



BE PAYMENT READY

# Moneris Core<sup>®</sup>

## Third party gift cards



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## Before getting started

Before setting up your Moneris terminal to accept third party gift cards, you must do the following:

- Contact your third party gift card processor to set up your account.
- Set up your terminal's hardware and software.
- Ensure you can process debit or credit transactions in order to verify your terminal is connected to your own network and to the Moneris Host.
- [Contact Moneris](#) to add the third party gift feature to your merchant account
- After 24 hours, update your terminal by syncing with Moneris. (At the Main menu, tap **Software Update**, then **Sync with Moneris**.)

If needed, consult the guides below for assistance with setting up and using your Moneris terminal.

### V400m wireless terminal

These guides are available at [moneris.com/en/support/devices/v400m](https://moneris.com/en/support/devices/v400m) :

***Moneris Core V400m Setting up Your Hardware***

***Moneris Core V400m Set up Your Software***

***Moneris Core V400m Using your terminal***

### V400c countertop terminal

These guides are available at [moneris.com/en/support/devices/v400c](https://moneris.com/en/support/devices/v400c) :

***Moneris Core V400c Setting up Your Hardware***

***Moneris Core V400c Set up Your Software***

***Moneris Core V400c Using your terminal***

### Move/5000 wireless terminal

These guides are available at [moneris.com/en/support/devices/move5000](https://moneris.com/en/support/devices/move5000):

***Moneris Core Move/5000 Setting up Your Hardware***

***Moneris Core Move/5000 Set up Your Software***

***Moneris Core Move/5000 Using your terminal***

### Desk/5000 countertop terminal

These guides are available at [moneris.com/en/support/devices/desk5000](https://moneris.com/en/support/devices/desk5000):

***Moneris Core Desk/5000 Setting up Your Hardware***

***Moneris Core Desk/5000 Set up Your Software***

***Moneris Core Desk/5000 Using your terminal***

## Third party gift cards

Third party gift is a function that allows you to accept gift cards issued by companies other than Moneris, for example, Givex. Once you enable the third party gift settings, your customers can use your gift cards to pay for purchases at your business.

### What to do next

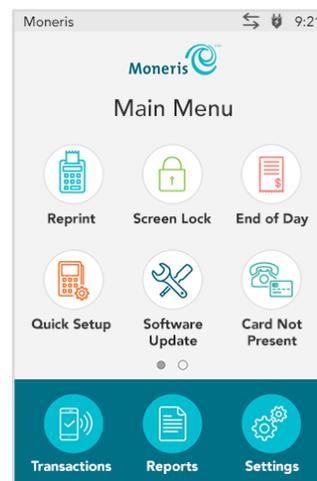
- To enable third party gift on your Moneris terminal and configure the settings, refer to [Setting up third party gift on your terminal](#) on page 4.
- To start a gift card transaction using a third party gift card, refer to [Processing a third party gift card transaction](#) on page 7.

# Setting up third party gift on your terminal

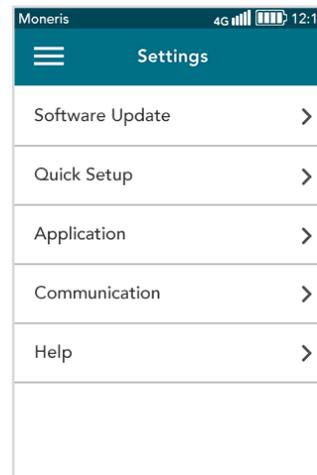
Follow these steps to enable third party gift on your Moneris terminal.

The instructions begin at the main menu. If you do not see the main menu, review the ***Using your Terminal*** guide to understand terminal navigation (refer to [Before getting started](#) on page 2 in this guide).

1. Tap **Settings**.

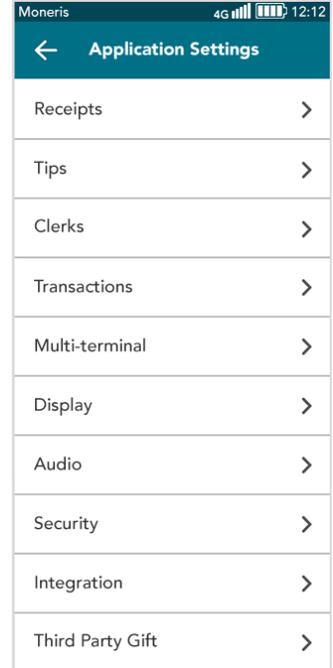


2. Tap **Application**.

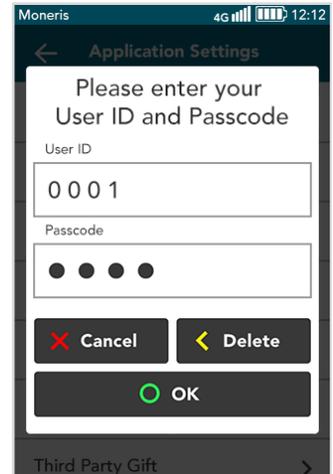


3. Tap **Third Party Gift**.

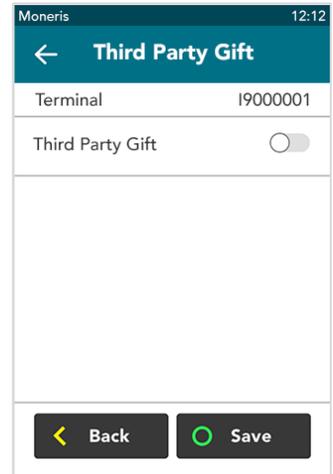
If you do not see “Third Party Gift” on the Application Settings menu, refer to [Before getting started](#) on page 2. This menu item will not appear unless Moneris has enabled it on your account.



4. Enter the User ID and passcode for your Moneris terminal, then tap **OK**.

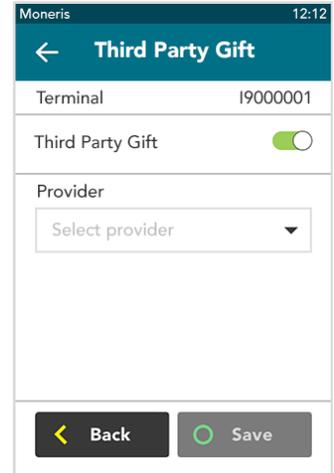


5. Tap the **Third Party Gift** toggle to enable this function.



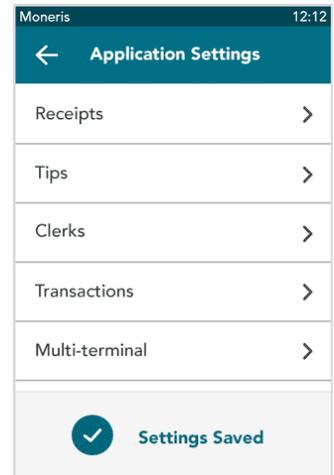
6. The Third Party Gift toggle becomes green and the Provider field appears.
  - a. Tap the **Provider** field and select your third party gift program provider.
  - b. Based on the provider you selected, various fields may appear to configure set up. The information to be entered in these fields is provided by your third party gift provider.
  - c. Tap each field and enter the required information. If you do not have this information, contact your third party gift provider.
  - d. Tap **Save**.

**Note:** The Additional Information screen shows dynamic information based on the gift provider you selected. This information may be useful to your provider whenever you contact them for support.



After you tap **Save**, the terminal returns to the Application Settings menu. The “Settings Saved” notification also appears.

7. Press the menu key on the keypad to return to the main menu.
  - On the Desk/5000 and Move/5000 terminals, press the menu  key.
  - On the V400c and V400m terminals, press the pound  key.



# Processing a third party gift card transaction

After setting up third party gift on your terminal, you can process gift card transactions using gift cards issued by your third party (that is, not issued by Moneris).

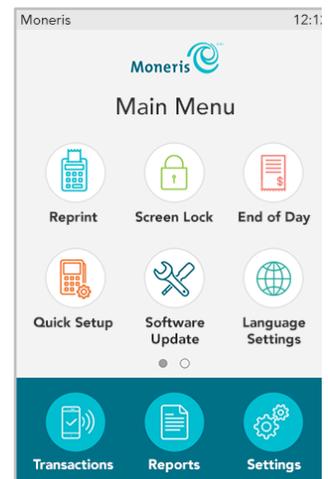
## Gift card purchase

To process a third party gift card purchase, follow the standard purchase transaction flow that you would use for debit and credit cards. At the payment screen, the terminal will recognize the type of payment card tendered by the customer, including gift cards.

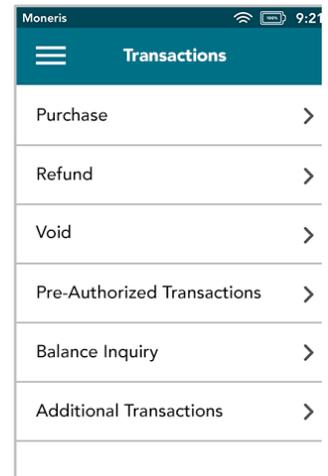
## Other gift card transactions

For other third party gift card transactions supported by your provider, follow these step by step instructions.

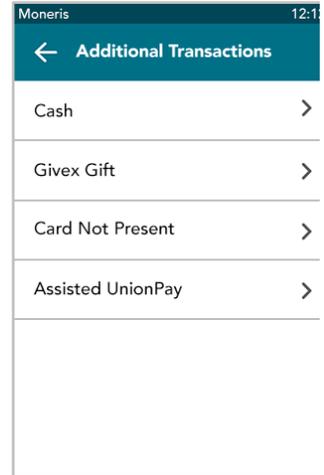
1. On the Main menu, tap **Transactions**.



2. Tap **Additional Transactions**.



3. Tap the name of your third party gift provider, for example, Givex Gift.



4. On the transaction menu, tap the transaction you wish to perform.

You can process these transactions by simply following the prompts on the screen. If you need assistance, contact your third party gift card provider.

## Moneris Merchant support

### Enabling third party gift feature

To enable the third party gift card feature, contact 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).

### All other issues related to third party gift

For all other issues related to third party gift, contact your third party gift card provider.



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