placing an order](#) on page 40).

### Why we send this notification:

If the eGift recipient has not accessed their (non-promotional) eGift card within a specific period of time following the creation of the eGift card (the time period is determined by your eGift card program configuration), it triggers our server to send this notification to the purchaser to inform them that the eGift card has not been accessed. The notification contents are described below.



- Notification text:

"Reminder: We'd like to inform you that < Recipient name > hasn't opened their eGift Card for < Your business name >. Please **contact us** if the recipient's email is incorrect or invalid."

- User options:

Upon purchaser request, you can update the delivery method and resend the eGift card to the recipient (see [Resending a "Recipient, you've received a \\$AA eGift Card!" notification](#) on page 95).

- Order details:

The "Order Information" area displays the line items "Delivery Date" (dd-Month-yyyy), "Delivery To" (recipient email address), and "Order Number" (a unique identifier).

- Footer contents:

The footer displays your business contact information, including a mail-to hyperlink to your customer inbox.

## "Order Cannot Be Completed" notification

We send this notification alert email (shown below) to the purchaser who originally submitted the eGift card order through your Moneris eGift iFrame (see [Placing an order](#) on page 40).

### Why we send this notification:

If a purchaser submits an order that we cannot process (e.g., because the order was queued and rejected by an you/an administrator user<sup>18</sup>), it triggers our server to send this notification to inform the purchaser their order cannot be completed. The notification contents are described below.

The screenshot shows an email notification with the following structure:

- Header:** A gift card icon (a box with a ribbon and a dollar sign) is at the top left. The main title "Order Cannot Be Completed" is centered in a large font. Below the title is the text: "We appreciate your business and interest in our eGift Cards. Unfortunately, your order cannot be completed." A teal button labeled "Visit Our Website" is centered below the text.
- Order Information:** A section titled "Order Information" contains a table with the following data:

Incomplete Order		
Order Number	Order Date	Amount
000000000E12244668800	dd-Month-yyyy	\$AA
- Footer:** A dark blue footer contains the text: "< Your business name >", "< Address line 1 > < Address line 2 >", "Tel: 000-000-0000", and "Email: your\_business\_@domain.com".

Callouts from the right side of the image point to these elements:

- Notification text:** Points to the main title and the explanatory paragraph.
- User options:** Points to the "Visit Our Website" button.
- Order details:** Points to the "Order Information" section.
- Footer contents:** Points to the business contact information in the footer.

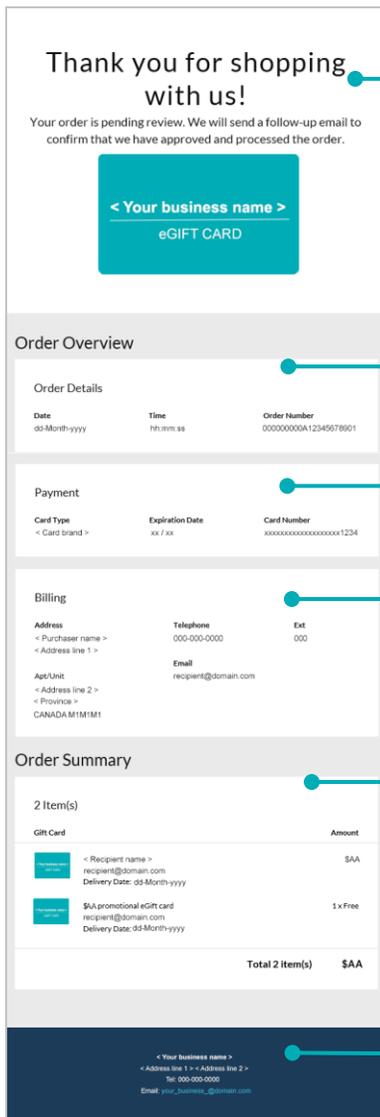
<sup>18</sup> See [Rejecting a queued eGift card order](#) (page 83).

# "Thank you for shopping with us!": order pending review notification

We send this pending review notification alert email (shown below) to the purchaser who submitted the eGift card order through your Moneris eGift iFrame (see [Placing an order](#) on page 40).

## Why we send this notification:

When the purchaser submits an eGift card order that is routed to the queue for review, it triggers our server to send this notification to the purchaser to inform them that their order has been received and to expect a follow-up notification pending a review of the order. The notification contents are described below.



### Notification text:

"Thank you for shopping with us! Your order is pending review. We will send a follow-up email to confirm that we have approved and processed the order."

### Order overview:

The "Order Details" area displays the order details including "Date" (dd-month-yyyy), "Time" (hh-mm-ss), and "Order Number".

The "Payment" area displays the debit/credit card payment card details "Card Type", "Expiration Date" (masked mm/yy), and "Card number" (masked except for last four digits).

### Billing details:

The "Billing" area displays the purchaser billing details "Address", "Telephone", "Ext", and "Email".

### Order Summary

The "Order Summary" area displays the eGift card(s) in the order and the amount loaded on each card, funded by the purchaser's debit/credit payment card. (Any promotional card in the order is free.)

### Footer contents:

The footer displays your business contact information, including a mail-to hyperlink to your customer inbox.

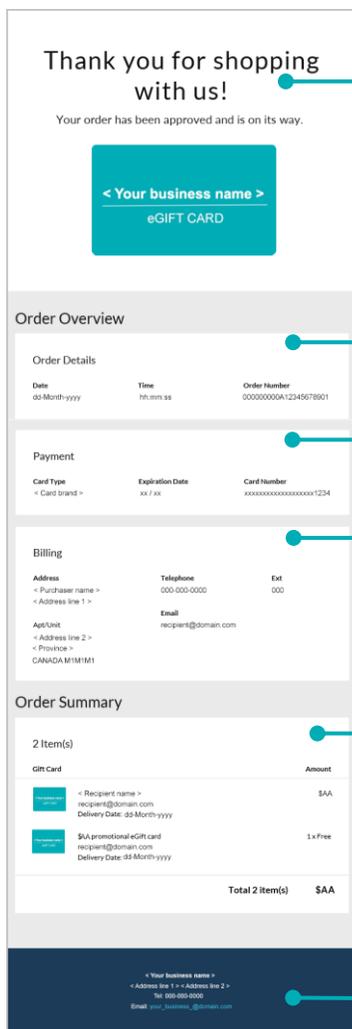
# "Thank you for shopping with us!": order approved notification

We send this notification alert email (shown below) to the purchaser who submitted the eGift card order through your Moneris eGift iFrame (see [Placing an order](#) on page 40).

## Why we send this notification:

When the purchaser submits an eGift card order that is routed to the queue and manually approved, it triggers our server to send this notification to the purchaser to inform them that we have successfully processed and completed their order.<sup>19</sup> This notification serves as both the order receipt and the order summary. The notification contents are described below.

**Note:** If you need to change the notification language (English or French) and/or the delivery address, see [Resending a "Thank you for shopping with us!" notification](#) (page 94).



- Notification text:  
"Thank you for shopping with us! Your order has been approved and is on its way."
- Order overview:  
The "Order Details" area displays the order details including "Date" (dd-month-yyyy), "Time" (hh-mm-ss), and "Order Number", a unique identifier also referred to as the "Order ID" in the Merchant Resource Center or the "Gift Card Order#" in the Client Portal (see ["Order Details" page: processed order](#) on page 100).  
**Note:** The "Gift Card Order#" constitutes the last portion of the order number/order ID.  
The "Payment" area displays the debit/credit card payment card details "Card Type", "Expiration Date" (masked mm/yy), and "Card number" (masked except for last four digits).  
Billing details:  
The "Billing" area displays the purchaser billing details "Address", "Telephone", "Ext", and "Email".
- Order Summary  
The "Order Summary" area displays the eGift card(s) in the order and the amount loaded on each card, funded by the purchaser's debit/credit payment card. (Any promotional card in the order is free.)
- Footer contents:  
The footer displays your business contact information, including a mail-to hyperlink to your customer inbox.

<sup>19</sup> Our server sends a notification alert to the eGift card recipient(s) (see ["Recipient, you've received a \\$AA eGift Card!" notification](#) on page 74).

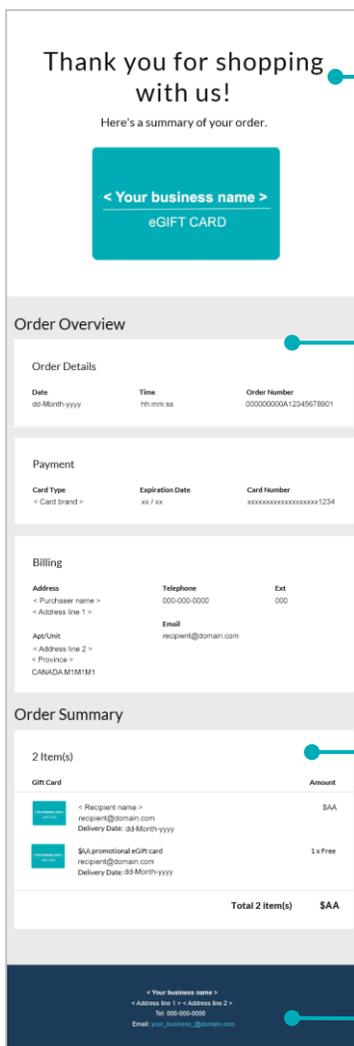
# "Thank you for shopping with us!": order summary notification

We send this notification alert email (shown below) to the purchaser who submitted the eGift card order through your Moneris eGift iFrame (see [Placing an order](#) on page 40).

## Why we send this notification:

When the purchaser submits an eGift card order that is auto-approved (i.e., not routed to the queue), processed, and completed, it triggers our server to send this notification to the purchaser.<sup>20</sup> This notification serves as both the order receipt and the order summary. The notification contents are described below.

**Note:** *If you need to change the notification language (English or French) and/or the delivery address, see [Resending a "Thank you for shopping with us!" notification](#) (page 94).*



Notification text:

"Thank you for shopping with us! Here's a summary of your order."

Order overview:

The "Order Details" area displays the order details including "Date" (dd-month-yyyy), "Time" (hh-mm-ss), and "Order Number", a unique identifier also referred to as the "Order ID" in the Merchant Resource Center or "Gift Card Order#" in the Client Portal (see ["Order Details" page: processed order](#) on page 100).

**Note:** *The "Gift Card Order#" constitutes the last portion of the order number/order ID.*

The "Payment" area displays the debit/credit card payment card details "Card Type", "Expiration Date" (mm/yy), and "Card number" (masked except for last four digits).

Billing details:

The "Billing" area displays the purchaser billing details "Address", "Telephone", "Ext", and "Email".

Order Summary

The "Order Summary" area displays the eGift card(s) in the order and the amount loaded on each card, funded by the purchaser's debit/credit payment card. (Any promotional card in the order is free.<sup>21</sup>)

Footer contents:

The footer displays your business contact information, including a mail-to hyperlink to your customer inbox.

<sup>20</sup> Our server sends a notification alert to the eGift card recipient(s) (see ["Recipient, you've received a \\$AA eGift Card!" notification](#) on page 74).

<sup>21</sup> If the purchase qualifies the purchaser to receive a promotional card, our server sends them a ["Thank you for your purchase" notification](#) (see page 73).

## "Thank you for your purchase" notification

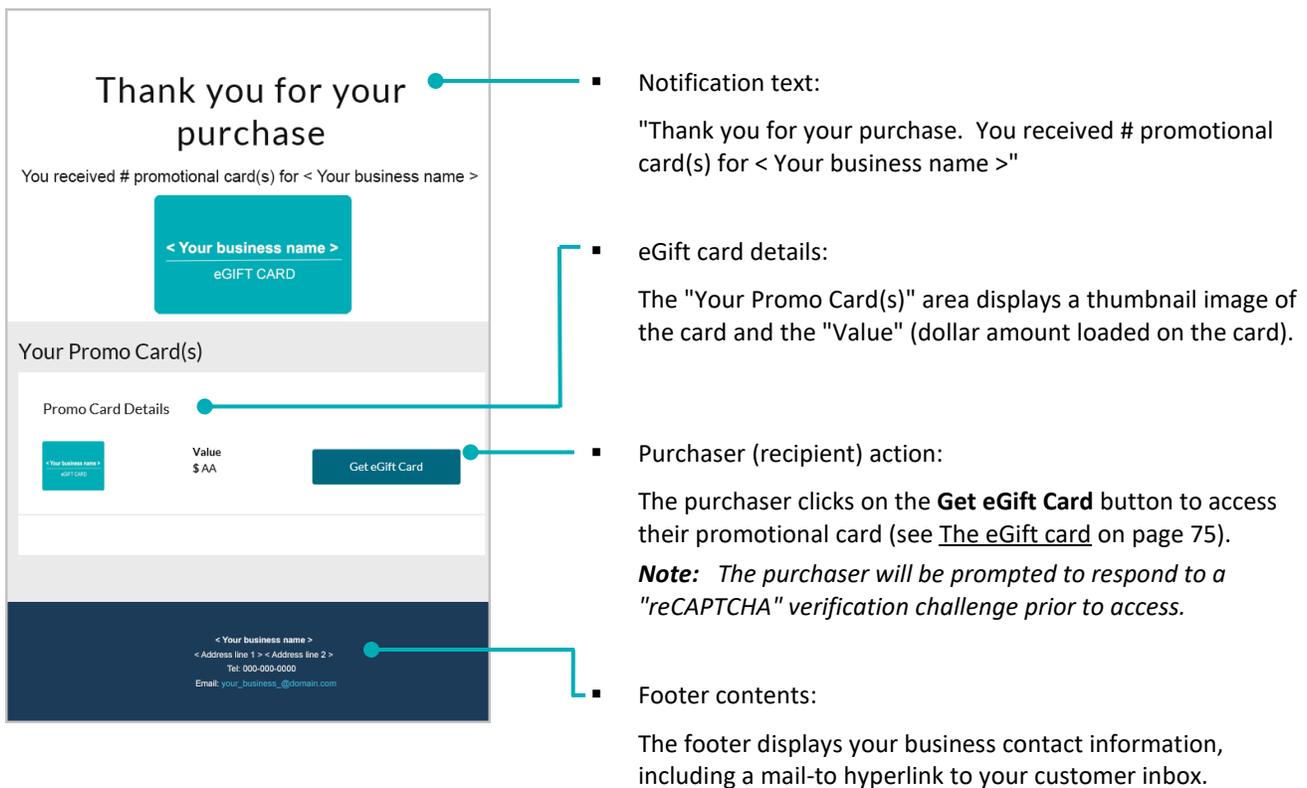
We send this notification alert email (shown below) to the purchaser who submitted the eGift card order through your Moneris eGift iFrame (see [Placing an order](#) on page 40).

### Why we send this notification:

When we successfully process an eGift card order to completion and the order includes at least one item that qualifies the purchaser to receive a free promotional card, it triggers our server to generate the promotional eGift card(s) and send this notification email to the purchaser.

The notification contains a link to the promotional eGift card(s) and indicates dollar value for each card as described below. (For information about the promotion feature, see [Promotional eGift card feature](#) on page 23.)

**Note:** If you need to resend this notification or update delivery details, including email address, delivery date, and language (English/French), see [Resending a "Thank you for your purchase" notification](#) (page 97).



The screenshot shows an email notification with the following structure:

- Notification text:** "Thank you for your purchase. You received # promotional card(s) for < Your business name >"
- eGift card details:** The "Your Promo Card(s)" area displays a thumbnail image of the card and the "Value" (dollar amount loaded on the card).
- Purchaser (recipient) action:** The purchaser clicks on the **Get eGift Card** button to access their promotional card (see [The eGift card](#) on page 75). **Note:** The purchaser will be prompted to respond to a "reCAPTCHA" verification challenge prior to access.
- Footer contents:** The footer displays your business contact information, including a mail-to hyperlink to your customer inbox.

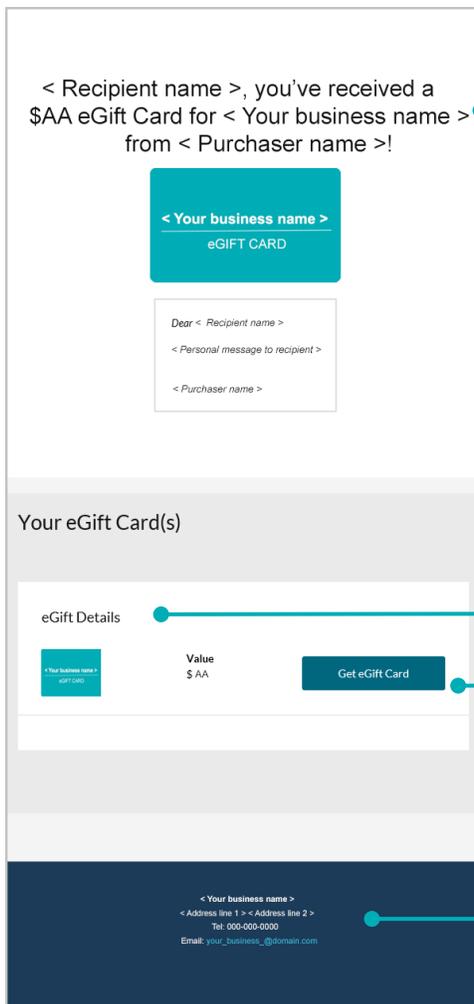
# "Recipient, you've received a \$AA eGift Card!" notification

We send this notification alert email or SMS text message to the recipient of a non-promotional eGift card.

## Why we send this notification:

When we successfully process an eGift card order to completion (see [The order process described](#) on page 38), it triggers our server to generate the eGift card(s) and send this notification to the recipient(s) per the specifications in the order. The notification contains a link to the eGift card(s) and indicates dollar value for each as described below.<sup>22</sup>

**Note:** If you need to resend this notification or update delivery details, including email address/mobile phone number, delivery date, and language (English/French), see [Resending a "Recipient, you've received a \\$AA eGift Card!" notification](#) (page 95).



▪ Notification text:  
"< Recipient name >, you've received a \$AA eGift Card for <Your business name > from < Purchaser name >!"

▪ eGift card details:  
The "Your eGift Card(s)" area displays a thumbnail image of the card and the "Value" (dollar amount loaded on the card).

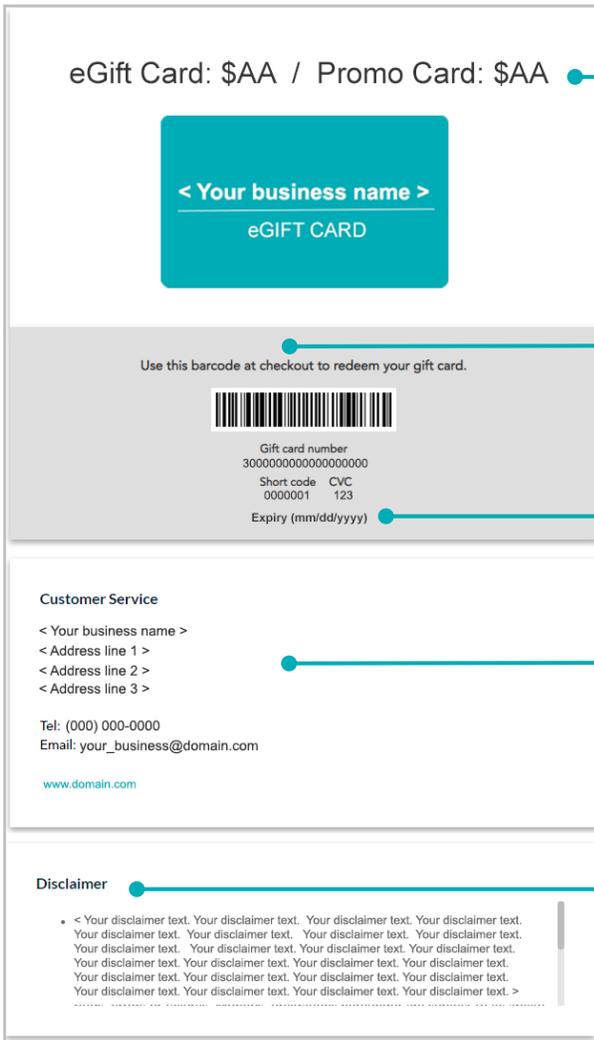
▪ Recipient action:  
The recipient clicks on the **Get eGift Card** button to access their card (see [The eGift card](#) on page 75).  
**Note:** The recipient will be prompted to respond to a "reCAPTCHA" verification challenge prior to access.

▪ Footer contents:  
The footer displays your business contact information, including a mail-to hyperlink to your customer inbox.

<sup>22</sup> If an eGift card is not accessed within a specific time period (as determined by your eGift card program configuration), it triggers our server to send a reminder notification to the purchaser (see ["Reminder" notification](#) on page 68).

# The eGift card

Once generated, an eGift card is rendered on a Moneris-hosted page, which the recipient can access via their notification alert (see [Notification alerts](#) on page 65). The eGift card is fully activated and ready to use as described below.



- Dollar amount ("\$\$AA") loaded on the card:
  - The "eGift Card: \$\$AA" header displays if the card is a non-promotional card.
  - The "Promo Card: \$\$AA" header displays if the card is a promotional card (see [Promotional eGift card feature](#) on page 23).

- Card details:
  - Scannable bar code, "Gift card number" (19-digit number), "Short code" (7-digit number), and "CVC" (3- or 4-digit card verification code).
  - "Expiry" date (mm/dd/yyyy) displays and is applicable only for promotional cards (see [Promotional eGift card feature](#) on page 23).

- Contact information:

The "Customer Service" area displays your address, phone number, and email contact information.

- Disclaimer:

The "Disclaimer" area displays your disclaimer statement.

## Using the eGift card in-store at a point-of-sale

The recipient can present their eGift card bar code (shown above) for you to scan with your Moneris terminal<sup>23</sup>, or you can perform a manual entry transaction on the terminal by keying in the gift card number (or the short code<sup>24</sup>) and the CVC.

<sup>23</sup> The scan function may or may not be supported on your terminal.  
<sup>24</sup> Your Moneris gift card program must be configured to support short code entry.

## Using the eGift card online

The recipient can enter the full gift card number (or short code<sup>25</sup>) and the CVC in your ecommerce checkout's gift card payment fields.

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<sup>25</sup> Your Moneris gift card program must be configured to support short code entry.



# Administering Your Orders

In this section, we go over everything you need to know about managing your eGift card orders through the Client Portal.

# Administrator users

A Client Portal user with administrator access, you are responsible for the performing administrative duties to support your eGift card program. Administrative duties are described below.

**Note:** *If you are designating additional administrator user(s), please consider what will happen if one or more users is unavailable to action queued orders. If too many queued orders are idle for too long, it may negatively impact your sales. (For a full description of the order process from start to finish, see [The order process described on page 38.](#))*

## Administrative duties

Administrator duties include responding to notification alerts; daily monitoring of queued orders; approving, rejecting, and cancelling orders; resending notifications; and managing/updating artwork files as required:

### Responding to notification alerts:<sup>26</sup>

- See ["Pending Order" notification](#) (page 66).
- See ["Pending Orders Reminder" notification](#) (page 67).

### Daily monitoring and reviewing of queued eGift card orders:

- See [Viewing queued eGift card orders](#) (page 80).
- See [Retrieving/viewing non-queued eGift card orders](#) (page 92).

### Approving and rejecting queued eGift card orders:

- See [Approving a queued eGift card order](#) (page 81).
- See [Rejecting a queued eGift card order](#) (page 83).

### Resending a notification:

- See [Resending a "Thank you for shopping with us!" notification](#) (page 94).
- See [Resending a "Recipient, you've received a \\$AA eGift Card!" notification](#) (page 95).
- [Promotional card] See [Resending a "Thank you for your purchase" notification](#) (page 97).

### Cancelling orders and deactivating cards:

- See [Cancelling an entire eGift card order](#) (page 85) or [Partially cancelling an eGift card order](#) (page 87).

### Managing/updating artwork files

- See [eGift card image management settings](#) (page 9).

### Reviewing and exporting reports

- See [Enterprise and exception eGift card reports](#) (see page 113).

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<sup>26</sup> Up to 20 email addresses can be set as notification alert recipients. Notifications alerts can be sent to a group email address (accessible by multiple users) if necessary.

## Purchase amount threshold

When an eGift card order is submitted for an amount that equals or exceeds the purchase threshold configured for your eGift card program, we automatically route the order to the order queue as a "pending" order. The pending order is held in the queue until an administrator can review and then approve or decline the order (see [Administrator users](#) on page 78).

**Note:** *If you configured a promotion for your eGift card program, we send one or more promotional eGift cards to the purchaser who submitted the order provided the order content meets the conditions of your promotion (see [Promotional eGift card feature](#) on page 23).*

## Viewing queued eGift card orders

The order queue contains all the eGift card orders waiting to be approved or rejected. We automatically route an eGift card order to the queue if the order equals or exceeds the purchase amount threshold configured for your program (for details about the order process, see [The order process described on page 38](#)).

Your queued orders are listed on the "Queued Orders" page (shown below), which you can access by using one of the methods described below:

Order	Order Date / Time	CC 4 Digits	Email	Order History	Total	Actions
<a href="#">View</a>	dd-Month-yyyy hh:mm:ss	1234	purchaser@domain.com		\$AA.AA	<a href="#">Approve</a> <a href="#">Reject</a>
<a href="#">View</a>	dd-Month-yyyy hh:mm:ss	9999	purchaser2@domain.com		\$AA.AA	<a href="#">Approve</a> <a href="#">Reject</a>
<a href="#">View</a>	dd-Month-yyyy hh:mm:ss	4567	purchaser3@domain.com	# Approved	\$AA.AA	<a href="#">Approve</a> <a href="#">Reject</a>
<a href="#">View</a>	dd-Month-yyyy hh:mm:ss	8888	purchaser4@domain.com		\$AA.AA	<a href="#">Approve</a> <a href="#">Reject</a>
<a href="#">View</a>	dd-Month-yyyy hh:mm:ss	7777	purchaser5@domain.com	# Approved	\$AA.AA	<a href="#">Approve</a> <a href="#">Reject</a>

Orders are listed according to the following headers:

- "Order Date / Time": Date (dd-Month-yyyy) and time hh:mm:ss) on which the buyer submitted the order.
- "CC 4 Digits:" Last four digits of the buyer's debit/credit card.
- "Email": The purchaser's email address.
- "Order History": Number of previously approved orders submitted by a purchaser using a recurring email address (orders are linked by the recurring address).
- "Total": Total dollar amount of the order.

**Note:** You can click on the up/down  icon beside a header to re-sort the list in ascending/descending order.

### Use the Client Portal URL and navigate menus:

1. Log into the Client Portal (see [Logging into the Client Portal](#) on page 50).
2. When you are logged in, click on **Card Management** in the menu bar (shown above).
3. Go to the "Actions" navigation pane, and click on **Queued Orders**.
4. When the "Queued Orders" page displays, you may take further action (see [Optional actions for queued orders](#) below).

### Click on your administrator notification alert:

1. Click on the link/button contained in your notification alert:
  - See ["Pending Order" notification](#) (page 66).
  - See ["Pending Orders Reminder" notification](#) (page 67).
2. When the Client Portal homepage displays, log in (see [Logging into the Client Portal](#) on page 50).
3. When the "Queued Orders" page displays, you may take further action (see [Optional actions for queued orders](#) below).

### Optional actions for queued orders

- To approve an order and/or view the order details, see [Approving a queued eGift card order](#) (page 81).
- To reject an order and/or view the order details, see [Rejecting a queued eGift card order](#) (page 83).

## Approving a queued eGift card order

The steps below describe how to manually approve a queued eGift order so that we can process it to completion.

1. Log into the Client Portal, and access your order queue (see [Viewing queued eGift card orders](#) on page 80).
2. On the "Queued Orders" page (shown below), do the following:

Order	Order Date / Time	CC 4 Digits	Email	Order History	Total	Actions
<a href="#">View</a>	dd-Month-yyyy hh:mm:ss	1234	purchaser@domain.com		\$AA.AA	<a href="#">Approve</a> <a href="#">Reject</a>
<a href="#">View</a>	dd-Month-yyyy hh:mm:ss	9999	purchaser2@domain.com		\$AA.AA	<a href="#">Approve</a> <a href="#">Reject</a>
<a href="#">View</a>	dd-Month-yyyy hh:mm:ss	4567	purchaser3@domain.com	# Approved	\$AA.AA	<a href="#">Approve</a> <a href="#">Reject</a>
<a href="#">View</a>	dd-Month-yyyy hh:mm:ss	8888	purchaser4@domain.com		\$AA.AA	<a href="#">Approve</a> <a href="#">Reject</a>
<a href="#">View</a>	dd-Month-yyyy hh:mm:ss	7777	purchaser5@domain.com	# Approved	\$AA.AA	<a href="#">Approve</a> <a href="#">Reject</a>

Orders are listed according to the following headers:

- "Order Date / Time": Date (dd-Month-yyyy) and time hh:mm:ss) on which the buyer submitted the order.
- "CC 4 Digits": Last four digits of the buyer's debit/credit card.
- "Email": The purchaser's email address.
- "Order History": Number of previously approved orders submitted by a purchaser using a recurring email address (orders are linked by the recurring address).
- "Total": Total dollar amount of the order.

**Note:** You can click on the up/down icon beside a header to re-sort the list in ascending/descending order.

### To approve without viewing the order details:

- a. Locate the desired order, and click on its **Approve** link in the "Actions" column.
- b. Continue at step 3 (page 82).

### To view the order details prior to approving:

- a. Locate the desired order, and click on its **View** link in the "Order" column.
- b. When the "Order Details" page displays (shown below), click on the **Approve** button.

**Note:** For descriptions of line items, see ["Order Details" page: queued order](#) (page 98).

Queued Orders > Order Details - A12345678901

**Order Details**

Gift Card Order #: A12345678901 [Approve](#) [Reject](#)

Order Date / Time : dd-Month-yyyy hh:mm:ss

Order Status: Queued

Queued Order Reason: Purchase is greater than or equal to the threshold value.

< Program name > Gift Card

Recipient	Delivery To	Original Delivery Date	Delivery Date	Amount	Quantity	Subtotal
< R.name >	< recipient@domain.com >	dd-Month-yyyy	dd-Month-yyyy	\$AA.AA	#	\$AA.AA
< P.name >	< purchaser@domain.com >	dd-Month-yyyy	dd-Month-yyyy	\$AA.AA	#	Free (Promotional Item)
<b>Total</b>						\$AA.AA

**Billing Information:**

< Firstname > < Lastname >  
 Email Address: < purchaser@domain.com >  
 Phone Number: 0000000000 Ext.: 000  
 Address 1: < Address line 1 > Unit #  
 Address 2: < Address line 2 >  
 Country: < COUNTRY >  
 Province/State: < Province / State >  
 City: < City >  
 Postal/Zip Code: < M1M1M1 >

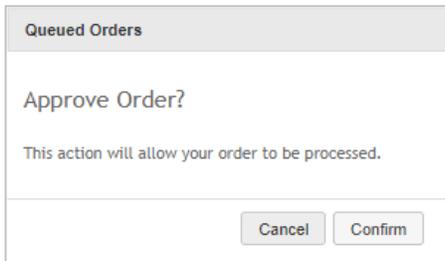
[View Order History](#)

**Payment Information:**

Card Type: < Card brand >  
 Card Number: XXXXXXXXXXXXXXXX1234

- c. Continue at step 3 (page 82).

3. When the "Approve Order?" dialog displays (shown below), click on its **Confirm** button.



4. Wait while we process the request (this may take several seconds). When the dialog closes, the operation is complete:
  - If you initiated the approval from the "Order Details" page, it refreshes and displays the response "The order has been approved successfully. The order number was A00000000000".
  - If you initiated the approval from the "Queued Orders" page, it refreshes and displays the response "The order has been approved successfully and processed. The order number was A00000000000". (The newly approved order is de-listed.)
  - The order is logged as "Approved" in the Client Portal (see [Retrieving/viewing non-queued eGift card orders](#) on page 92).

### What happens after you approve the order

We close the Preauthorization by processing a Completion (Capture) transaction so that the Preauthorized funds are captured for settlement.

We generate the eGift card and send a notification alert to the eGift card recipient (see ["Recipient, you've received a \\$AA eGift Card!" notification](#) on page 74).

**Note:** If the order qualifies the purchaser to receive a promotional eGift card, we send a notification alert to the purchaser (see ["Thank you for your purchase" notification](#) on page 73).

## Rejecting a queued eGift card order

The steps below describe how to reject a queued eGift order so that we discontinue it.

1. Log into the Client Portal, and access your order queue (see [Viewing queued eGift card orders](#) on page 80).
2. On the "Queued Orders" page, do the following:

Order	Order Date / Time	CC 4 Digits	Email	Order History	Total	Actions
<a href="#">View</a>	dd-Month-yyyy hh:mm:ss	1234	purchaser@domain.com		SAA-AA	<a href="#">Approve</a> <a href="#">Reject</a>
<a href="#">View</a>	dd-Month-yyyy hh:mm:ss	9999	purchaser2@domain.com		SAA-AA	<a href="#">Approve</a> <a href="#">Reject</a>
<a href="#">View</a>	dd-Month-yyyy hh:mm:ss	4567	purchaser3@domain.com	# Approved	SAA-AA	<a href="#">Approve</a> <a href="#">Reject</a>
<a href="#">View</a>	dd-Month-yyyy hh:mm:ss	8888	purchaser4@domain.com		SAA-AA	<a href="#">Approve</a> <a href="#">Reject</a>
<a href="#">View</a>	dd-Month-yyyy hh:mm:ss	7777	purchaser5@domain.com	# Approved	SAA-AA	<a href="#">Approve</a> <a href="#">Reject</a>

Orders are listed according to the following headers:

- "Order Date / Time": Date (dd-Month-yyyy) and time hh:mm:ss) on which the buyer submitted the order.
- "CC 4 Digits:": Last four digits of the buyer's debit/credit card.
- "Email": The purchaser's email address.
- "Order History": Number of previously approved orders submitted by a purchaser using a recurring email address (orders are linked by the recurring address).
- "Total": Total dollar amount of the order.

**Note:** You can click on the up/down  icon beside a header to re-sort the list in ascending/descending order.

### To reject without viewing the order details:

- a. Go to the "Actions" column, and click on the order's **Reject** link.
- b. Continue at step 3 (page 84).

### To view the order details prior to rejecting:

- a. Go to the "Order" column, and click on the order's **View** link.
- b. When the "Order Details" page displays (shown below), click on the **Reject** button.

**Note:** For descriptions of line items, see ["Order Details" page: queued order](#) (page 98).

Order Details

Gift Card Order #: A12345678901 [Approve](#) [Reject](#)

Order Date / Time : dd-Month-yyyy hh:mm:ss

Order Status: Queued

Queued Order Reason: Purchase is greater than or equal to the threshold value.

< Program name > Gift Card

Recipient	Delivery To	Original Delivery Date	Delivery Date	Amount	Quantity	Subtotal
< R. name >	< recipient@domain.com >	dd-Month-yyyy	dd-Month-yyyy	SAA-AA	#	SAA-AA
< P. name >	< purchaser@domain.com >	dd-Month-yyyy	dd-Month-yyyy	SAA-AA	#	Free (Promotional Item)
						Total SAA-AA

**Billing Information:**

< Firstname > < Lastname >  
 Email Address: < purchaser@domain.com >  
 Phone Number: 0000000000 Ext.: 000  
 Address 1: < Address line 1 > Unit #  
 Address 2: < Address line 2 >  
 Country: < COUNTRY >  
 Province/State: < Province / State >  
 City: < City >  
 Postal/Zip Code: < M1M1M1 >

**Payment Information:**

Card Type: < Card brand >  
 Card Number: XXXXXXXXXX0000000001234

[View Order History](#)

- c. Continue at step 3 (page 84).

3. When the "Why are you rejecting this order?" dialog displays (shown below), do the following:

- a. Select the radio button corresponding to the reason describing why you are rejecting the order. Reasons include **Suspicious credit card**, **Suspicious email**, **Inability to contact customer to validate order**, **Order value exceeds comfort level**, **History of declined orders**, or **Other**.

**Note:** *If you select "Other", enter a description in the field.*

- b. Click on the **Confirm** button.
- c. Wait while we process the request (this may take several seconds).

Queued Orders

Why are you rejecting this order ?  
Please provide your reject reason by selecting one of the options below.

Suspicious email

Suspicious credit card

Inability to contact customer to validate order

Order value exceeds comfort level

History of declined orders

Other

Enter the reason for rejecting this order.

Cancel Confirm

4. When the "Order Queue" page refreshes, the newly rejected order is de-listed and the operation is complete.

### What happens after you reject the order

- The order is logged in the Client Portal as a "Rejected" order (see [Retrieving/viewing non-queued eGift card orders](#) on page 92).
- Our server is triggered to send a notification alert to the eGift card purchaser to indicate their order could not be completed (see ["Order Cannot Be Completed" notification](#) on page 69).

## Cancelling an entire eGift card order

The steps below describe how to cancel an entire eGift card order that we have already successfully processed and completed. Cancelling the entire order permanently deactivates all the eGift card(s) in the order.

**Note:** To cancel only part of an order, see [Partially cancelling an eGift card order](#) (page 87).

1. Retrieve the "Processed" order that you want to cancel, and open its "Order Details" page (see [Retrieving/viewing non-queued eGift card orders](#) on page 92).

2. When the "Order Details" page (shown below) displays on your screen, go to the next step.

**Note:** For descriptions of line items, see ["Order Details" page: processed order](#) (page 100).

Welcome < Firstname Lastname > [Log Out](#)

**Moneris**

Home | My Profile | Cardholders | User Management | Reports | My Download | Card Management

**Actions**

- [Batch Activation](#)
- [View Request History](#)
- [Configure Batch Activation](#)
- [Cancel Request](#)
- [Cancel Batch Activation](#)
- eGift Card**
- [Queued Orders](#)
- [Tracking Program Errors](#)
- [eGift Program Management](#)

eGift Card > Search Order > Order Details - A12345678901

### Order Details

Gift Card Order #: A12345678901 | Payment Order #: 6602468000000000000  
Order Date / Time : dd-Month-yyyy hh:mm:ss  
Order Status: Processed

[Resend Receipt](#) [Cancel Order](#)

< Program name > Gift Card

Recipient	Delivery To	Original Delivery Date	Delivery Date	Amount	Quantity	Subtotal	Actions
< R. name >	< recipient@domain.com >	dd-Month-yyyy	dd-Month-yyyy	\$AA.AA	#	\$AA.AA	<a href="#">✎</a>
< P. name >	< purchaser@domain.com >	dd-Month-yyyy	dd-Month-yyyy	\$AA.AA	#	Free (Promotional Item)	<a href="#">✎</a>
<b>Total</b>						\$AA.AA	

**Billing Information:**

< Firstname > < Lastname >  
Email Address: < purchaser@domain.com >  
Phone Number: 0000000000 Ext.: 000  
Address 1: < Address line 1 > Unit #:  
Address 2: < Address line 2 >  
Country: < COUNTRY >  
Province/State: < Province / State >  
City: < City >  
Postal/Zip Code: < M1M1M1 >

[Back to Search](#)

**Payment Information:**

Card Type: < Card brand >  
Card Number: XXXXXXXXXXXXXXX1234

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3. Click on the **Cancel Order** button.

4. When the "Cancel Order Confirmation" dialog displays (shown below), click on its **Yes** button.

**Cancel Order Confirmation**

Are you sure you want to cancel this order? This action is irreversible.

**NOTE: This action does not reverse the financial transaction associated with this order.**

[Yes](#) [No](#)

5. Wait while we process the cancel request (this may take several seconds).
6. When the "Order successfully cancelled" response displays, proceed to reverse the debit/credit transaction used to fund the eGift card order:
  - If you cancelled an order that was completed on the same day (i.e., while your debit/credit batch is still open), proceed to [Voiding the debit/credit transaction used to fund an eGift card order](#) (page 129).
  - If you cancelled an order that was completed on the previous day (i.e., after your debit/credit batch closes), proceed to [Refunding the debit/credit transaction used to fund an eGift card order](#) (page 133).

## Partially cancelling an eGift card order

The steps below describe how to partially cancel an eGift card order that we have successfully processed and completed. Partially cancelling an order involves manually deactivating one or more eGift cards in the order and partially refunding the debit/credit transaction used to fund the order.

**Note:** To cancel an entire eGift card order, see [Cancelling an entire eGift card order](#) (page 85).

1. Retrieve the "Processed" order that you want to partially cancel, and open its "Order Details" page (see [Retrieving/viewing non-queued eGift card orders](#) on page 92).

2. When the "Order Details" page (shown below) displays on your screen, do the following:

**Note:** For descriptions of line items, see ["Order Details" page: processed order](#) (page 100).

The screenshot shows the Moneris Order Details page for a processed eGift card order. The page includes a navigation menu, a sidebar with actions, and a main content area with order details, a table of line items, and billing/payment information.

**Order Details**  
 Gift Card Order #: A12345678901 | Payment Order #: 660246800000000000  
 Order Date / Time : dd-Month-yyyy hh:mm:ss  
 Order Status: Processed

Resend Receipt Cancel Order

< Program name > Gift Card

Recipient	Delivery To	Original Delivery Date	Delivery Date	Amount	Quantity	Subtotal	Actions
< R. name >	< recipient@domain.com >	dd-Month-yyyy	dd-Month-yyyy	\$AA.AA	#	\$AA.AA	▶
< P. name >	< purchaser@domain.com >	dd-Month-yyyy	dd-Month-yyyy	\$AA.AA	#	Free (Promotional Item)	▶
<b>Total</b>						\$AA.AA	

**Billing Information:**  
 < Firstname > < Lastname >  
 Email Address: < purchaser@domain.com >  
 Phone Number: 0000000000 Ext.: 000  
 Address 1: < Address line 1 > Unit #:  
 Address 2: < Address line 2 >  
 Country: < COUNTRY >  
 Province/State: < Province / State >  
 City: < City >  
 Postal/Zip Code: < M1M1M1 >

**Payment Information:**  
 Card Type: < Card brand >  
 Card Number: XXXXXXXXXXXXXXXX1234

Back to Search

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a. Locate the recipient to whom you sent the eGift card(s) that you now want to deactivate, and click on the "more items" ▶ icon beside the recipient's name (shown below).

This screenshot is identical to the previous one, but with a blue box highlighting the "more items" (▶) icon in the Actions column of the first line item. A blue arrow points from the text "MORE ITEMS" ICON to this icon.

"MORE ITEMS" ICON

- b. When the "card details" bar displays (shown below), record/copy the full "Card Number" to your clipboard.

**Note:** The "order update details" bar displays only if you/an administrative user updated the purchaser's original delivery/notification details.

The screenshot shows the Moneris eGift Card Order Details page. The page includes a navigation bar with links like Home, My Profile, Cardholders, User Management, Reports, My Download, and Card Management. The main content area displays order details for a Gift Card Order # A12345678901. It includes a table of recipients with columns for Recipient, Delivery To, Original Delivery Date, Delivery Date, Amount, Quantity, Subtotal, and Actions. Below this is a table for card details with columns for Card Number, Status, Program ID, and Activation Transaction ID. Two red lines point to specific bars: one to the "ORDER UPDATE DETAILS" bar and another to the "CARD DETAILS" bar.

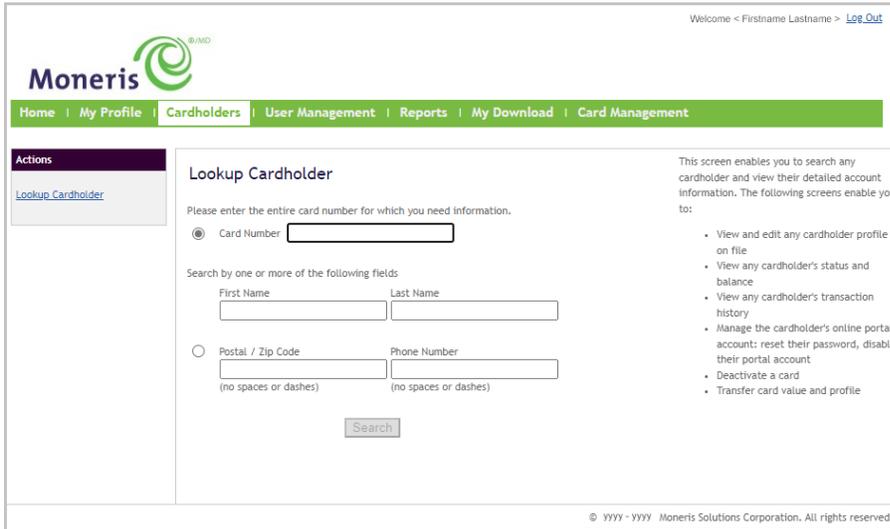
- c. Repeat steps 2a to 2b for any other eGift card that you want to deactivate in this order.

- d. When you are finished, go to step 3.

3. Go to the menu bar (shown below), and click on **Cardholders**.

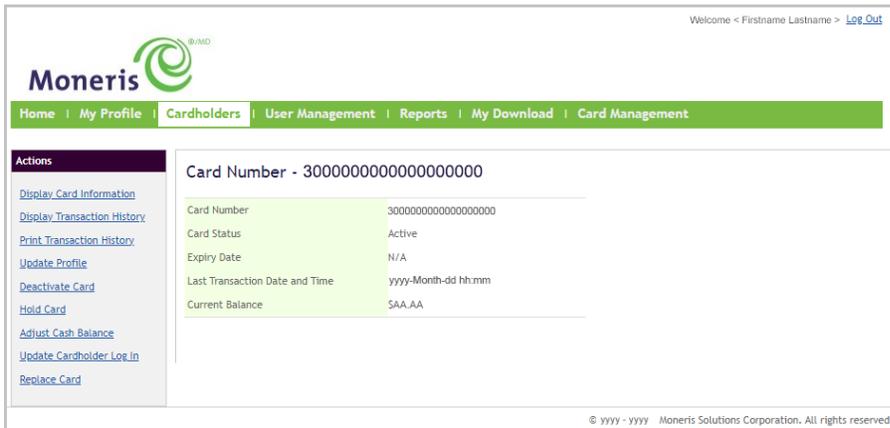


4. When the "Lookup Cardholder" page displays (shown below), do the following:

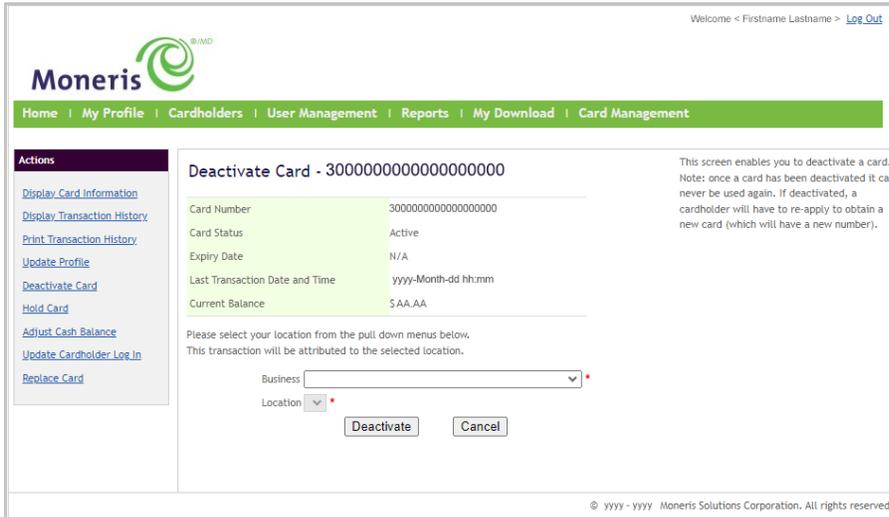


- a. In the **Card Number** field, enter the card number of the eGift card that you want to permanently deactivate.
- b. Click on the **Search** button.

5. When the "Card Number" page displays (shown below), go to the "Actions" navigation pane and click on **Deactivate**.

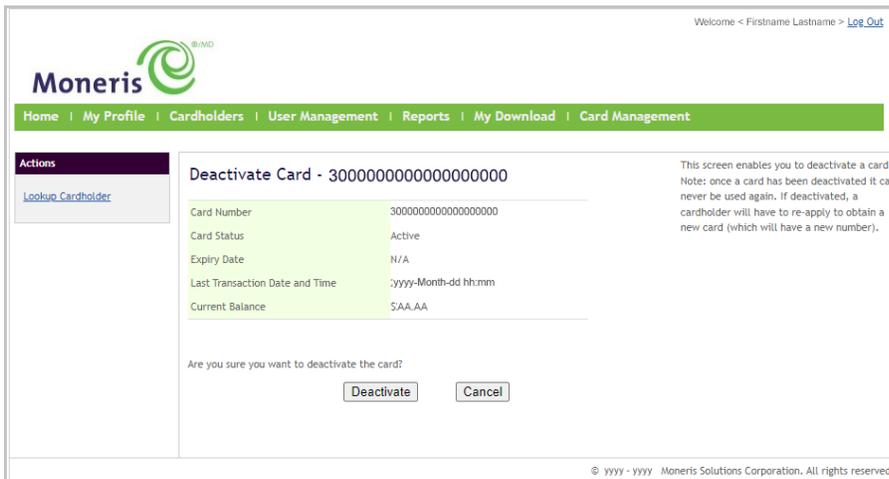


6. When the "Deactivate Card" page displays (shown below), do the following:



- a. If the "Business" drop-down displays, click on it and select your business.
- b. If the "Location" drop-down displays, click on it and select a location to which the transaction is to be attributed.
- c. Click on the **Deactivate** button.

7. When the "Are you sure you want to deactivate the card?" response displays (shown below), click on the **Deactivate** button.



8. When the "The transaction is completed" response displays (shown below), the operation is complete.

The screenshot shows the Moneris eGift Card Program interface. At the top, there is a navigation bar with links: Home | My Profile | Cardholders | User Management | Reports | My Download | Card Management. Below this is a sidebar with an "Actions" menu containing links: Display Card Information, Display Transaction History, Print Transaction History, Update Profile, Deactivate Card, Hold Card, Adjust Cash Balance, Update Cardholder Log In, and Replace Card. The main content area displays the following information:

Card Number	30000000000000000000
Card Status	Deactivated
Expiry Date	N/A
Last Transaction Date and Time	yyyy-Month-dd hh:mm
Current Balance	\$0.00

Below the table, a message states: "The transaction is completed." followed by "Transaction Reference Number 99999999".

Annotations on the right side of the screenshot point to specific elements:

- "Card status: Deactivated" points to the Card Status field.
- "Current Balance: \$0.00" points to the Current Balance field.
- "The transaction is completed. Transaction Reference Number..." points to the transaction completion message and reference number.

At the bottom of the page, there is a copyright notice: © yyyy - yyyy Moneris Solutions Corporation. All rights reserved.

9. For every other card that you want to deactivate in the order, repeat step 3 to step 8 of this procedure. Otherwise, when you are finished deactivating cards, go to step 10.

10. Proceed to partially refund the debit/credit transaction used to fund the deactivated eGift cards in the order (see [Refunding the debit/credit transaction used to fund an eGift card order](#) (page 133)).

## Retrieving/viewing non-queued eGift card orders

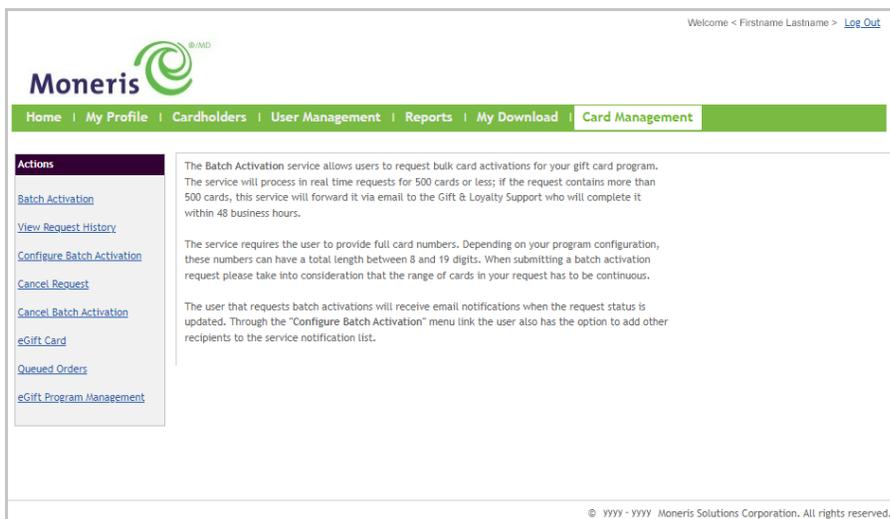
The steps below describe how to retrieve one or more non-queued eGift card orders by using either the purchaser's email or the eGift card order number as the search criterion. Once you retrieve an order, you can opt to view the order details from its "Order Details" page and take further action such as resending a notification or cancelling the order.

**Note:** A non-queued eGift card order has the status "Processed", "Rejected", "Declined", or "Cancelled". To view a list of queued orders, see [Viewing queued eGift card orders](#) on page 80. (See also [Order status definitions](#) on page 141 for additional status types.)

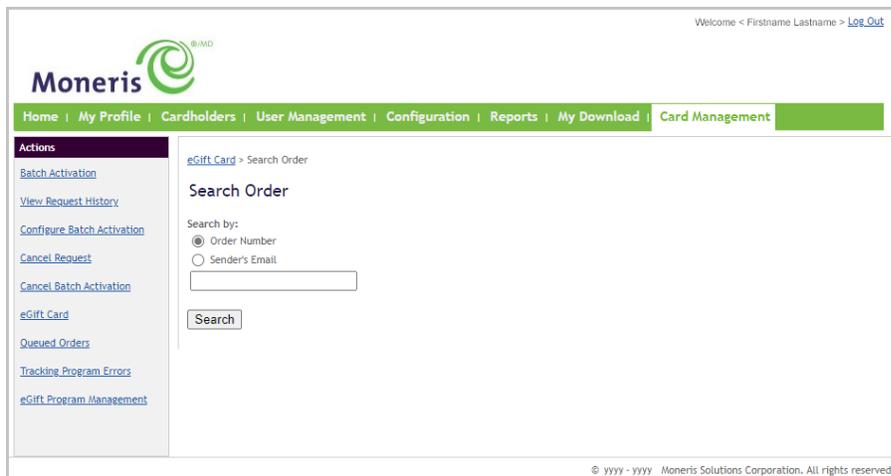
1. Log into the Client Portal (see [Logging into the Client Portal](#) on page 50).
2. When you are logged in, click on **Card Management** in the menu bar (shown below).



3. On the "Actions" navigation pane (shown below), click on **eGift Card**.

A screenshot of the Moneris Client Portal. At the top right, it says 'Welcome < Firstname Lastname > Log Out'. Below the Moneris logo is a green navigation bar with the same menu items as above. On the left is a dark purple 'Actions' sidebar with links: Batch Activation, View Request History, Configure Batch Activation, Cancel Request, Cancel Batch Activation, eGift Card, Queued Orders, and eGift Program Management. The main content area has three paragraphs of text explaining the Batch Activation service, its requirements, and notification options. At the bottom, it says '© YYYY - YYYY Moneris Solutions Corporation. All rights reserved.'

4. When the "Search Order" page displays (shown below), do one of the following:

A screenshot of the Moneris Client Portal 'Search Order' page. At the top right, it says 'Welcome < Firstname Lastname > Log Out'. Below the Moneris logo is a green navigation bar with the same menu items as above. On the left is the same 'Actions' sidebar as in the previous screenshot. The main content area is titled 'eGift Card > Search Order' and 'Search Order'. It has a 'Search by:' section with two radio buttons: 'Order Number' (selected) and 'Sender's Email'. Below these is a text input field and a 'Search' button. At the bottom, it says '© YYYY - YYYY Moneris Solutions Corporation. All rights reserved.'

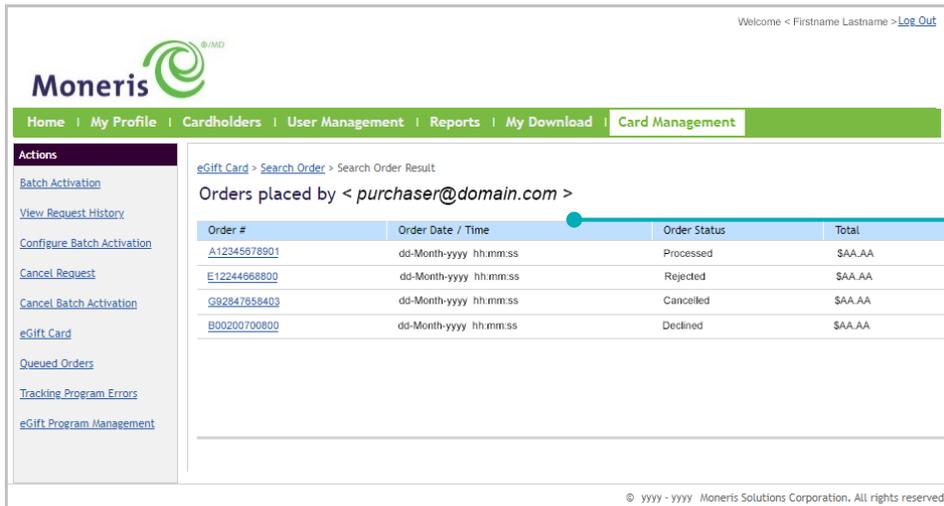
### To search by order number:

- a. Select the **Order Number** radio button.
- b. In the field, enter the "Gift Card Order#" of the desired order.
- c. Click on the **Search** button to display the order's "Order Details" page:
  - Processed order: see ["Order Details" page: processed order](#) (page 100).
  - Rejected order: see ["Order Details" page: rejected order](#) (page 104).
  - Declined order: see ["Order Details" page: declined order](#) (page 106).
  - Cancelled order: see ["Order Details" page: cancelled order](#) (page 108).

### To search by email address:

- a. Select the **Sender's Email** radio button.
- b. In the field, enter the email address of the purchaser who submitted the order.
- c. Click on the **Search** button.
- d. When the "Orders placed by < purchaser@domain.com >" page displays (shown below), it lists all the orders that were submitted by a purchaser using a specific recurring email address.

**Note:** Only orders having the status "Processed", "Rejected", "Cancelled", and "Declined" are listed.



The screenshot shows the Moneris eGift Card program interface. The top navigation bar includes links for Home, My Profile, Cardholders, User Management, Reports, My Download, and Card Management. The main content area displays the search results for orders placed by a specific email address. A table lists the following data:

Order #	Order Date / Time	Order Status	Total
<a href="#">A12345678901</a>	dd-Month-yyyy hh:mm:ss	Processed	\$AA.AA
<a href="#">E12244668800</a>	dd-Month-yyyy hh:mm:ss	Rejected	\$AA.AA
<a href="#">G92847858403</a>	dd-Month-yyyy hh:mm:ss	Cancelled	\$AA.AA
<a href="#">B00200700800</a>	dd-Month-yyyy hh:mm:ss	Declined	\$AA.AA

List details include "Order #", "Order Date/Time" (dd-Month-yyyy / hh:mm:ss), "Order Status", and "Total" (dollar value of order).

- e. To view the "Order Details" page of a specific order, click on the "Order #" link of the desired order:
  - Processed order: see ["Order Details" page: processed order](#) (page 100).
  - Rejected order: see ["Order Details" page: rejected order](#) (page 104).
  - Declined order: see ["Order Details" page: declined order](#) (page 106).
  - Cancelled order: see ["Order Details" page: cancelled order](#) (page 108).

## Resending a "Thank you for shopping with us!" notification

Follow the steps below to resend an order summary/receipt notification to the eGift card purchaser (see ["Thank you for shopping with us!": order summary notification](#) on page 72). You can change the notification language (English or French) and/or the delivery address.

1. Retrieve the desired "Processed" order, and open its "Order Details" page (see [Retrieving/viewing non-queued eGift card orders](#) on page 92).
2. On the "Order Details" page (shown below), click on the **Resend Receipt** button.

**Note:** For descriptions of line items, see ["Order Details" page: processed order](#) (page 100).

The screenshot shows the Moneris Order Details page. At the top, there is a navigation bar with links: Home, My Profile, Cardholders, User Management, Reports, My Download, and Card Management. Below this is a sidebar with various actions like Batch Activation, View Request History, etc. The main content area displays the order details for a processed eGift card. It includes fields for Gift Card Order #, Payment Order #, Order Date / Time, and Order Status. A table lists the order items, including a recipient and a promotional item. Below the table, there are sections for Billing Information and Payment Information. A 'Resend Receipt' button is visible in the top right corner of the order details section.

3. When the "eGift Resend Receipt" dialog displays (shown below), do the following:

- a. To change the notification language to English, click on the **English** radio button, or click on the **French** radio button to change the notification language to French.
- b. To change the notification address, edit the address in the "Email" field.
- c. Click on the **Resend** button to close the dialog.
- d. When the "Successfully resent to the purchaser" response displays, the operation is complete.

The screenshot shows the "Resend eGift Receipt" dialog box. It has a title bar and contains the following elements: a "Resend To" label, an "Email" field with a text input containing "< purchaser@domain.com >", "Email Language Preferences" with radio buttons for "English" (selected) and "French", and "Cancel" and "Resend" buttons at the bottom.

**Note:** The response may read incorrectly as "Successfully resent to the recipient".

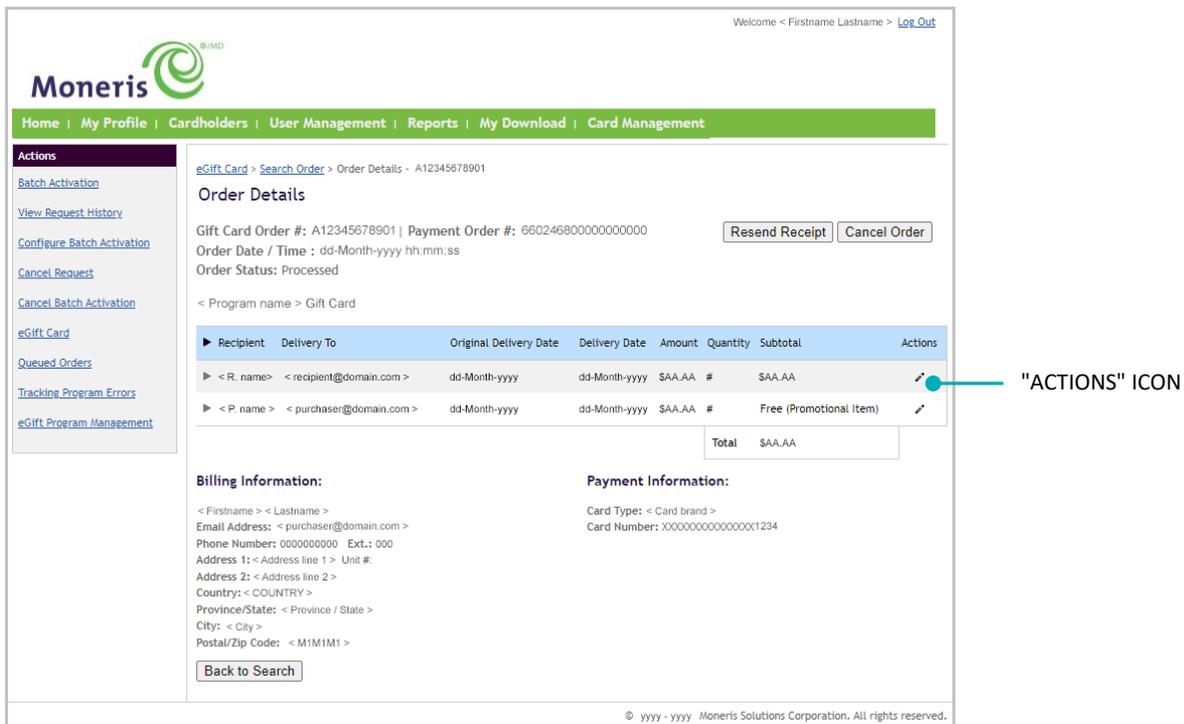
## Resending a "Recipient, you've received a \$AA eGift Card!" notification

The steps below describe how to resend a non-promotional eGift card notification and/or update other delivery details, including delivery method, address/mobile phone number, delivery date, and language (English/French) This notification contains the link to recipient's eGift card (see "[Recipient, you've received a \\$AA eGift Card!](#)" notification page 74).

**Note:** To resend a promotional eGift card notification, see [Resending a "Thank you for your purchase" notification](#) (page 97).

1. Retrieve the desired "Processed" order, and open its "Order Details" page (see [Retrieving/viewing non-queued eGift card orders](#) on page 92).
2. On the "Order Details" page (shown below), locate the recipient to whom you want to resend the notification, and click on their **Actions**  icon.

**Note:** For descriptions of line items, see "[Order Details](#)" page: [processed order](#) (page 100).



Moneris 

Welcome < Firstname Lastname > [Log Out](#)

[Home](#) | [My Profile](#) | [Cardholders](#) | [User Management](#) | [Reports](#) | [My Download](#) | [Card Management](#)

**Actions**

- [Batch Activation](#)
- [View Request History](#)
- [Configure Batch Activation](#)
- [Cancel Request](#)
- [Cancel Batch Activation](#)
- [eGift Card](#)
- [Queued Orders](#)
- [Tracking Program Errors](#)
- [eGift Program Management](#)

eGift Card > [Search Order](#) > Order Details - A12345678901

### Order Details

Gift Card Order #: A12345678901 | Payment Order #: 6602468000000000000  
Order Date / Time : dd-Month-yyyy hh:mm:ss  
Order Status: Processed

[Resend Receipt](#) [Cancel Order](#)

< Program name > Gift Card

Recipient	Delivery To	Original Delivery Date	Delivery Date	Amount	Quantity	Subtotal	Actions
< R. name >	< recipient@domain.com >	dd-Month-yyyy	dd-Month-yyyy	\$AA.AA	#	\$AA.AA	
< P. name >	< purchaser@domain.com >	dd-Month-yyyy	dd-Month-yyyy	\$AA.AA	#	Free (Promotional Item)	

Total \$AA.AA

**Billing Information:**

< Firstname > < Lastname >  
Email Address: < purchaser@domain.com >  
Phone Number: 0000000000 Ext.: 000  
Address 1: < Address line 1 > Unit #:  
Address 2: < Address line 2 >  
Country: < COUNTRY >  
Province/State: < Province / State >  
City: < City >  
Postal/Zip Code: < M1M1M1 >

[Back to Search](#)

**Payment Information:**

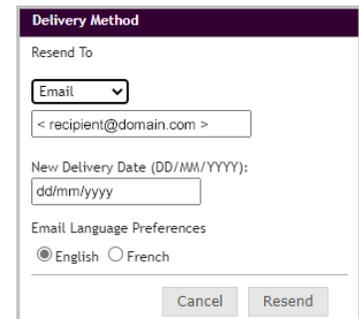
Card Type: < Card brand >  
Card Number: XXXXXXXXXXXXXXX1234

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3. When a "Delivery Method" dialog displays (shown on the next page), do any of the following:

**To send the notification by email/change the email address:**

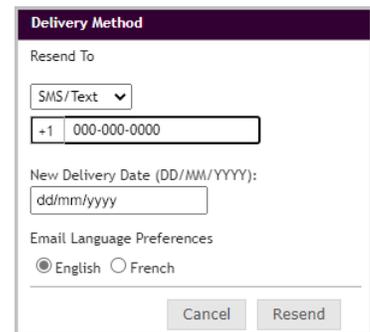
- a. Click on the drop-down, and select **Email**.
- b. In the "Resend To" field, enter/edit the email address.
- c. To change the delivery date to a date other than today, enter the new date (dd/mm/yyyy) in the **New Delivery Date** field.
- d. To change the notification language to English, click on the **English** radio button. Otherwise, click on the **French** radio button to change the notification language to French.
- e. Click on the **Resend** button.
- f. When the "Successfully updated recipient's resend delivery date" response displays, the operation is complete.



The screenshot shows a dialog box titled "Delivery Method". It has a "Resend To" section with a dropdown menu set to "Email" and a text field containing "< recipient@domain.com >". Below this is a "New Delivery Date (DD/MM/YYYY):" section with a text field containing "dd/mm/yyyy". At the bottom, there are "Email Language Preferences" with radio buttons for "English" (selected) and "French". "Cancel" and "Resend" buttons are at the bottom right.

**To send the notification by SMS text/change the phone number:**

- a. Click on the drop-down, and select **SMS/Text**.
- b. In the "Resend To" field, enter/edit the mobile phone number.
- c. To change the delivery date to a date other than today, enter the new date (dd/mm/yyyy) in the **New Delivery Date** field.
- d. To change the notification language to English, click on the **English** radio button. Otherwise, click on the **French** radio button to change the notification language to French.
- e. Click on the **Resend** button.
- f. When the "Successfully updated recipient's resend delivery date" response displays, the operation is complete.



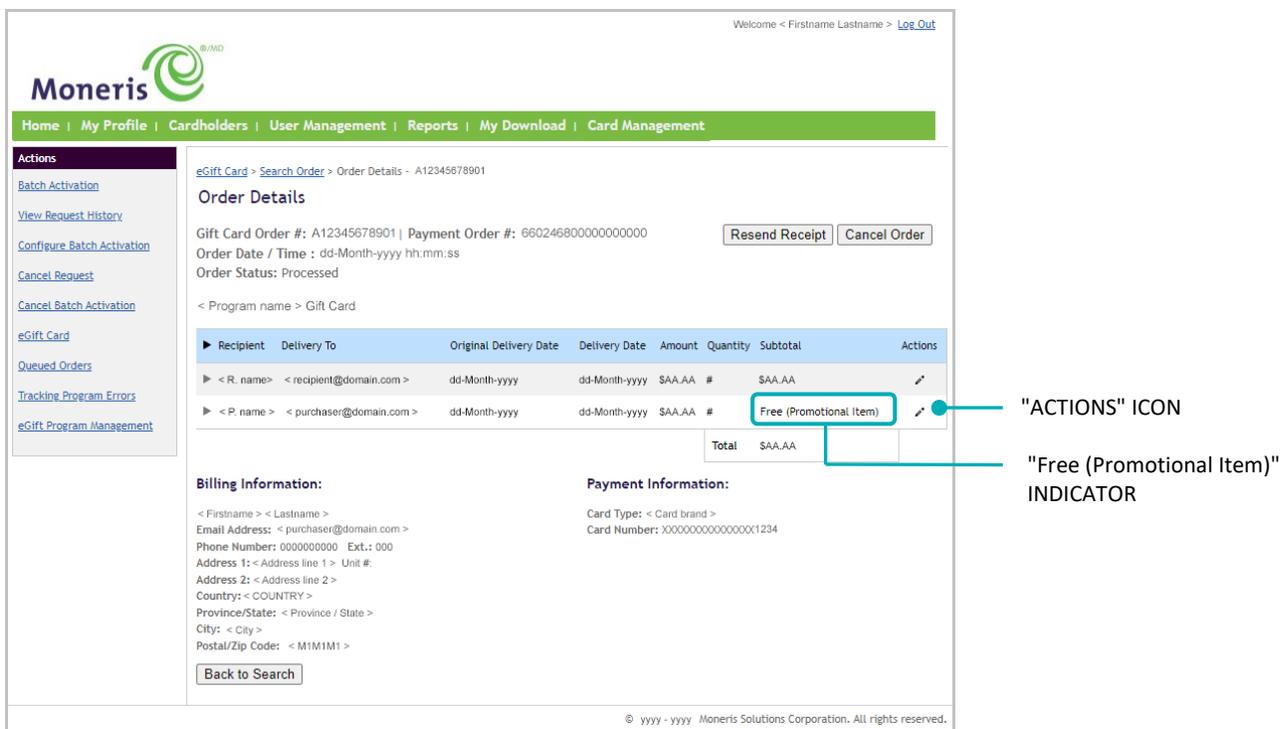
The screenshot shows a dialog box titled "Delivery Method". It has a "Resend To" section with a dropdown menu set to "SMS/Text" and a text field containing "+1 000-000-0000". Below this is a "New Delivery Date (DD/MM/YYYY):" section with a text field containing "dd/mm/yyyy". At the bottom, there are "Email Language Preferences" with radio buttons for "English" (selected) and "French". "Cancel" and "Resend" buttons are at the bottom right.

## Resending a "Thank you for your purchase" notification

The steps below describe how to resend a promotional eGift card notification alert to a purchaser and/or update other notification delivery details, including email address, delivery date, and language (English/French). This notification contains the link to the purchaser's free promotional eGift card(s) (see ["Thank you for your purchase" notification](#) on page 73).

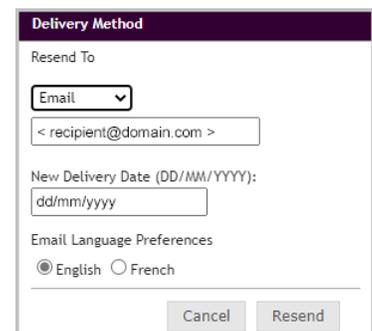
1. Retrieve the desired "Processed" order, and open its "Order Details" page (see [Retrieving/viewing non-queued eGift card orders](#) on page 92).
2. On the "Order Details" page (shown below), locate the recipient of the "Free (Promotional Item)", and click on their **Actions**  icon.

**Note:** For descriptions of line items, see ["Order Details" page: processed order \(page 100\)](#).



The screenshot shows the Moneris Order Details page. The page header includes the Moneris logo and navigation links. The main content area displays order details for a Gift Card Order # A12345678901 and Payment Order # 660246800000000000. Below this is a table of line items with columns for Recipient, Delivery To, Original Delivery Date, Delivery Date, Amount, Quantity, Subtotal, and Actions. One line item is highlighted as 'Free (Promotional Item)'. The Actions column for this item contains a pencil icon. Below the table are sections for Billing Information and Payment Information. A 'Back to Search' button is at the bottom left. Two blue arrows point from the text labels on the right to the 'Free (Promotional Item)' and the 'Actions' icon.

3. When the "Delivery Method" dialog displays (shown below), do the following:
  - a. In the "Email" field, optionally edit the email address.
  - b. To change the delivery date to a date other than today, enter the new date (dd/mm/yyyy) in the **New Delivery Date** field.
  - c. To change the notification language to English, click on the **English** radio button. Otherwise, click on the **French** radio button to change the notification language to French.
  - d. Click on the **Resend** button.
  - e. When the "Successfully updated recipient's resend delivery date" response displays, the operation is complete.



The screenshot shows the "Delivery Method" dialog box. It has a title bar "Delivery Method" and a "Resend To" label. Below this is an "Email" dropdown menu and a text input field containing "< recipient@domain.com >". There is a "New Delivery Date (DD/MM/YYYY):" label and a text input field containing "dd/mm/yyyy". Below that are "Email Language Preferences" with radio buttons for "English" (selected) and "French". At the bottom are "Cancel" and "Resend" buttons.

# "Order Details" page

## "Order Details" page: queued order

A queued order is an order that is routed to the queue because the order amount equals or exceeds the purchase amount threshold set for your eGift card program. The order awaits your approval or rejection.

The "Order Details" page of a queued order (shown below) displays all the information about the order, including billing and payment details, delivery details, and dollar totals. You can approve or reject the order as described below.



**Approve button**  
(see [Approving a queued eGift card order](#) on page 81).

**Reject button** ([Rejecting a queued eGift card order](#) page 83).

To view the order history of this purchaser's recurring email address, click on the **View Order History** button (continue at step 4d in [Retrieving/viewing non-queued eGift card orders](#) on page 93).

This table describes the labelled image of the "Order Details" page shown above.

Label	Line item	Description
A	"Gift Card order #"	Unique identifier appended to the order.
B	"Order Date / Time"	Date (dd-Month-yyyy / hh:mm:ss) on which the purchaser submitted the order.
C	"Order Status"	Indicates "Queued".
D	"Queued Order Reason"	Indicates reason for queuing (i.e., purchase is greater then or equal to threshold value).
E	"< Program name > Gift Card"	Moneris program identifier.
F	"Recipient"	eGift card recipient name/nickname

Label	Line item	Description
G	"Delivery To"	Delivery email address/mobile phone number as originally specified by the purchaser when they submitted the order. <b>Note:</b> Any promotional card(s) will be auto-sent to the purchaser's email address if the order is approved and successfully processed to completion.
H	"Original Delivery Date"	eGift card delivery date (dd-Month-yyyy) that was originally scheduled by the purchaser when they submitted the order. <b>Note:</b> Any promotional card(s) for which the purchaser qualifies will be sent to them on the date the order is approved and successfully processed to completion.
I	"Delivery Date"	Date (dd-Month-yyyy) of the first occurrence an attempted eGift card delivery to a recipient in this order. <b>Note:</b> Because the order is queued, this date may differ from the actual date on which the eGift card is sent to the recipient (i.e., once the order is approved and successfully processed to completion).
J	"Amount"	Dollar amount to be loaded on the eGift card(s) that will be sent to a recipient if the order is successfully processed and completed.
K	"Quantity"	Number of eGift cards to be sent to a recipient if the order is approved and successfully processed to completion.
L	"Subtotal"	Total dollar value of eGift card(s) to be sent to a recipient if the order is approved and successfully processed to completion.
M	"Total"	Total dollar value of all eGift cards in the order, excluding any free promotional cards. <b>Note:</b> The total dollar value of the order is funded by the purchaser's debit/credit card if the order is approved and successfully processed to completion.
N	"Billing Information"	Purchaser "Email Address", "Phone Number", "Ext.", "Address 1", "Address 2", "Unit#", "Country", "City", and "Postal/Zip Code".
O	"Payment Information"	"Card Type" (brand) and "Card Number" (masked debit/credit card number except for last 4 digits) of the payment card to be used to fund the non-promotional eGift card(s) in the order if the order is approved and successfully processed to completion.

## "Order Details" page: processed order

A processed order is an eGift card order that we completed, resulting in the creation of one or more eGift cards per the specifications in the order (see [Placing an order](#) on page 40). The "Order Details" page of a processed order (shown below) displays all the information about the order, including billing and payment details, delivery details, and eGift card details, including dollar totals, and card number. You may opt to resend a receipt or notification or cancel the order as described below.

**Note:** To view the "Order Details" page of a processed order, see [Retrieving/viewing non-queued eGift card orders](#) (page 92). See also [Enterprise and exception eGift card reports](#) (page 113) for additional order details.

The screenshot shows the Moneris 'Order Details' page for a processed order. The page includes a navigation menu, a sidebar with actions, and a main content area with order details, a table of eGift cards, and billing/payment information. Callouts A through O point to specific elements on the page.

**Resend Receipt button** (see [Resending a "Thank you for shopping with us!" notification](#) on page 94).

**Cancel Order button** (see [Cancelling an entire eGift card order](#) on page 85).

**Resend notification or update non-promotional eGift card delivery details** (see [Resending a "Recipient, you've received a \\$AA eGift Card!" notification](#) on page 95).

**Resend notification or update promotional eGift card delivery details** (see [Resending a "Thank you for your purchase" notification](#) on page 97).

To display any order update details and the card details for any eGift card in the order, click on the "more items" ► icon beside a recipient name (for more, see [Card details: processed order](#) on page 102).

To perform another search, click on the **Back to Search** button (continue at step 4 in [Retrieving/viewing non-queued eGift card orders](#) on page 92).

This table describes the labelled image of the "Order Details" page shown above

Label	Line item	Description
A	"Gift Card order #"	<p>Unique identifier appended to the order in the Client Portal. This identifier also constitutes the last portion of the "Order Number" shown in the "Thank you for shopping with us!" notification that we send to the purchaser upon completion of their order. See <a href="#">"Thank you for shopping with us!": order approved notification</a> on page 71), or see <a href="#">"Thank you for shopping with us!": order summary notification</a> (page 72).</p> <p>The "Order Number" is referred to as "Order ID" in the Merchant Resource Center and is appended to the debit/credit transaction used to fund the order.</p> <p><b>Note:</b> You can use this identifier to retrieve the order in the Client Portal (see <a href="#">Retrieving/viewing non-queued eGift card orders</a> on page 92, or see <a href="#">Enterprise and exception eGift card reports</a> on page 113). You can use this identifier in the Merchant Resource Center to retrieve the debit/credit transaction used to fund the order.</p>

Label	Line item	Description
B	"Payment Order #"	A unique identifier (referred to as the "Sequence number" in the Merchant Resource Center. Appended to the debit/credit transaction used to fund the order).
C	"Order Date / Time"	Date (dd-Month-yyyy) and time (hh:mm:ss) when the purchaser submitted the order.
D	"Order Status"	Indicates "Processed".
E	"< Program name > Gift Card"	Moneris program identifier.
F	"Recipient"	eGift card recipient name/nickname.
G	"Delivery To"	Non-promotional eGift card: Delivery email address/mobile phone number of the recipient as originally specified by the purchaser when they submitted the order. Promotional eGift card: Purchaser's email address as specified by the purchaser when they submitted the order.
H	"Original Delivery Date"	eGift card delivery date (dd-Month-yyyy) that was originally scheduled by the purchaser when they submitted the order. <b>Note:</b> Any promotional card(s) for which the purchaser qualified would have been delivered on the date the order was approved.
I	"Delivery Date"	Date (dd-Month-yyyy) of the last occurrence of an eGift card delivery to a recipient in this order (e.g., this date may change if an administrative user subsequently resends the eGift card notification).
J	"Amount"	Dollar amount loaded on the eGift card(s) that were sent to a recipient.
K	"Quantity"	Number of eGift cards that were sent to a recipient.
L	"Subtotal"	Total dollar value of eGift card(s) that were sent to a recipient.
M	"Total"	Total dollar value of all eGift cards in the order, excluding any free promotional cards. <b>Note:</b> The total dollar value of the order is funded by the purchaser's debit/credit card.
N	"Billing Information"	Purchaser "Email Address", "Phone Number", "Ext.", "Address 1", "Address 2", "Country", "City", and "Postal/Zip Code".
O	"Payment Information"	"Card Type" (brand) and "Card Number" (masked debit/credit card number except for last 4 digits) of the payment card used to fund the non-promotional eGift card(s) in the order.

## Card details: processed order

A processed order's "Order Details" page contains details about any eGift card that is part of the order. eGift card details are displayed in the "card details" bar of each recipient (shown below). Details include card account number, card status, and activation ID. If you updated any of the original order details or resent the notification, your activities are logged in the "order update details" bar (shown below).

**Note:** For additional options and descriptions of all other non-labelled line items, see "[Order Details](#)" page: [processed order](#) (page 100).

To view the eGift card details and any order update details, click on the "more items" ► icon beside the recipient name (shown below).

The screenshot shows the Moneris Order Details page for a processed order. The page includes a navigation menu, an Actions sidebar, and a main content area with the following sections:

- Order Details:** Gift Card Order #: A12345678901 | Payment Order #: 660246800000000000. Order Date / Time: dd-Month-yyyy hh:mm:ss. Order Status: Processed. Buttons: Resend Receipt, Cancel Order.
- Recipient Table:**

Recipient	Delivery To	Original Delivery Date	Delivery Date	Amount	Quantity	Subtotal	Actions
< R. name >	< recipient@domain.com >	dd-Month-yyyy	dd-Month-yyyy	\$AA.AA	#	\$AA.AA	►
	dd-Month-yyyy	< admin_user@domain.com >	dd-Month hh:mm:ss				
- Card Details Bar:**

Card Number	Status	Program ID	Activation Transaction ID
30000000000000000000	< Status >	0000000	09876543
- Order Update Details Bar:**

Delivery Date	Previously Delivered To	Modify User	Change Date
dd-Month-yyyy	< recipient@domain.com >	< admin_user@domain.com >	dd-Month hh:mm:ss
- Summary:**

Purchaser	Delivery To	Amount	Quantity	Subtotal
< P. name >	< purchaser@domain.com >	dd-Month-yyyy	dd-Month-yyyy	\$AA.AA #
				Free (Promotional Item)
			<b>Total</b>	\$AA.AA
- Billing Information:**

< Firstname > < Lastname >  
 Email Address: < purchaser@domain.com >  
 Phone Number: 0000000000 Ext.:000  
 Address 1: < Address line 1 > Unit #:  
 Address 2: < Address line 2 >  
 Country: < COUNTRY >  
 Province/State: < Province / State >  
 City: < City >  
 Postal/Zip Code: < M1M1M1 >
- Payment Information:**

Card Type: < Card brand >  
 Card Number: XXXXXXXXXXXXXXXXXXXX1234

Callouts A-H point to specific fields: A (Original Delivery Date), B (Previously Delivered To), C (Modify User), D (Change Date), E (Card Number), F (Purchaser), G (Delivery To), H (Activation Transaction ID).

This table describes the labelled image of the "Order Details" page shown above.

Label	Line item	Description
A	"Delivery date"	Date (dd-Month-yyyy) of the last occurrence of an eGift card delivery to a recipient in this order as scheduled by you/an administrative user).
B	"Previously Delivered To"	Email address/mobile phone number to which the eGift card was previously sent.
C	"Modify User"	The administrator user who effected the last update to the order delivery details.
D	"Change Date"	Date (dd/Month) and time (hh:mm:ss) when you/the administrator user effected an update to the order delivery details.

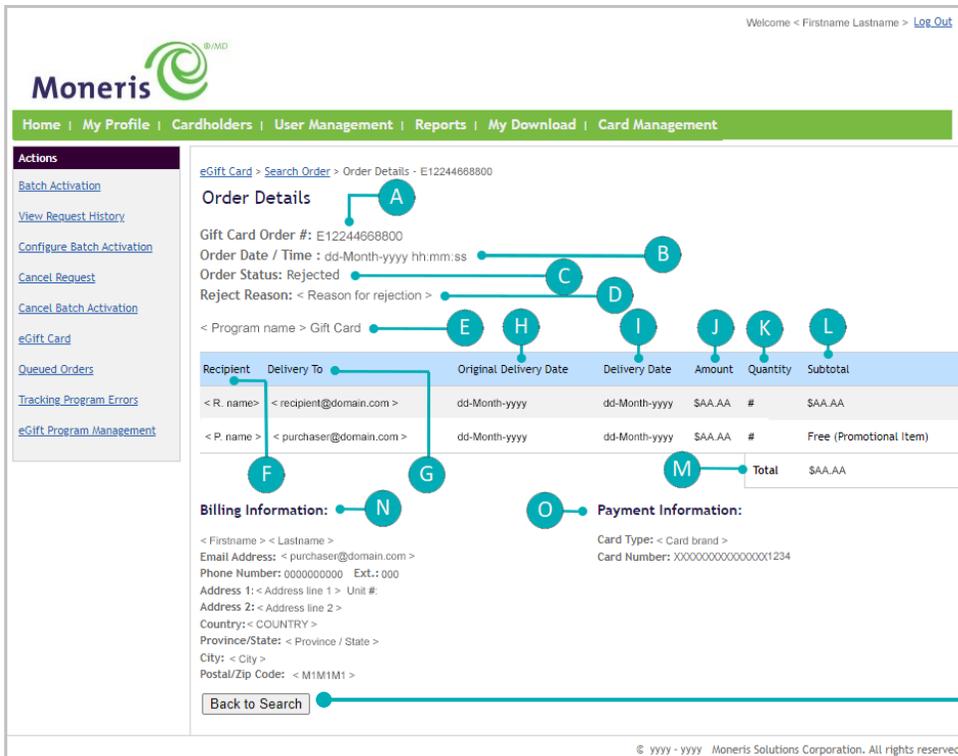
Label	Line item	Description
E	"Card Number"	eGift card account number.
F	"Status"	Indicates "Downloaded" if the recipient accessed the eGift card via their notification, or Indicates "Processed" if the recipient has not accessed their eGift card via their notification.  <b>Note:</b> For recipient notification types, see <a href="#">Notification alerts (page 65)</a> .
G	"Program ID"	Your eGift card program identifier.
H	"Activation Transaction ID"	eGift card activation transaction identifier.

## "Order Details" page: rejected order

A rejected order is an eGift card order that we initially routed to the order queue but which you subsequently rejected (see [Rejecting a queued eGift card order](#) on page 83).

The "Order Details" page of a rejected order (shown below) displays all the information about the order, including billing and payment details, delivery details, and dollar totals as described below.

**Note:** To retrieve a rejected order, see [Retrieving/viewing non-queued eGift card orders](#) on page 92.



To perform another search, click on the **Back to Search** button (continue at step 4 in [Retrieving/viewing non-queued eGift card orders](#) on page 92).

This table describes the labelled image of the "Order Details" page shown above.

Label	Line item	Description
A	"Gift Card order #"	Unique identifier appended to the order in the Client Portal. <b>Note:</b> You can use this identifier to retrieve the order in the Client Portal (see <a href="#">Retrieving/viewing non-queued eGift card orders</a> on page 92).
B	"Order Date / Time"	Date (dd-Month-yyyy) and time (hh:mm:ss) on which the purchaser submitted the order.
C	"Order Status:"	Indicates "Rejected".
D	"Reject Reason"	Indicates the reason for the order rejection.
E	"< Program name > Gift Card"	Moneris program identifier.
F	"Recipient"	eGift card recipient name/nickname.

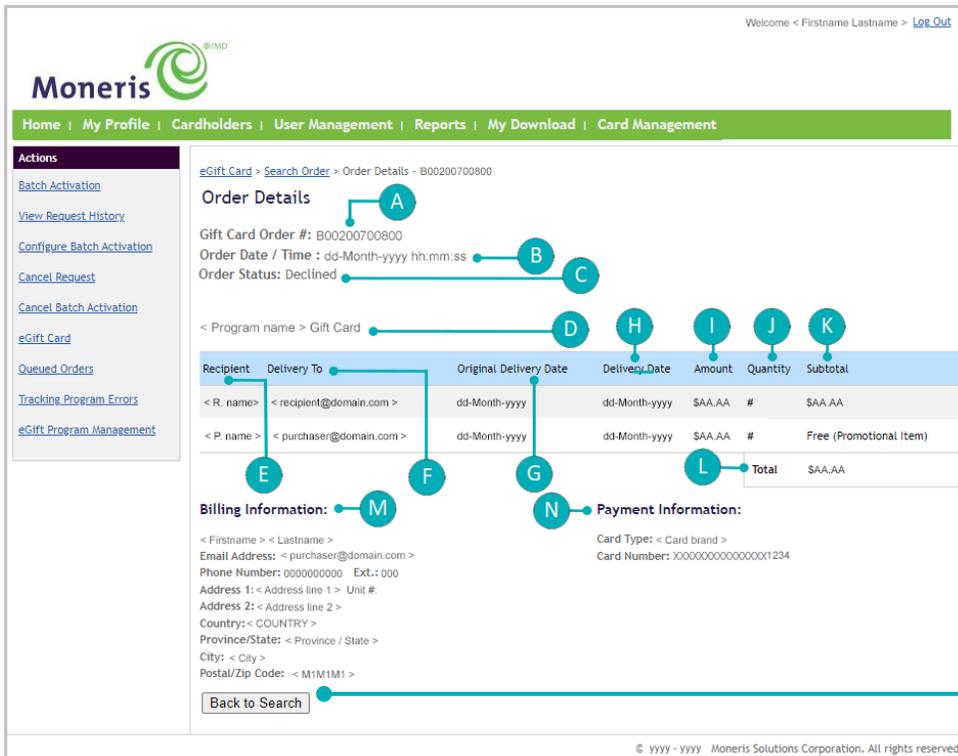
Label	Line item	Description
G	"Delivery To"	Non-promotional eGift card: Delivery email address/mobile phone number of the recipient as originally specified by the purchaser when they submitted the order. Promotional eGift card: Purchaser's email address as specified by the purchaser when they submitted the order.
H	"Original Delivery Date"	eGift card delivery date (dd-Month-yyyy) that was originally scheduled by the purchaser when they submitted the order. <b>Note:</b> Any promotional card(s) for which the purchaser qualified would have been delivered on the date the order was approved.
I	"Delivery Date"	Date (dd-Month-yyyy) of the only occurrence an attempted eGift card delivery to a recipient in this order. <b>Note:</b> Because the order was routed to the queue and subsequently rejected, this date is same as "Original Delivery Date".
J	"Amount"	Dollar amount that would have been loaded on the eGift card(s) in the order if the order had been approved.
K	"Quantity"	Number of eGift cards that would have been sent to the recipient if the order been approved.
L	"Subtotal"	Total dollar value of eGift card(s) that would have been sent to a recipient if the order been approved.
M	"Total"	Total dollar value of all eGift cards in the order, excluding free promotional cards.
N	"Billing Information"	Purchaser "Email Address", "Phone Number", "Ext.", "Address 1", "Address 2", "Unit#", "Country", "City", and "Postal/Zip Code".
O	"Payment Information"	"Card Type" (brand) and "Card Number" (masked debit/credit card number except for last 4 digits) of the payment card that would have been used to fund the order if the order had been approved.

## "Order Details" page: declined order

A declined order is an eGift card order that was submitted but which we could not register due to a system error.

The "Order Details" page of a declined order (shown below) displays all the information about the order, including billing and payment details, delivery details, and dollar totals as described below.

**Note:** To retrieve a declined order, see [Retrieving/viewing non-queued eGift card orders on page 92](#).



To perform another search, click on the **Back to Search** button (continue at step 4 in [Retrieving/viewing non-queued eGift card orders on page 92](#)).

This table describes the labelled image of the "Order Details" page shown above.

Label	Line item	Description
A	"Gift Card order #"	Unique identifier appended to the order in the Client Portal. <b>Note:</b> You can use this identifier to retrieve the order in the Client Portal (see <a href="#">Retrieving/viewing non-queued eGift card orders on page 92</a> ).
B	"Order Date / Time"	Date (dd-Month-yyyy) and time (hh:mm:ss) on which the purchaser submitted the order.
C	"Order Status:"	Indicates "Declined".
D	"< Program name > Gift Card"	Moneris program identifier.
E	"Recipient"	eGift card recipient name/nickname.
F	"Delivery To"	Non-promotional eGift card: Delivery email address/mobile phone number of the recipient as originally specified by the purchaser when they submitted the order. Promotional eGift card: Purchaser's email address as specified by the purchaser when they submitted the order.

Label	Line item	Description
G	"Original Delivery Date"	eGift card delivery date (dd-Month-yyyy) that was originally scheduled by the purchaser when they submitted the order. <b>Note:</b> Any promotional card(s) for which the purchaser qualified would have been delivered on the date the order was approved.
H	"Delivery Date"	Date (dd-Month-yyyy) of the only occurrence an attempted eGift card delivery to a recipient in this order. <b>Note:</b> Because the order was not registered due to a system error, this date is same as "Original Delivery Date".
I	"Amount"	Dollar amount that would have been loaded on the eGift card(s) and sent to a recipient if the order had been approved.
J	"Quantity"	Number of eGift cards that would have been sent to a recipient if the order been approved.
K	"Subtotal"	Total dollar value of eGift card(s) that would have been sent to a recipient if the order had been approved.
L	"Total"	Total dollar value of all eGift cards in the order, excluding any promotional cards, which are free. <b>Note:</b> The total dollar value would have been funded by the purchaser's debit/credit card.
M	"Billing Information"	Purchaser "Email Address", "Phone Number", "Ext.", "Address 1", "Address 2", "Unit #", "Country", "City", and "Postal/Zip Code".
N	"Payment Information"	"Card Type" (brand) and "Card Number" (masked debit/credit card number except for last 4 digits) of the payment card that would have been used to fund the eGift card(s) in the order had the order been approved and successfully processed to completion.

## "Order Details" page: cancelled order

A cancelled order is an eGift card order that we successfully processed and completed but which you subsequently cancelled (see [Cancelling an entire eGift card order](#) on page 85).

The "Order Details" page of a cancelled order (shown below) displays all the information about the order, including billing and payment details, delivery details, and dollar totals as described below.

**Note:** To view the "Order Details" page of a cancelled order, see [Retrieving/viewing non-queued eGift card orders](#) on page 92. See also [Enterprise and exception eGift card reports](#) (page 113) for additional order details.

The screenshot shows the Moneris Client Portal interface. The main content area displays the following information:

- Order Details:** Gift Card Order #: G92847658403 | Payment Order #: 6603579000000000000
- Order Date / Time:** dd-Month-yyyy hh:mm:ss
- Order Status:** Cancelled
- Program name:** Gift Card
- Table:**

Recipient	Delivery To	Original Delivery Date	Delivery Date	Amount	Quantity	Subtotal
> R. name >	< recipient@domain.com >	dd-Month-yyyy	dd-Month-yyyy	SAA.AA	#	SAA.AA
> P. name >	< purchaser@domain.com >	dd-Month-yyyy	dd-Month-yyyy	SAA.AA	#	Free (Promotional Item)
<b>Total</b>						SAA.AA
- Billing Information:** Fields for Firstname, Lastname, Email Address, Phone Number, Address 1, Address 2, Country, Province/State, City, and Postal/Zip Code.
- Payment Information:** Card Type and Card Number.

Callouts A through O are placed over the page to identify key elements. A callout points to the "Back to Search" button with the text: "To perform another search, click on the Back to Search button (continue at step 4 in [Retrieving/viewing non-queued eGift card orders](#) on page 92)."

Another callout points to the "more items" icon in the table with the text: "To display any order update details and the card details for any eGift card in the order, click on the 'more items' icon beside a recipient name (see [Card details: cancelled order](#) on page 110)."

This table describes the labelled image of the "Order Details" page shown above.

Label	Line item	Description
A	"Gift Card order #"	<p>Unique identifier appended to the order in the Client Portal. This identifier also constitutes the last portion of the "Order Number" shown in the "Thank you for shopping with us!" notification that we send to the purchaser upon completion of their order. See any of:</p> <ul style="list-style-type: none"> <li>"Thank you for shopping with us!": <a href="#">order approved notification</a> (page 71)</li> <li>"Thank you for shopping with us!": <a href="#">order summary notification</a> (page 72)</li> </ul> <p>The "Order Number" is referred to as "Order ID" in the Merchant Resource Center and is appended to the debit/credit transaction used to fund the order.</p> <p><b>Note:</b> You can use this identifier to retrieve the order in the Client Portal (see <a href="#">Retrieving/viewing non-queued eGift card orders</a> on page 92, or see <a href="#">Enterprise and exception eGift card reports</a> on page 113). You can also use this identifier in the Merchant Resource Center to retrieve the debit/credit transaction used to fund the order.</p>

Label	Line item	Description
B	"Payment Order #"	A unique identifier (referred to as the "Sequence number" in the Merchant Resource Center. Appended to the debit/credit transaction used to fund the order).
C	"Order Date / Time"	Date (dd-Month-yyyy) and time (hh:mm/ss) when the purchaser submitted the order.
D	"Order Status:"	Indicates "Cancelled".
E	< Program name > Gift Card	Moneris program identifier.
F	"Recipient"	eGift card recipient name/nickname.
G	"Delivery To"	Non-promotional eGift card: Delivery email address/mobile phone number of the recipient as originally specified by the purchaser when they submitted the order. Promotional eGift card: Purchaser's email address as specified by the purchaser when they submitted the order.
H	"Original Delivery Date"	eGift card delivery date (dd-Month-yyyy) that was originally scheduled by the purchaser when they submitted the order. <b>Note:</b> Any promotional card(s) for which the purchaser qualified would have been delivered on the date the order was approved.
I	"Delivery Date"	Date (dd-Month-yyyy) of the latest occurrence of an eGift card notification delivery to the recipient (e.g., this date may change if an administrative user resends the notification).
J	"Amount"	Dollar amount loaded on the eGift card(s) that were sent to a recipient.
K	"Quantity"	Number of eGift cards that were sent to a recipient.
L	"Subtotal"	Total dollar value of eGift card(s) that were sent to a recipient.
M	"Total"	Total dollar value of all eGift cards in the order, excluding any free promotional cards. <b>Note:</b> The total dollar value of the order is funded by the purchaser's debit/credit card.
N	"Billing Information"	Purchaser "Email Address", "Phone Number", "Ext.", "Address 1", "Address 2", "Unit #", "Country", "City", and "Postal/Zip Code".
O	"Payment Information"	"Card Type" (brand) and "Card Number" (masked debit/credit card number except for last 4 digits) of the payment card used to fund the eGift card(s) in the order.

## Card details: cancelled order

The "Order Details" page of a cancelled eGift card order contains details about any eGift card that is part of the order. eGift card details are displayed in the "card details" bar of each (shown below). Details include card account number, card status, and activation ID. If you updated any of the purchaser's original order details or resent the notification, your activities are logged in the "order update details" bar (shown below).

**Note:** For additional options and descriptions of all other non-labelled line items, see "Order Details" page: cancelled order (page 108).

To view the eGift card details and any order update details, click on the "more items" ► icon beside the recipient name.

The screenshot shows the Moneris Order Details page for a cancelled eGift card order. The page includes a navigation menu, an Actions sidebar, and a main content area with the following sections:

- Order Details:** Gift Card Order #: G92847658403 | Payment Order #: 660246800000000000. Order Date / Time: dd-Month-yyyy hh:mm:ss. Order Status: Cancelled.
- Table of Recipients:** A table with columns: Recipient, Delivery To, Original Delivery Date, Delivery Date, Amount, Quantity, Subtotal. It includes a row for a recipient with update actions: Delivery Date, Previously Delivered To, Modify User, and Change Date.
- Card Details:** A section showing Card Number, Status (Cancelled), Program ID, and Activation Transaction ID.
- Billing Information:** Fields for Firstname, Lastname, Email Address, Phone Number, Address 1, Address 2, Country, Province/State, City, and Postal/Zip Code.
- Payment Information:** Card Type and Card Number.

Labels A-H point to the following elements:

- A:** Delivery Date (dd-Month-yyyy)
- B:** Previously Delivered To (< recipient@domain.com >)
- C:** Modify User (admin\_user@domain.com)
- D:** Change Date (dd-Month hh:mm:ss)
- E:** Card Number (31000000000000000000)
- F:** Status (Cancelled)
- G:** Program ID (0000000)
- H:** Activation Transaction ID (03579135)

This table describes the labelled image of the "Order Details" page shown above.

Label	Line item	Description
A	"Delivery date"	Date (dd-Month-yyyy) of the last occurrence of an eGift card delivery to a recipient in this order as scheduled by you/an administrative user).
B	"Previously Delivered To"	Email address/mobile phone number to which the eGift card was previously sent.
C	"Modify User"	The administrator user who effected the update to the order delivery details.
D	"Change Date"	Date (dd/Month) and time (hh:mm:ss) when you/the administrator user effected the updates to the delivery details and/or initiated a resend action.

Label	Line item	Description
E	"Card Number"	eGift card account number.
F	"Status"	Indicates "Cancelled" <b>Note:</b> <i>The card is automatically deactivated.</i>
G	"Program ID"	Your eGift card program identifier.
H	"Activation Transaction ID"	eGift card Activation transaction identifier.



# Reports

In this section we go over everything you need to know to generate reports about eGift card orders, card activity, buyer (purchaser) and recipient activity, and more.

## Enterprise and exception eGift card reports

There are several enterprise and exception eGift card reports that you can use to track eGift card orders and card usage, and help you to identify fraudulent activity. These reports are listed below.

**Note:** Only orders having the status "Completed", "Fulfilled", or "Cancelled" can be retrieved in these reports (see specific report procedure for details).

These reports do not include data about promotional card usage (see [Promotional eGift card feature](#) on page 23).

- [Enterprise eGift Non-Retrieved Order Details report](#) (page 114).
- [Enterprise eGift Order Summary report](#) (page 117).
  - [eGift Order \(Card\) Details sub-report](#) (see 120).
- [Exception - Buyer and Recipient email Match on eGift Orders report](#) (page 121).
- [Exception - Buyer Frequency on eGift Orders report](#) (page 124).

To export your report to a file, see [Exporting a report to a file](#) (page 127).

## Enterprise eGift Non-Retrieved Order Details report

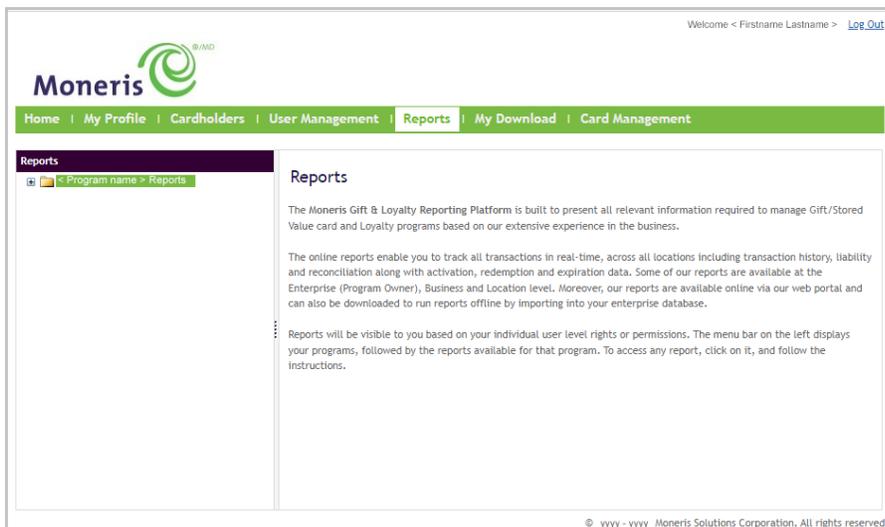
Follow the steps below to generate a report listing of all orders (submitted through your Moneris eGift iFrame) containing an eGift card that has not been accessed by the intended recipient during a date range you specify. The report includes data only for orders having the status "Completed", "Fulfilled", or "Cancelled" (see [Order status definitions](#) on page 141). Report details include order number, delivery and retrieval details, buyer (purchaser) information, and more. You can export the report to a file. Maximum report date range: 366 days.

**Note:** Ensure your browser is configured to allow pop-ups from this site (the report displays in a pop-up window).

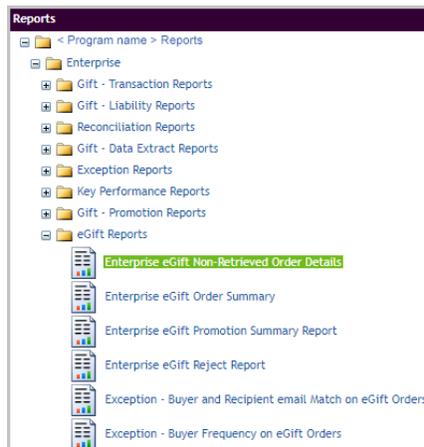
1. Log into the Client Portal (see [Logging into the Client Portal](#) on page 50).
2. When you are logged in, click on **Reports** in the menu bar (shown below).



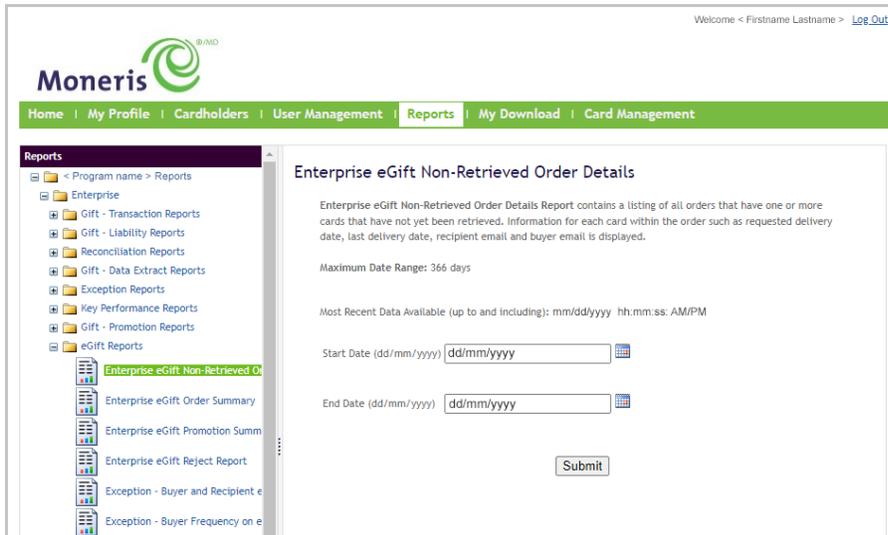
3. When the "Reports" page displays (shown below), go the "Reports" navigation pane, and click on **< Program name > Reports** to expand the file tree.



4. In the expanded file tree (shown below), click on **Enterprise > eGift Reports > Enterprise eGift Non-Retrieved Order Details**.



- When the "Enterprise eGift Non-Retrieved Order Details" page displays (shown below), enter your search criteria:



- In the **End Date (dd/mm/yyyy)** field, enter the report start date (dd/mm/yyyy), or click on the field and select a date from the calendar.
- In the **End Date (dd/mm/yyyy)** field, enter the report end date (dd/mm/yyyy), or click on the field and select a date from the calendar.
- Click on the **Submit** button, and wait while the request is processed.

- When the report generates (shown below), it displays in an external pop-up window.

**Note:** The table on the next page describes the data shown in the Enterprise eGift Non-Retrieved Order Details report shown below.

Order Number	Card Number	Order Date	Requested Delivery Date	Last Delivery Date	Date Retrieved	Non-Retrieved Value	Card Value	# Times Emailed	Recipient	Buyer Email	Buyer First Name	Buyer Last Name
<Program name> Gift Card (Program ID: 0000000)												
A9999999999	30000000000000000090	yyyy-mm-dd hh:mm:ss AM/PM	yyyy-mm-dd	yyyy-mm-dd		SAA.AA	SAA.AA	#	<recipient@domain.com>	<purchaser@domain.com>	<Firstname>	<Lastname>
B7777777777	30000000000000000080	yyyy-mm-dd hh:mm:ss AM/PM	yyyy-mm-dd	yyyy-mm-dd		SAA.AA	SAA.AA	#	<recipient@domain.com>	<purchaser@domain.com>	<Firstname>	<Lastname>
C5555555555	30000000000000000070	yyyy-mm-dd hh:mm:ss AM/PM	yyyy-mm-dd	yyyy-mm-dd		SAA.AA	SAA.AA	#	<recipient@domain.com>	<purchaser@domain.com>	<Firstname>	<Lastname>
D3333333333	30000000000000000060	yyyy-mm-dd hh:mm:ss AM/PM	yyyy-mm-dd	yyyy-mm-dd		SAA.AA	SAA.AA	#	<recipient@domain.com>	<purchaser@domain.com>	<Firstname>	<Lastname>
<b>Program Total -</b>						<b>SAA.AA</b>	<b>SAA.AA</b>					
<b>&lt; Program name &gt; Gift Card (0000000)</b>						<b>SAA.AA</b>	<b>SAA.AA</b>					
<b>Report Total</b>						<b>SAA.AA</b>	<b>SAA.AA</b>					
<b>Data Extracted on</b>		yyyy-mm-dd hh:mm:ss AMPM										
<b>Data Last Processed at</b>		yyyy-mm-dd hh:mm:ss AMPM										

- To export the report to a file, see [Exporting a report to a file](#) (page 127).

This table describes the Enterprise eGift Non-Retrieved Order Details report shown on the previous page.\*

Report header	Description
<b>Order Number</b>	Unique identifier applied to the order.
<b>Card Number</b>	Card number of an eGift card in the order.
<b>Order Date</b>	Date (yyyy-mm-dd + hh:mm:ss) on which the buyer (purchaser) submitted the order.
<b>Requested Delivery Date</b>	Delivery date (yyyy-mm-dd) originally scheduled by the buyer (purchaser).
<b>Last Delivery Date</b>	Date (yyyy-mm-dd) of the last occurrence of an attempted eGift card delivery to the recipient.
<b>Date Retrieved</b>	Date (yyyy-mm-dd) on which the eGift card was first accessed by the recipient.
<b>Non-Retrieved Value</b>	If the value appears as "\$0.00", it means the recipient has accessed their eGift card. <b>Note:</b> <i>This field is not indicative of the current balance of the card.</i>
<b>Card Value</b>	Dollar amount originally loaded on the eGift card upon card activation.
<b># Times Emailed</b>	Total number of times the eGift card notification was sent to the recipient.
<b>Recipient</b>	Recipient email address to which eGift card notification was sent.
<b>Buyer Email</b>	Email address of the buyer (purchaser) who submitted the order.
<b>Buyer First Name</b>	First name of the buyer (purchaser) who submitted the order.
<b>Buyer Last Name</b>	Last name of the buyer (purchaser) who submitted the order.

\* Data for promotional cards are not included in this report.

## Enterprise eGift Order Summary report

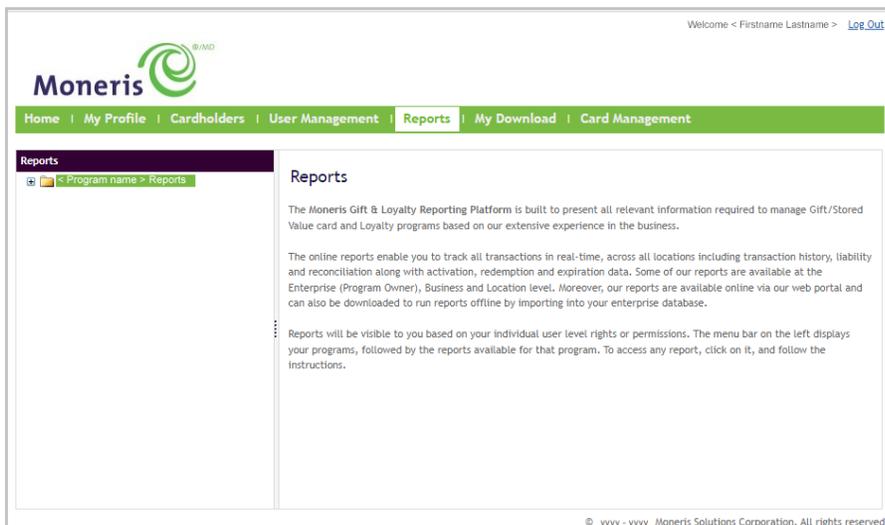
The steps below describe how to generate a report listing of all eGift card orders (submitted through your Moneris eGift iFrame) that have the status "Completed", "Fulfilled", or "Cancelled" (see [Order status definitions](#) on page 141). Report details include total order amount, number of cards ordered and retrieved, card value, buyer information, and more. You can also view card and delivery details for all cards included in an order, and you can export the report to a file. Maximum report date range: 45 days.

**Note:** Ensure your browser is configured to allow pop-ups from this site (the report displays in a pop-up window).

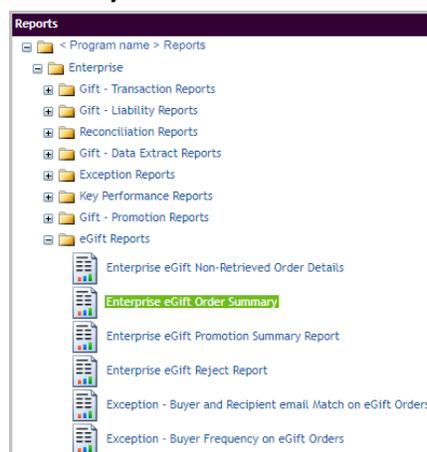
1. Log into the Client Portal (see [Logging into the Client Portal](#) on page 50).
2. When you are logged in, click on **Reports** in the menu bar (shown below).



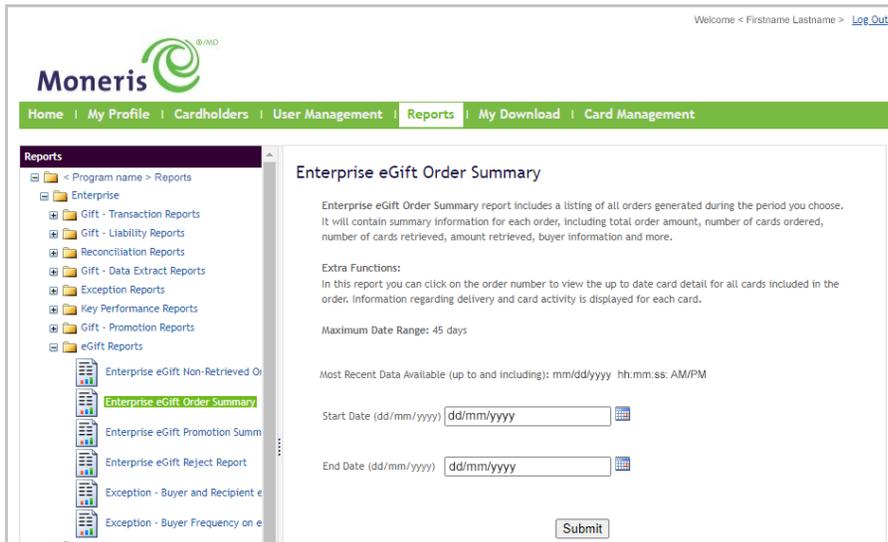
3. When the "Reports" page displays (shown below), go to the "Reports" navigation pane, and click on the **< Program name > Reports** folder to expand the file tree.



4. In the expanded file tree (shown below), click on **Enterprise > eGift Reports > Enterprise eGift Order Summary**.



5. When the "Enterprise eGift Order Summary" page displays (shown below), enter your search criteria:



- In the **End Date (dd/mm/yyyy)** field, enter the report start date (dd/mm/yyyy), or click on the field and select a date from the calendar.
- In the **End Date (dd/mm/yyyy)** field, enter the report end date (dd/mm/yyyy), or click on the field and select a date from the calendar.
- Click on the **Submit** button, and wait while the request is processed.

6. When the report generates (shown below), it displays in an external pop-up window.

**Note:** The table on the next page describes the information in the report.

Order Number	Order Date	Cancelled Date	First Card Retrieved Date	Total Value Retrieved	# Cards Retrieved	# Cards Ordered	Total Order Value	Buyer Email	Buyer First Name	Buyer Last Name
The Street Virtual Gift Card (Program ID: 17101)										
<a href="#">E99999999999</a>	yyyy-mm-dd hh:mm:ss AM/PM		yyyy-mm-dd hh:mm:ss AM/PM	\$AA.AA	#	#	\$AA.AA	<purchaser@domain.com>	<Firstname>	<Lastname>
<a href="#">F66666666666</a>	yyyy-mm-dd hh:mm:ss AM/PM		yyyy-mm-dd hh:mm:ss AM/PM	\$AA.AA	#	#	\$AA.AA	<purchaser@domain.com>	<Firstname>	<Lastname>
<a href="#">G33333333333</a>	yyyy-mm-dd hh:mm:ss AM/PM		yyyy-mm-dd hh:mm:ss AM/PM	\$AA.AA	#	#	\$AA.AA	<purchaser@domain.com>	<Firstname>	<Lastname>

Data Extracted on: yyyy-mm-dd hh:mm:ss AM/PM  
Data Last Processed at: yyyy-mm-dd hh:mm:ss AM/PM

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- To view the details of all eGift cards in a retrieved order, click on order's "Order Number" hyperlink (continue in [eGift Order \(Card\) Details sub-report](#) on page 120).
- To export the report to a file, see [Exporting a report to a file](#) (page 127).

This table describes the Enterprise eGift Order Summary report shown on the previous page.\*

Report header	Description
<b>Order Number</b>	Unique identifier appended to the order.
<b>Order Date</b>	Date (yyyy-mm-dd + hh:mm:ss) on which the purchaser submitted the order.
<b>Cancelled Date</b>	Date (yyyy-mm-dd + h:mm:ss) on which the order was cancelled.
<b>First Card Retrieved Date</b>	Date (yyyy-mm-dd + h:mm:ss) on which an eGift card in the order was first accessed by the recipient.
<b>Total Value Retrieved</b>	Total dollar amount loaded on the eGift cards (in the order) that have been accessed by the recipient(s).
<b># Cards Retrieved</b>	Total number of eGift cards (in the order) that have been accessed by their recipient(s).
<b># Cards Ordered</b>	Total number of eGift cards in the order.
<b>Total Order Value</b>	Total dollar amount loaded on all eGift cards in the order.
<b>Buyer Email</b>	Email address of the buyer (purchaser) who submitted the order.
<b>Buyer First Name</b>	First name of the buyer (purchaser) who submitted the order.
<b>Buyer Last Name</b>	Last name of the buyer (purchaser) who submitted the order.

\* Data for promotional cards are not included in this report.

## eGift Order (Card) Details sub-report

The eGift Order Details report (shown below) lists the card and delivery details of all the eGift cards in an order. Specific report details are described in the table below.

**Moneris** eGift Order Details

Enterprise: < Program name >

Order Number: E9999999999

Order Status: < Status >

Card Number	Order Date	Requested Delivery Date	Last Delivery Date	Date Retrieved	Retrieved Value	Card Value	# Times Emailed	Recipient	Buyer First Name	Buyer Last Name
30111102222033334	yyyy-mm-dd hh:mm AM/PM	yyyy-mm-dd	yyyy-mm-dd	yyyy-mm-dd	\$AA.AA	\$AA.AA		# <purchaser@domain.com>	<Firstname>	<Lastname>
<b>Report Total</b>						\$100.00	\$100.00			
<b>Data Extracted on</b>		yyyy-mm-dd hh:mm:ss AM/PM								
<b>Data Last Processed at</b>		yyyy-mm-dd hh:mm:ss AM/PM								

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- To view the eGift card details of an order, generate an Enterprise eGift Order Summary report, and click on the order's "Order Number" hyperlink (see [Enterprise eGift Order Summary report](#) on page 117).
- To export the report to a file, see [Exporting a report to a file](#) (page 127).

This table describes the eGift Order Details report shown above. \*

Report header	Description
<b>Card Number</b>	eGift card number.
<b>Order Date</b>	Date (yyyy-mm-dd hh:mm:ss) on which the buyer (purchaser) submitted the order.
<b>Requested Delivery Date</b>	eGift card delivery date (yyyy-mm-dd) originally scheduled by the buyer (purchaser).
<b>Last Delivery Date</b>	Date (yyyy-mm-dd) of the last occurrence of an attempted eGift card delivery to the recipient.
<b>Date Retrieved</b>	Date (yyyy-mm-dd) on which the eGift card recipient accessed their eGift card.
<b>Retrieved Value</b>	Original dollar amount loaded on the card at the time the recipient first accessed their eGift card.
<b>Card Value</b>	Dollar amount originally loaded on the eGift card upon card activation.
<b># Times Emailed</b>	Number of times the eGift card notification was sent to the recipient.
<b>Recipient</b>	Recipient email address to which the eGift card notification was sent.
<b>Buyer First Name</b>	First name of the buyer (purchaser) who submitted the order.
<b>Buyer Last Name</b>	Last name of the buyer (purchaser) who submitted the order.

\* Data for promotional cards are not included in this report.

## Exception - Buyer and Recipient email Match on eGift Orders report

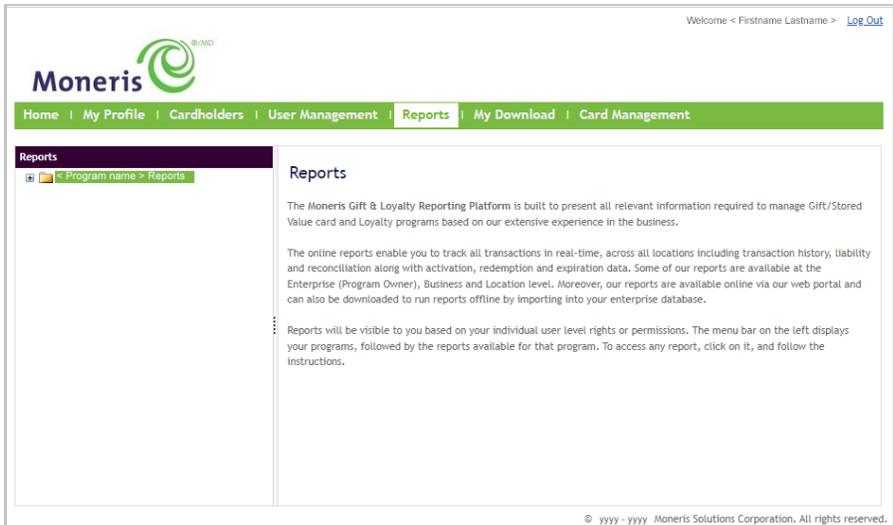
The steps below describe how to generate a report listing any eGift card order (submitted through your Moneris eGift iFrame) that meets these conditions: 1) The order exceeds the purchase amount threshold that you specify; 2) The buyer (purchaser) email and the recipient email are identical. Report details include order number, retrieval information, payment card, buyer information, and more. You can export the report results to a file. Only orders having the status "Completed" or "Fulfilled" are included in the report (see [Order status definitions](#) on page 141). Maximum report date range: 45 days.

**Note:** Ensure your browser is configured to allow pop-ups from this site (the report displays in a pop-up window).

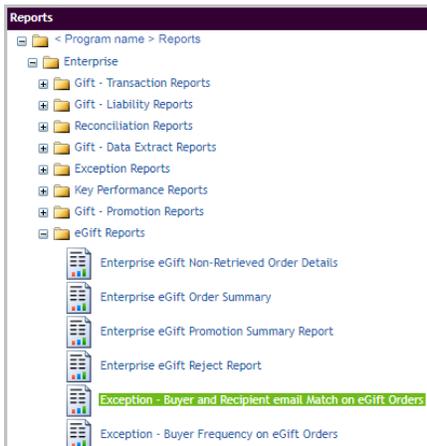
1. Log into the Client Portal (see [Logging into the Client Portal](#) on page 50).
2. When you are logged in, click on **Reports** in the menu bar (shown below).



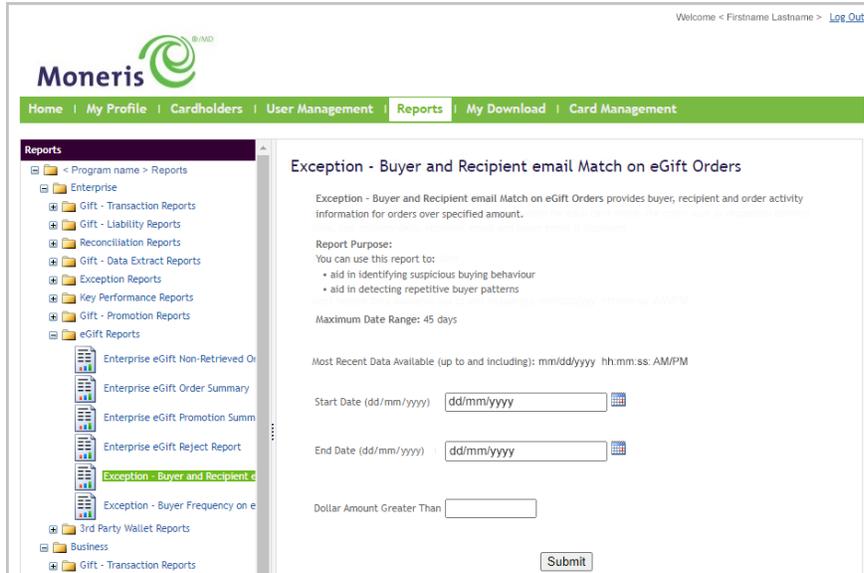
3. When the "Reports" page displays (shown below), go the "Reports" navigation pane, and click on **< Program name > Reports** to expand the file tree.



4. In the expanded file tree (shown below), click on **Enterprise > eGift Reports > Exception - Buyer and Recipient email Match on eGift Orders**.



- When the "Exception - Buyer and Recipient email Match on eGift Orders" page displays (shown below), enter your search criteria:



- In the **End Date (dd/mm/yyyy)** field, enter the report start date (dd/mm/yyyy), or click on the field and select a date from the calendar.
  - In the **End Date (dd/mm/yyyy)** field, enter the report end date (dd/mm/yyyy), or click on the field and select a date from the calendar.
  - In the **Dollar Amount Greater Than** field, enter the purchase amount threshold that an order must exceed to be included in this report.
  - Click on the **Submit** button, and wait while the request is processed.
- When the report generates (shown below), it displays in an external pop-up window.

**Note:** The table on the next page describes the data listed in the Exception - Buyer and Recipient email Match on eGift Orders report shown below.

Order Number	Payment Card Identifier	Buyer First Name	Buyer Last Name	Buyer Email	Recipient	Order Date	Date Retrieved	First Purchase Date	First Purchase Location	Card Value	Current Balance	Card Number
< Program name > Gift Card (Program ID: 0000000)												
2888888888	1234 <Card brand>	<Firstname>	<Lastname>	<purchaser@domain.com>	<recipient@domain.com>	yyyy-mm-dd hh:mm:ss AMPM	yyyy-mm-dd hh:mm:ss AMPM	yyyy-mm-dd hh:mm:ss AMPM	< Location >	\$AA.AA	\$AA.AA	3777777777777777
W222222222	1234 <Card brand>	<Firstname>	<Lastname>	<purchaser@domain.com>	<recipient@domain.com>	yyyy-mm-dd hh:mm:ss AMPM	yyyy-mm-dd hh:mm:ss AMPM	yyyy-mm-dd hh:mm:ss AMPM	< Location >	\$AA.AA	\$25.00	3666666666666666
<b>Program Total - &lt; Program name &gt; Gift Card (0000000)</b>						<b>2</b>				<b>\$AA.AA</b>	<b>\$AA.AA</b>	<b>2</b>
<b>Report Total</b>						<b>2</b>				<b>\$AA.AA</b>	<b>\$AA.AA</b>	<b>2</b>
<b>Data Extracted on</b>		yyyy-mm-dd hh:mm:ss AMPM										
<b>Data Last Processed at</b>		yyyy-mm-dd hh:mm:ss AMPM										

- To export the report to a file, see [Exporting a report to a file](#) (page 127).

This table describes the Exception - Buyer Frequency on eGift Orders report shown on the previous page.

Report header	Description
<b>Order Number</b>	Unique identifier appended to the order.
<b>Payment Card Identifier</b>	Last four digits and card brand of the debit/credit card used to fund the order.
<b>Buyer First Name</b>	First name of the buyer (purchaser) who submitted the order.
<b>Buyer Last Name</b>	Last name of the buyer (purchaser) who submitted the order.
<b>Recipient</b>	Recipient email address to which the eGift card notification was sent.
<b>Order Date</b>	Date and time (yyyy-mm-dd + hh:mm:ss) on which the buyer (purchaser) submitted the order.
<b>Date Retrieved</b>	Date and time (yyyy-mm-dd + hh:mm:ss) on which the eGift card recipient first accessed the eGift card.
<b>First Purchase Date</b>	Date on which the recipient first redeemed dollars from the eGift card.
<b>First Purchase Location</b>	The first location at which the recipient redeemed dollars from the eGift card.
<b>Card Value</b>	Dollar amount originally loaded on the eGift card upon card activation.
<b>Card Balance</b>	The dollar amount currently loaded on the eGift card.
<b>Card Number</b>	eGift card number.

## Exception - Buyer Frequency on eGift Orders report

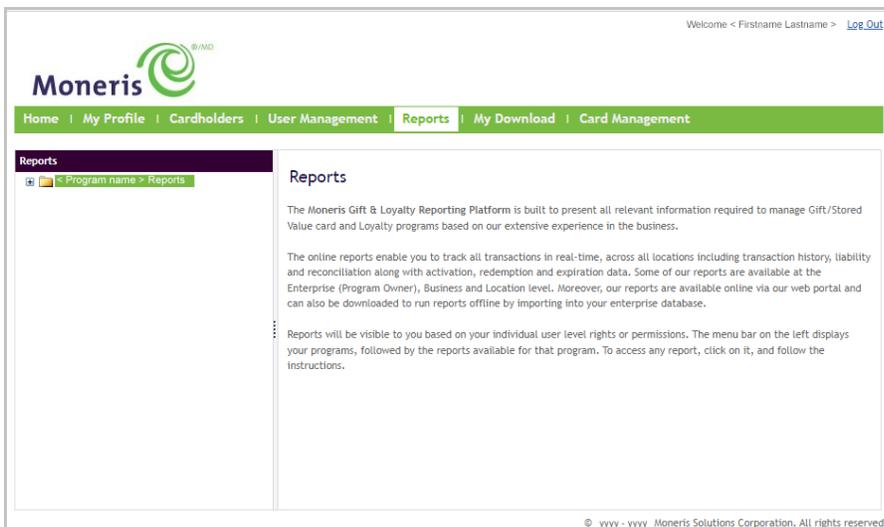
The steps below describe how to generate an eGift card report listing orders (submitted through your Moneris eGift iFrame) that are funded by a debit/credit payment card used to fund other orders at a frequency exceeding that which you specify. Report details include order number, payment card number (last four digits), buyer and recipient information, card activity, and more. Only orders having the status "Completed" or "Fulfilled" are included in the report (see [Order status definitions](#) on page 141). You can export the report to a file. Maximum date range: 45 days.

**Note:** Ensure your browser is configured to allow pop-ups from this site (the report displays in a pop-up window).

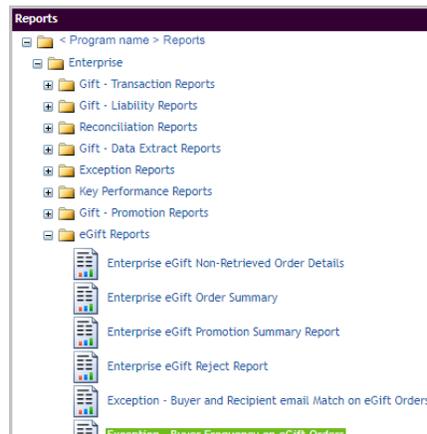
1. Log into the Client Portal (see [Logging into the Client Portal](#) on page 50).
2. When you are logged in, click on **Reports** in the menu bar (shown below).



3. When the "Reports" page displays (shown below), go the "Reports" navigation pane, and click on **< Program name > Reports** to expand the file tree.



4. In the expanded file tree (shown below), click on **Enterprise > eGift Reports > Exception - Buyer Frequency on eGift Orders**.



- When the "Exception - Buyer and Recipient email Match on eGift Orders" page displays (shown below), enter your search criteria:

Moneris <sup>B/M/D</sup>

Welcome < Firstname Lastname > [Log Out](#)

Home | My Profile | Cardholders | User Management | **Reports** | My Download | Card Management

**Reports**

- < Program name > Reports
  - Enterprise
    - Gift - Transaction Reports
    - Gift - Liability Reports
    - Reconciliation Reports
    - Gift - Data Extract Reports
    - Exception Reports
    - Key Performance Reports
    - Gift - Promotion Reports
    - eGift Reports
      - Enterprise eGift Non-Retrieved Orders
      - Enterprise eGift Order Summary
      - Enterprise eGift Promotion Summary
      - Enterprise eGift Reject Report
      - Exception - Buyer and Recipient email Match on eGift Orders
      - Exception - Buyer Frequency on eGift Orders**
  - 3rd Party Wallet Reports
  - Business
    - Gift - Transaction Reports
    - Gift - Liability Reports

**Exception - Buyer Frequency on eGift Orders**

Exception - Buyer Frequency on eGift Orders report is based on the payment card identifier's frequency being greater than the value entered. The report displays order information for the buyer, recipient and order activity.

Report Purpose:  
You can use this report to:

- detect unusual buyer activity
- detect repetitive buyer patterns

Maximum Date Range: 45 days

Most Recent Data Available (up to and including): mm/dd/yyyy hh:mm:ss AM/PM

Start Date (dd/mm/yyyy)

End Date (dd/mm/yyyy)

Frequency Greater Than

- In the **End Date (dd/mm/yyyy)** field, enter the report start date (dd/mm/yyyy), or click on the field and select a date from the calendar.
  - In the **End Date (dd/mm/yyyy)** field, enter the report end date (dd/mm/yyyy), or click on the field and select a date from the calendar.
  - In the **Frequency Greater Than** field, enter the payment card frequency threshold that must be exceeded to include an order in the report.
  - Click on the **Submit** button, and wait while the request is processed.
- When the report generates (shown below), it displays in an external pop-up window.

**Note:** The table on the next page describes the information shown in the Exception - Buyer Frequency on eGift Orders report.

Moneris <sup>B/M/D</sup>

**Exception - Buyer Frequency on eGift Orders**

Enterprise: < Program name >

Reporting Period: yyyy-mm-dd to yyyy-mm-dd Payment Order Frequency Greater Than: #

Order Number	Payment Card Identifier	Buyer First Name	Buyer Last Name	Buyer Email	Recipient	Order Date	Date Retrieved	First Purchase Date	First Purchase Location	Card Value	Current Balance	Card Number
< Program name > Gift Card (Program ID: 0000000)												
M555555555	1234 <Card brand>	<Firstname>	<Lastname>	<purchaser@domain.com>	<recipient@domain.com>	yyyy-mm-dd hh:ss:mm AM/PM	yyyy-mm-dd hh:ss:mm AM/PM	yyyy-mm-dd hh:ss:mm AM/PM	< Location >	SAA.AA	SAA.AA	37676767676767676
N8888888888	1234 <Card brand>	<Firstname>	<Lastname>	<purchaser@domain.com>	<recipient@domain.com>	yyyy-mm-dd hh:ss:mm AM/PM	yyyy-mm-dd hh:ss:mm AM/PM	yyyy-mm-dd hh:ss:mm AM/PM		SAA.AA	SAA.AA	38787878787878787

Data Extracted on: yyyy-mm-dd hh:mm:ss AM/PM

Data Last Processed at: yyyy-mm-dd hh:mm:ss AM/PM

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If the up/down icon displays beside a header, you can click on it to re-sort the report list in ascending/descending order.

- To export the report to a file, see [Exporting a report to a file](#) (page 127).

This table describes the Exception - Buyer Frequency on eGift Orders report shown on the previous page.

Report header	Description
<b>Order Number</b>	Unique identifier appended to the order.
<b>Payment Card Identifier</b>	Last four digits and card brand of the debit/credit card used to fund the order.
<b>Buyer First Name</b>	First name of the buyer (purchaser) who submitted the order.
<b>Buyer Last Name</b>	Last name of the buyer (purchaser) who submitted the order.
<b>Recipient</b>	Recipient email address to which the eGift card notification was sent.
<b>Order Date</b>	Date and time (yyyy-mm-dd + hh:mm:ss) on which the buyer (purchaser) submitted the order.
<b>Date Retrieved</b>	Date and time (yyyy-mm-dd + hh:mm:ss) on which the eGift card recipient accessed their eGift card.
<b>First Purchase Date</b>	Date on which the recipient used the eGift card to redeem dollars.
<b>First Purchase Location</b>	Date on which the recipient first redeemed dollars from the eGift card.
<b>Card Value</b>	The dollar amount originally loaded on the eGift card upon card activation.
<b>Card Balance</b>	The dollar amount currently loaded on the eGift card.
<b>Card Number</b>	eGift card number.

## Exporting a report to a file

The steps below describe how to export an eGift card Enterprise or Exception report.

1. Generate the desired report (see [Enterprise and exception eGift card reports](#) on page 113).

2. When the report is displayed in a pop-up window on your screen, do the following:

a. Click on the "Export"  icon in the menu bar of the pop-up window (shown below).



b. When the "Export" drop-down displays (shown below), click on the desired file type: **CSV (delimited)** (comma separated values), **PDF** (portable document format), or **Excel**.

**Note:** To export the report in PDF or Excel format, you must have the appropriate software application installed on your device.



c. Save the file to a desired location.



# **Voiding/Refunding a Debit/Credit Transaction**

In this section we go over everything you need to know to use the Merchant Resource Center to void/refund a debit credit transaction used to fund an eGift card order.

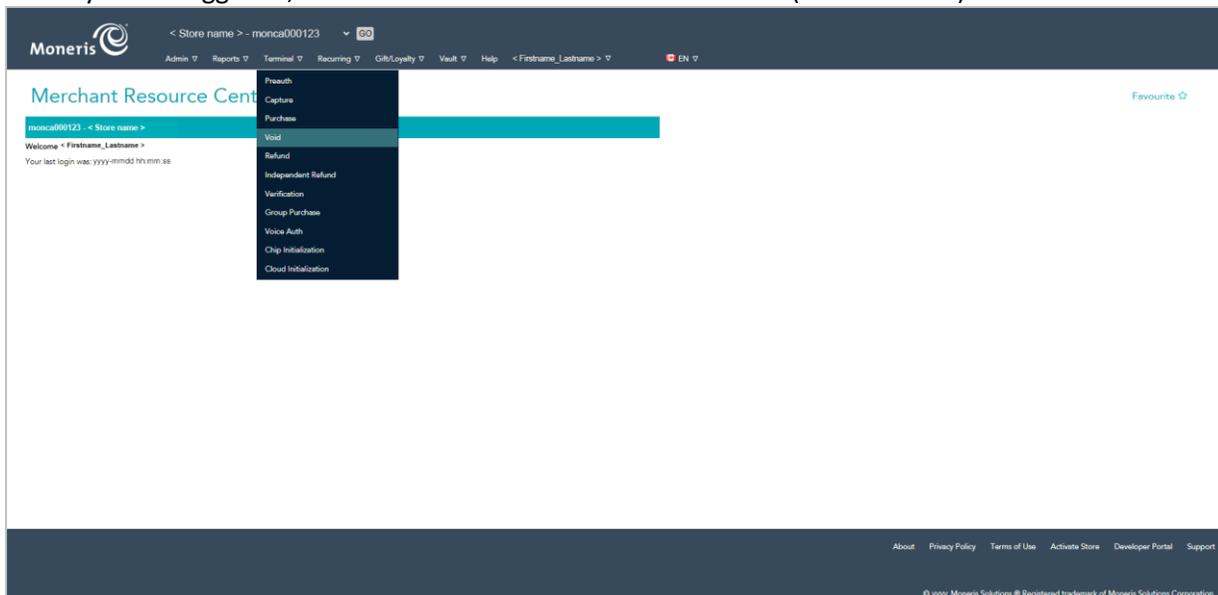
# Voiding the debit/credit transaction used to fund an eGift card order

If you cancelled an eGift card order (see [Cancelling an entire eGift card order](#) on page 85) that we processed and completed today, follow the steps below to void the debit/credit transaction used to fund the order.

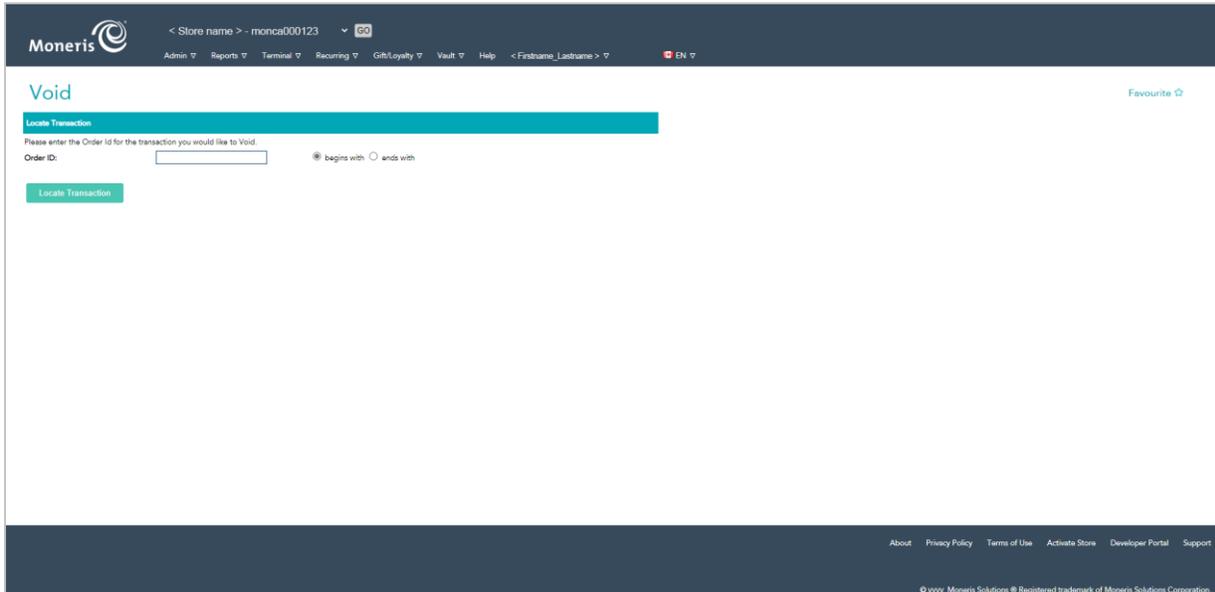
1. Ensure that you have one of the following identifiers from the cancelled order (you will be instructed to enter either identifier in the next few steps).
  - The "Gift Card Order#" from the order's "Order Details" page (see ["Order Details" page: cancelled order](#) on page 108).

OR

  - The "Order Number" from the "Thank you for shopping with us!" notification that we sent to the purchaser upon completing their order (see ["Thank you for shopping with us!": order summary notification](#) on page 72, or see ["Thank you for shopping with us!": order approved notification](#) on page 71). Contact the purchaser if you need this number.
2. Log into the Merchant Resource Center (see [Logging into your Moneris Merchant Resource Center store](#) on page 137).
3. When you are logged in, click on **Terminal > Void** in the menu bar (shown below).



4. When the "Void" page displays (shown below), do the following:



#### Using the "Gift Card Order#"

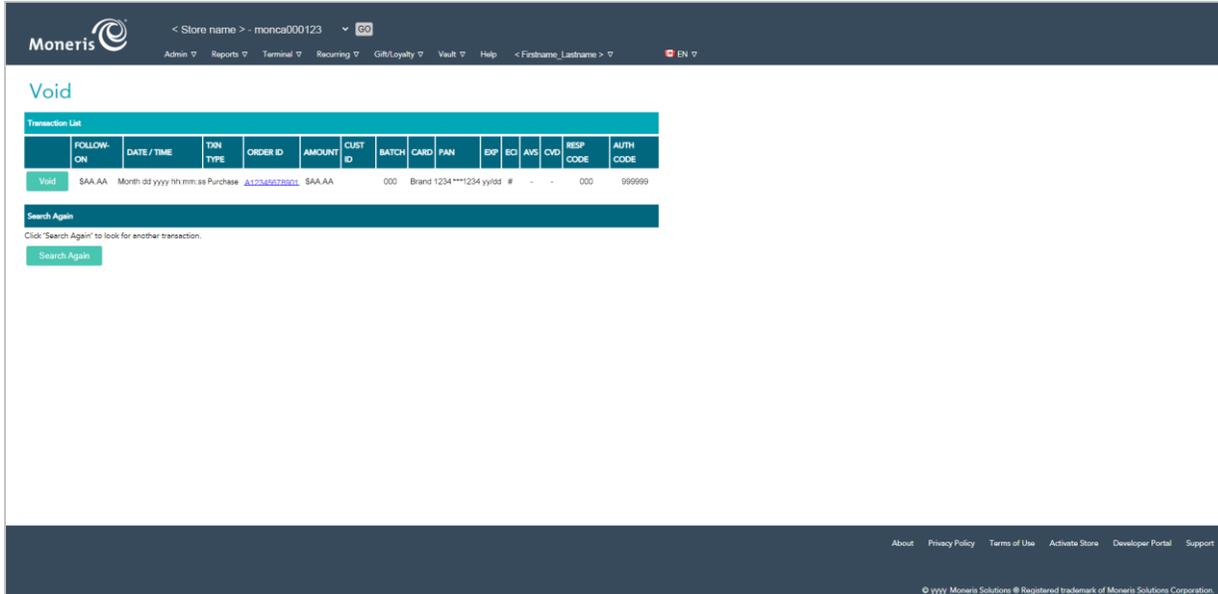
- a. In the **Order ID** field, enter the "Gift Card Order#" from the cancelled order's "Order Details" page.
- b. Click on the **ends with** radio button.
- c. Click on the **Search Transactions** button.
- d. Continue at step 5 (next page).

#### Using the "Order Number"

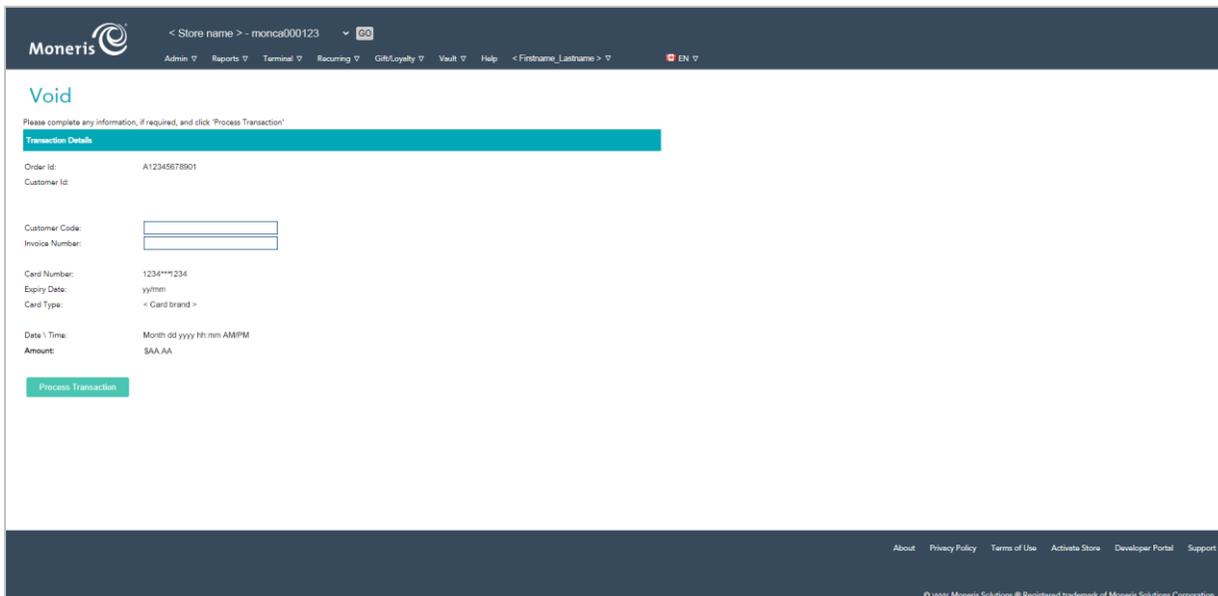
- a. In the **Order ID** field, enter the "Order Number" from the "Thank you for shopping with us!" notification that we sent to the purchaser.
- b. Click on the **begins with** radio button.
- c. Click on the **Search Transactions** button.
- d. Continue at step 5 (next page).

5. When the Void "Transaction List" displays (shown below), click on the **Void** button.

**Note:** *If you cannot retrieve the desired transaction,<sup>27</sup> try performing a Refund (see [Refunding the debit/credit transaction used to fund an eGift card order](#) on page 133).*



6. When the Void "Transaction Details" display (shown below), do the following:



<sup>27</sup> You may be unable to retrieve the transaction because it is in a closed batch. If a transaction is in a closed batch, it can only be reversed via a Refund.

- a. If the **Customer Code** field displays, optionally enter a customer identifier.
- b. In the **Invoice Number** field displays, optionally enter an invoice number.
- c. Click on the **Process Transaction** button.
- d. When the "APPROVED" response displays, the operation is complete.

# Refunding the debit/credit transaction used to fund an eGift card order

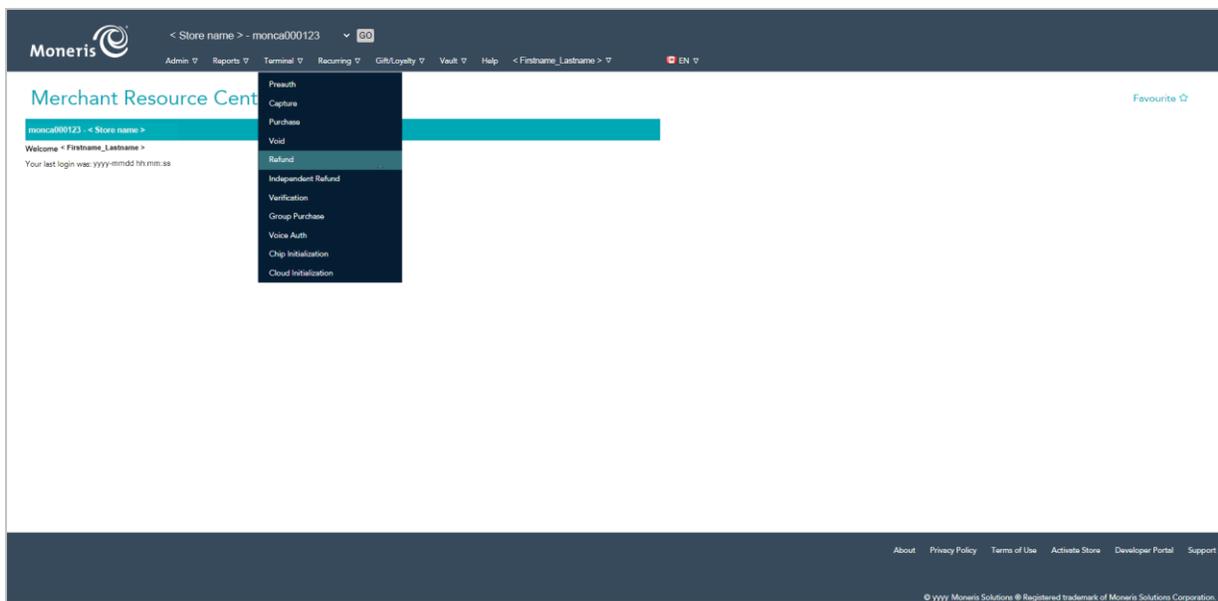
If you cancelled an entire order (see [Cancelling an entire eGift card order](#) on page 85) or partially cancelled an order (see [Partially cancelling an eGift card order](#) on page 87) that we processed on a previous day, follow the steps below to refund the debit/credit transaction used to fund the order. The refund can be for the full or a partial amount.

**Note:** *The Refund transaction will appear on the purchaser's cardholder statement.*

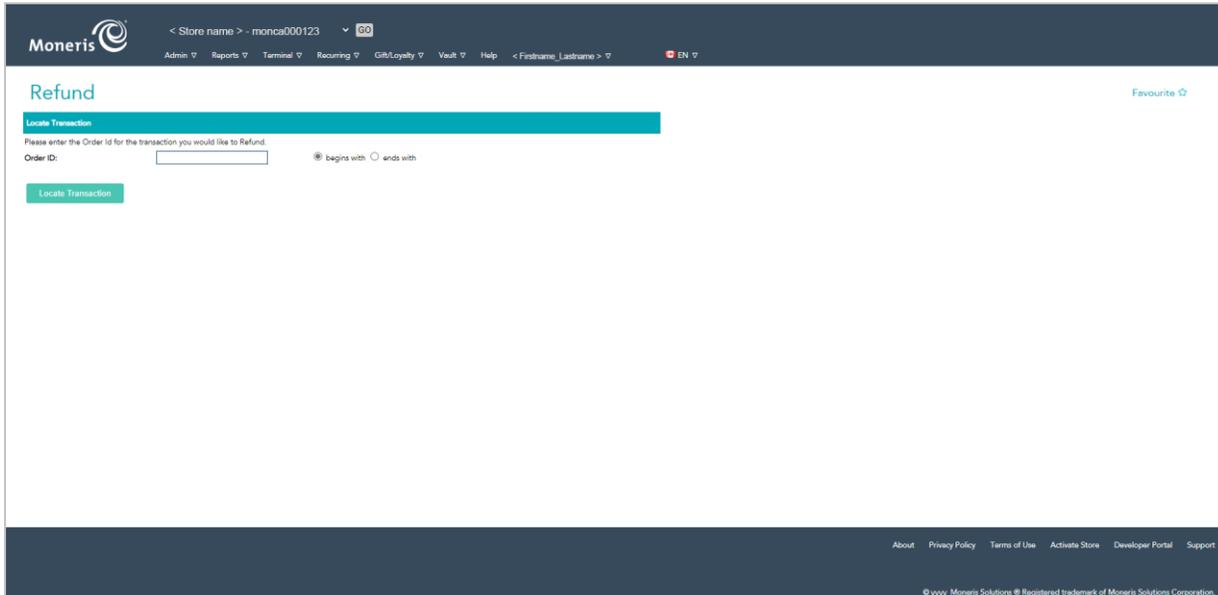
1. Ensure that you have one of the following identifiers from the cancelled order (you will be instructed to enter either identifier in the next few steps).
  - The "Gift Card Order#" from the order's "Order Details" page (see ["Order Details" page: cancelled order](#) on page 108).

OR

  - The "Order Number" from the "Thank you for shopping with us!" notification that we sent to the purchaser upon completing their order (see ["Thank you for shopping with us!": order summary notification](#) on page 72, or see ["Thank you for shopping with us!": order approved notification](#) on page 71). Contact the purchaser if you need this number.
2. Log into the Merchant Resource Center (see [Logging into your Moneris Merchant Resource Center store](#) on page 137).
3. When you are logged in, click on **Terminal > Refund** in the menu bar (shown below).



4. When the "Refund" page displays (shown below), do the following:



#### Using the "Gift Card Order#"?

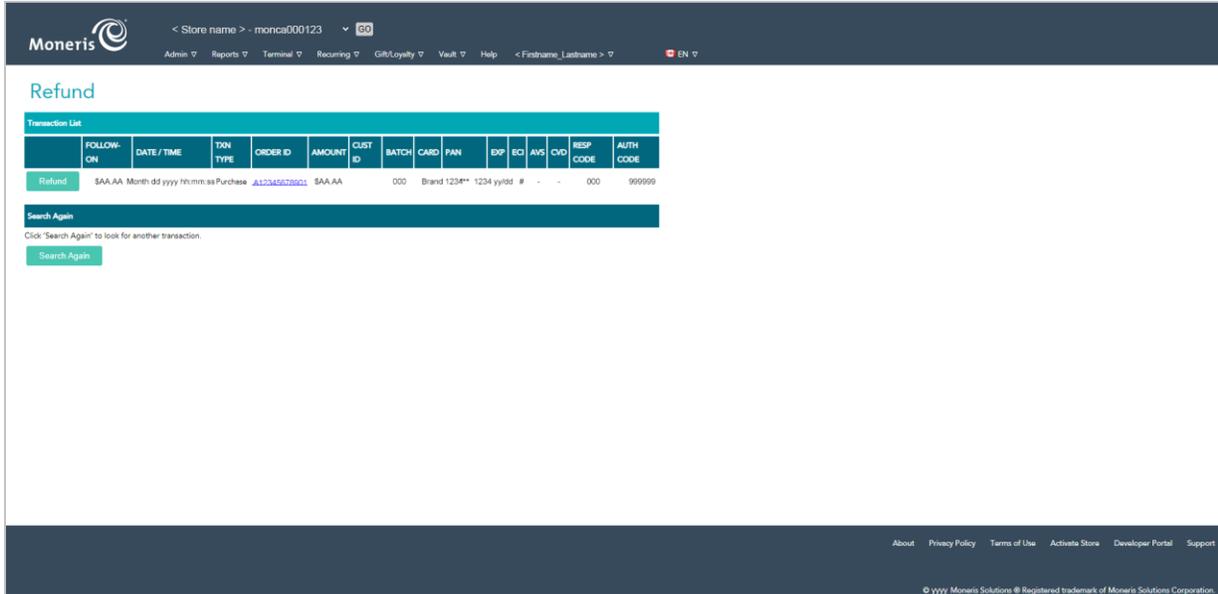
- In the **Order ID** field, enter the "Gift Card Order#" from the cancelled order's "Order Details" page.
- Click on the **ends with** radio button.
- Click on the **Search Transactions** button.
- Continue at step 5 (next page).

#### Using the "Order Number"?

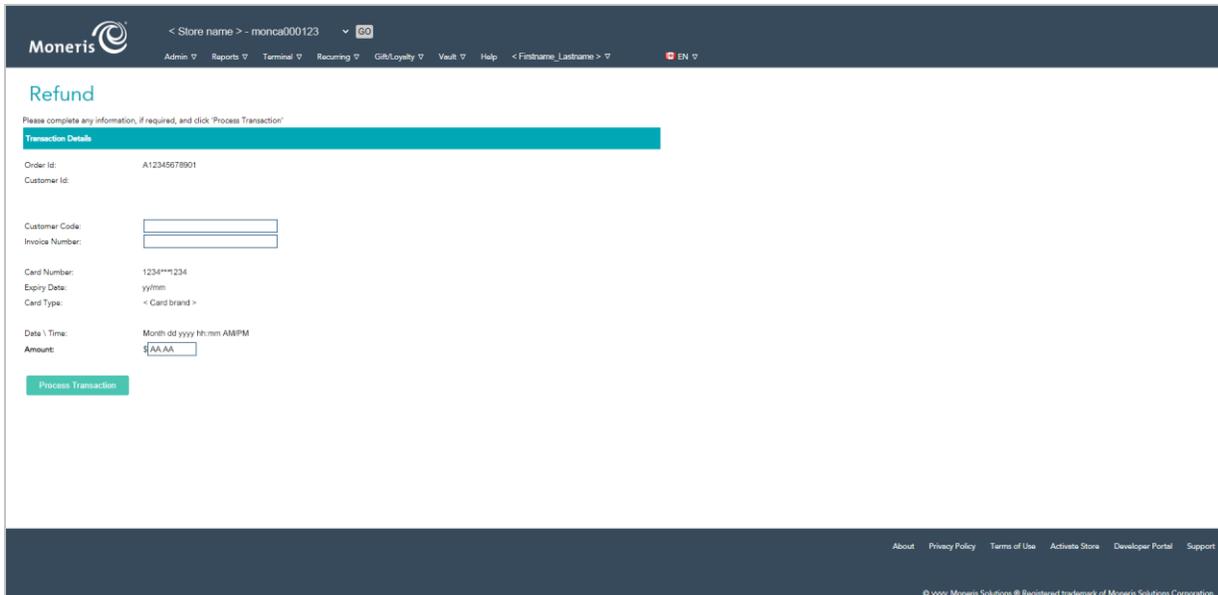
- In the **Order ID** field, enter the "Order Number" from the "Thank you for shopping with us!" notification that we sent to the purchaser.
- Click on the **begins with** radio button.
- Click on the **Search Transactions** button.
- Continue at step 5 (next page).

5. When the Refund "Transaction List" displays (shown below), click on the **Refund** button.

**Note:** *If you cannot retrieve the desired transaction,<sup>28</sup> try performing a Void (see Voiding the debit/credit transaction used to fund an eGift card order on page 129).*



6. When the Refund "Transaction Details" display (shown below), do the following:



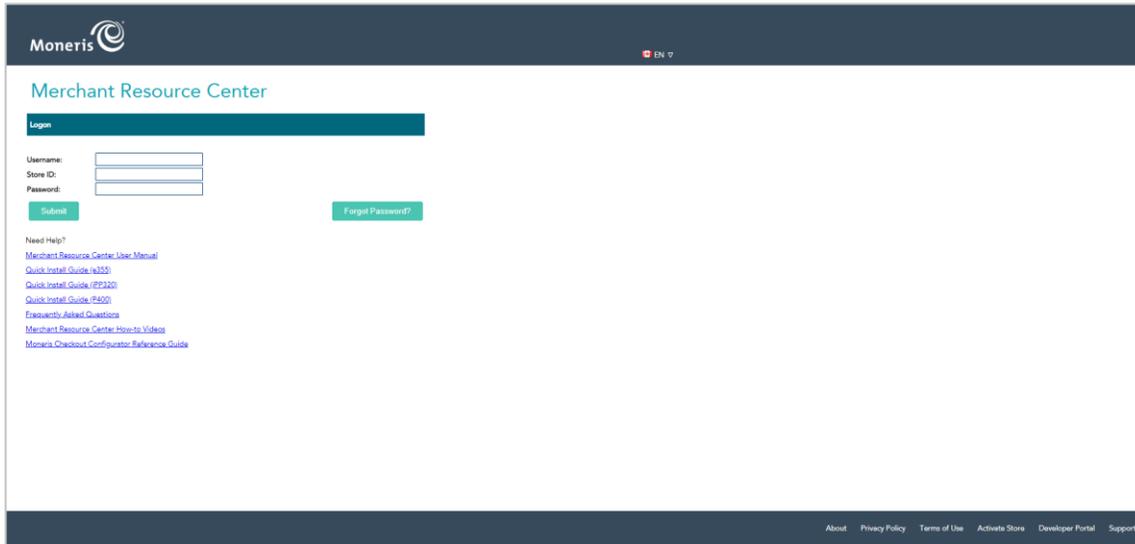
<sup>28</sup> You may be unable to retrieve the transaction because it is in an open batch. If a transaction is in an open batch, it can only be reversed via a Void.

- a. If the **Customer Code** field displays, optionally enter a customer identifier.
- b. In the **Invoice Number** field displays, optionally enter an invoice number.
- c. If you want to change the displayed Refund amount, enter the new dollar amount in the **Amount** field.
- d. Click on the **Process Transaction** button.
- e. When the "APPROVED" response displays, the operation is complete.

# Logging into your Moneris Merchant Resource Center store

The steps below describe how to log into your Moneris Merchant Resource Center (Gateway) store.

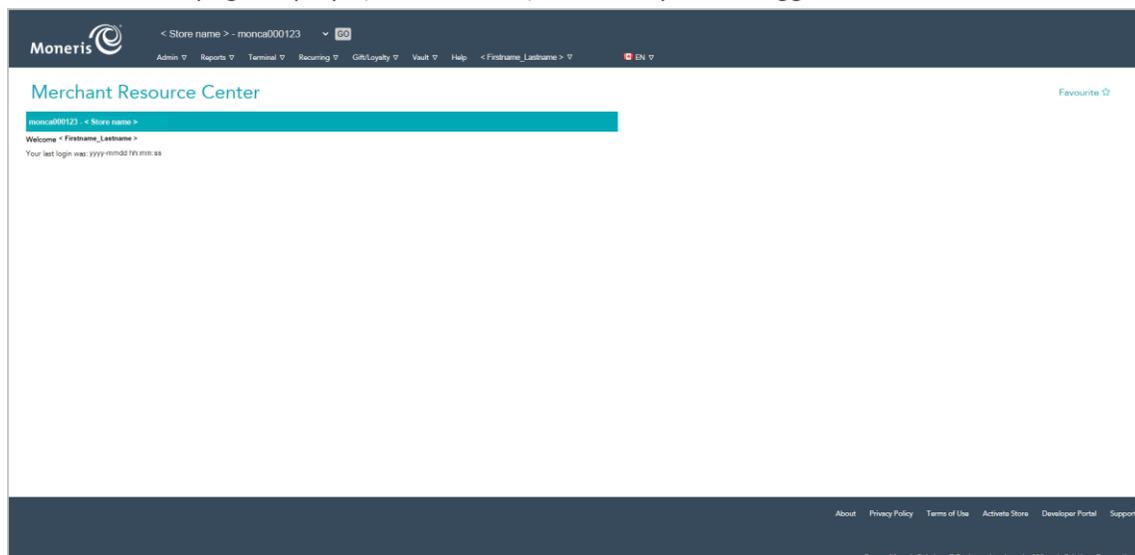
1. Visit <https://www3.moneris.com/mpg> to start on the "Merchant Resource Center" login page (shown below).



2. Enter your Merchant Resource Center (Gateway) credentials in the "Logon" fields:

**Note:** Please refer to your

- a. In the **Username** field, enter your username.
  - b. In the **Store ID** field, enter your store ID.
  - c. In the **Password** field, enter your password.
  - d. Click on the **Submit** button.
3. When the homepage displays (shown below), it means you are logged in.





# Frequently Asked Questions

In this section we answer frequently asked questions about the Moneris eGift iFrame.

# Frequently asked questions

## Resending an order summary/receipt notification

Question	Answer
Need to resend an order summary notification?	1. See <a href="#">Resending a "Thank you for shopping with us!" notification</a> (page 94).
Need to change the language of an order receipt?	See answer to <a href="#">Need to resend an order summary notification?</a> above.
Need to change the delivery address of an order receipt?	See answer to <a href="#">Need to resend an order summary notification?</a> above.

## Resending an eGift card/notification

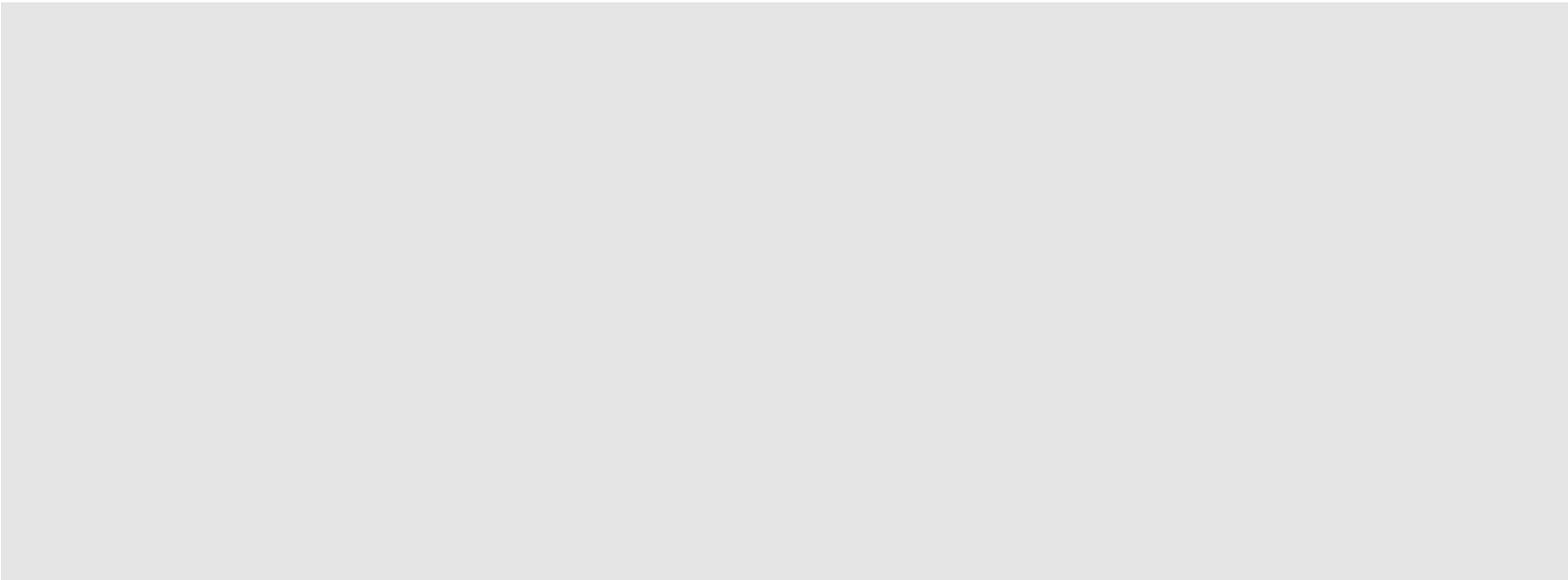
Question	Answer
Need to resend an eGift card/notification?	<p><b>Non-promotional eGift card:</b></p> <p>1. See <a href="#">Resending a "Recipient, you've received a \$AA eGift Card!" notification</a> (page 95).</p> <p><b>Promotional eGift card:</b></p> <p>1. See <a href="#">Resending a "Thank you for your purchase" notification</a> (page 97).</p>
Need to change the delivery date of an eGift card/notification?	See answer to <a href="#">Need to resend an eGift card/notification?</a> above.
Need to change the delivery method (email or SMS text) of an eGift card/notification?	See answer to <a href="#">Need to resend an eGift card/notification?</a> above.
Need to change the language of an eGift card/notification?	See answer to <a href="#">Need to resend an eGift card/notification?</a> above.
Need to change the delivery address of an eGift card/notification?	See answer to <a href="#">Need to resend an eGift card/notification?</a> above.

## Cancelling an order

Question	Answer
Need to cancel an eGift card order?	<p><b>Entire order:</b></p> <p>See <a href="#">Cancelling an entire eGift card order</a> (page 85).</p> <p><b>Partial order:</b></p> <p>See <a href="#">Partially cancelling an eGift card order</a> (page 87).</p>



# **Appendix**



## Order status definitions

Status	Description
<b>Cancelled</b>	<p>The order was successfully processed to completion (see description for "<u>Processed</u>" listed below), but the entire order was subsequently cancelled by an administrative user. When the order was cancelled, all eGift cards in the order were auto-deactivated.</p> <p><b>Note:</b> The "Cancelled" status is logged on the "Order Details" page (see "<u>Order Details</u>" page: <u>cancelled order</u> (page 108) and in <u>Enterprise and exception eGift card reports</u> (page 113).</p>
<b>Completed</b>	<p>At least one non-promotional eGift card in a processed order (see description for "<u>Processed</u>" listed below) has not been accessed by the intended recipient.</p> <p><b>Note:</b> The "Completed" status is logged only in <u>Enterprise and exception eGift card reports</u> (see page 113).</p>
<b>Declined</b>	<p>A system error occurred resulting in the order being discontinued.</p> <p><b>Note:</b> The "Declined" status is logged only on the "Order Details" page (see "<u>Order Details</u>" page: <u>declined order</u> on page 106).</p>
<b>Fulfilled</b>	<p>All non-promotional eGift cards in a processed order (see description for "<u>Processed</u>" listed below) have been accessed by the recipient(s).</p> <p><b>Note:</b> The "Fulfilled" status is logged only in <u>Enterprise and exception eGift card reports</u> (see page 113).</p>
<b>Processed</b>	<p>The order was manually approved or auto-approved, resulting in the successful creation and delivery of the eGift card(s) to the intended recipient(s) per the specifications in the order. If a promotion was active at the time the order was processed and the purchase amount qualified, one or more promotional cards may have been issued to the customer (purchaser) who placed the order.</p> <p><b>Note:</b> The "Processed" status is logged only on the "Order Details" page (see "<u>Order Details</u>" page: <u>processed order</u> on page 100).</p>
<b>Queued</b>	<p>The order is currently held in the queue awaiting review so that it can be approved or rejected.</p> <p><b>Note:</b> This "Queued" status is logged only on the "Order Details" page (see "<u>Order Details</u>" page: <u>queued order</u> 98).</p>
<b>Rejected</b>	<p>The queued order was manually rejected by an administrative user, resulting in the order being discontinued.</p> <p><b>Note:</b> The "Rejected" status is logged only on the rejected order's "Order Details" page (see "<u>Order Details</u>" page: <u>rejected order</u> page 104).</p>

## eGift card status definitions

Status	Description
<b>Active</b>	<p>The eGift card has been created, loaded with funds, and emailed/texted to a recipient via a notification hyperlink per the specifications of a processed and completed order. (See also the descriptions for "<a href="#">Downloaded</a>" and "<a href="#">Processed</a>" listed below.)</p> <p><b>Note:</b> The "Active" status is logged only in the "Lookup Cardholders" report (see <a href="#">Partially cancelling an eGift card order</a> on page 87).</p>
<b>Downloaded</b>	<p>The recipient accessed the eGift card via the notification hyperlink that was emailed/texted to them per the specifications of a processed and completed order. (See also the description for "<a href="#">Processed</a>" listed below.)</p> <p><b>Note:</b> The "Downloaded" status is logged only on the "card details" bar of the "Order Details" page (see <a href="#">Card details: processed order</a> on page 102).</p>
<b>Cancelled</b>	<p>The eGift card is permanently deactivated and cannot be used to perform any gift transactions.</p> <p><b>Note:</b> The "Cancelled" status is logged on the "card details" bar of the "Order Details" page (see <a href="#">"Order Details" page: cancelled order</a> on page 108).</p>
<b>Deactivated</b>	<p>The eGift card is permanently deactivated and cannot be used to perform any gift transactions.</p> <p><b>Note:</b> The "Deactivated" status is logged only in the Lookup Cardholder report (see <a href="#">Partially cancelling an eGift card order</a> on page 87).</p>
<b>Processed</b>	<p>The recipient has not yet accessed the eGift card via a notification hyperlink that was emailed/texted to them per the specifications of a processed and completed order. (See also the description for "<a href="#">Downloaded</a>" listed above.)</p> <p><b>Note:</b> This status type is logged only on the "card details" bar of the "Order Details" page (see <a href="#">Card details: processed order</a> on page 102).</p>



# Merchant Support

At Moneris, help is always here for you 24/7.

## If you need assistance with your payment processing solution, we're here to help, 24/7.

We're only one click away.

- Visit <https://www.moneris.com/en/support/products/gift-card-program> to:
  - download additional copies of this guide
  - access other Moneris Gift Card resources
- Visit [shop.moneris.com](https://shop.moneris.com) to purchase point-of-sale supplies and receipt paper
- Visit [moneris.com/insights](https://moneris.com/insights) for business and payment news, trends, customer success stories, and quarterly reports & insights

Need us on-site? We'll be there.

One call and a knowledgeable technician can be on the way. Count on minimal disruptions to your business as our Field Services provide assistance with your payment terminals.

Can't find what you are looking for?

Call Moneris Customer Care (available 24/7) toll-free at **1-866-319-7450**. We'll be happy to help.

You can also send us a secure message 24/7 by logging in to Merchant Direct at [moneris.com/mymerchantdirect](https://moneris.com/mymerchantdirect).



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