IVR QUICK REFERENCE GUIDE — GIFT CARD TRANSACTIONS

Starting an IVR Transaction

1. Ensure that you have your **Ernex Terminal ID** and **Interactive Voice Response (IVR) password**.
2. Call **1-866-841-4957**.
3. When prompted, press **1** (English) or **2** (French).
4. When prompted, enter your Ernex Terminal ID, and press **#**.
5. When prompted, enter your Interactive Voice Response password, and press **#**.
6. When prompted, initiate a transaction. Refer to the transactions in this guide for instructions, or:
   - To re-enter your Ernex Terminal ID: press *****
   - To repeat the options: press **#**
   - To terminate the call: press **9**

   IMPORTANT: You must record the transaction details including the card number, the amount (if any), and the IVR response for each transaction. No receipt is issued.

Purchase — press [1]

Sale of goods or services using a gift card.

7. When prompted, enter the gift card number, and press **#**.
8. When prompted, enter the CVC, and press **#**.
9. When prompted, enter the transaction amount (dollars and cents without the decimal), and press **#**. (E.g., $12.50 would be entered as **1250#**.)
10. When prompted, confirm the amount entered:
    - Press **1** to verify the amount is correct. OR... Press **2** to re-enter the amount. OR... Press **3** to hear the amount again. OR... Press ***** to cancel/initiate another transaction.
11. Record the transaction details.

Void — press [2]

Void a gift card transaction.

7. When prompted, enter the gift card number, and press **#**.
8. When prompted, enter the CVC, and press **#**.
9. When prompted, enter the original transaction's reference number, and press **#**.
10. When prompted, confirm the number entered:
    - Press **1** to verify the number is correct. OR... Press **2** to re-enter the number. OR... Press **3** to hear the number again. OR... Press ***** to cancel/initiate another transaction.
11. Record the transaction details.

Activation — press [3]

Activate a gift card.

7. When prompted, enter the gift card number, and press **#**.
8. When prompted, enter the CVC, and press **#**.
9. When prompted, enter the transaction amount (dollars and cents without the decimal), and press **#**. (E.g., $12.50 would be entered as **1250#**.)
10. When prompted, confirm the amount entered:
    - Press **1** to verify the amount is correct. OR... Press **2** to re-enter the amount. OR... Press **3** to hear the amount again. OR... Press ***** to cancel/initiate another transaction.
11. Record the transaction details.

Reload — press [4]

Add funds to an active gift card.

7. When prompted, enter the gift card number, and press **#**.
8. When prompted, enter the CVC, and press **#**.
9. When prompted, enter the transaction amount (dollars and cents without the decimal), and press **#**. (E.g., $12.50 would be entered as **1250#**.)
10. When prompted, confirm the amount entered:
    - Press **1** to verify the amount is correct. OR... Press **2** to re-enter the amount. OR... Press **3** to hear the amount again. OR... Press ***** to cancel/initiate another transaction.
11. Record the transaction details.

Deactivation — press [5]

Permanently deactivate a gift card.

7. When prompted, enter the gift card number, and press **#**.
8. When prompted, enter the CVC, and press **#**.
9. When prompted, confirm that you wish to continue the Deactivation transaction:
    - Press **1** to continue the transaction. OR... Press **2** to cancel/initiate another transaction. OR... Press ***** to hear the prompt again.
10. Record the transaction details.

Balance Lookup — press [6]

Review a gift card Balance and card Status.

7. When prompted, enter the gift card number, and press **#**.
8. When prompted, enter the CVC, and press **#**.
9. Record the transaction details.

Interactive Voice Response for Gift Transactions

Quick Reference Guide

Your Moneris Merchant ID is:

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Your Ernex Terminal ID is:

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For Assistance
call the
Moneris Merchant Service Centre
Toll-Free at
1-866-319-7450