



Spectrum 3.4 - Ingenico Desk 3500

Quick Reference Guide

Heartland Gift

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GIFT REDEEM

1. Press **[4] GIFT/RWRD.**
 - If **SELECT TYPE** displays:
 - Press **[1] GIFT.**
2. Press **[1] REDEEM.**
3. If prompted, key in server/clerk #, press **[ENTER]**.
4. Key in amount, press **[ENTER]**.
5. If prompted, key in tip amount, press **[ENTER]**.
6. Swipe card or manually enter card #, press **[ENTER]**.
 - If prompted, press **[1] OK** to continue sale or **[2] EDIT** to enter new amount.
 - If the issuer returns a partial authorization, **PARTIAL APPROVAL & BAL DUE** displays.
 - Press **[1] OK** to approve sale or **[2] CANCEL** to void transaction.
 - If you choose to **ACCEPT** the sale, remember to collect the balance shown on the receipt by another form of payment.
7. **APPROVED** displays and receipt(s) print.

GIFT BALANCE INQUIRY

1. Press **[4] GIFT/RWRD.**
 - If **SELECT TYPE** displays:
 - Press **[1] GIFT.**
2. Press **[2] BALANCE INQUIRY.**
3. If prompted, key in server/clerk #, press **[ENTER]**.
4. Swipe, scan or manually enter card #, press **[ENTER]**.
5. **BALANCE RECEIVED** displays.
6. Customer receipt prints.

GIFT LOAD VALUE

1. Press **[4] GIFT/RWRD.**
 - If **SELECT TYPE** displays.
 - Press **[1] GIFT.**
2. Press **[3] LOAD VALUE.**
3. If prompted, key in server/clerk #, press **[ENTER]**.
4. Key in amount, press **[ENTER]**.
5. If the amount is correct, press **[1] OK.**
6. Press **[1] CASH, [2] CHECK, [3] CREDIT CARD** or **[4] DEBIT CARD.**
 - If **CREDIT CARD** is selected:
 - Swipe, insert, tap or manually enter card #, press **[ENTER]**.
 - If chip card has been inserted:
 - **READING CARD** displays. **DO NOT REMOVE CARD.**
 - When **REMOVE CARD** displays, remove card from slot.
 - If manually entered, key in expiration date (MMYY), press **[ENTER]**.
 - **APPROVED** displays and receipt(s) print.
 - If **DEBIT CARD** is selected:
 - Swipe or insert card.
 - If card is swiped:
 - Customer enters PIN number and presses **[ENTER]**.
 - If chip card has been inserted:
 - **READING CARD** displays. **DO NOT REMOVE CARD.**
 - If **ENTER PIN** displays, customer enters PIN number and presses **[ENTER]**.
 - When **REMOVE CARD** displays, remove card from slot.
7. Swipe or manually enter card #, press **[ENTER]**.
8. **APPROVED** displays and receipt(s) print.

Note: Surcharge will not be added to credit cards used for a Gift Load Value transaction.

GIFT MULTI LOAD VALUE

1. Press **[4] GIFT/RWRD.**
 - If **SELECT TYPE** displays:
 - Press **[1] GIFT.**
2. Press **[4] LOAD MULTI-CARD.**
3. If prompted, key in server/clerk #, press **[ENTER]**.
4. Key in the number of cards to load, press **[ENTER]**.
5. Key in the amount for each card, press **[ENTER]**.
6. If the amount is correct, press **[1] OK.**
 - If the amount is incorrect, press **[2] EDIT** to re-key cards to load an amount.
7. Press **[1] CASH, [2] CHECK, [3] CREDIT CARD** or **[4] DEBIT CARD.**
 - If **CREDIT CARD** is selected:
 - Swipe, insert, tap or manually enter card #, press **[ENTER]**.
 - If chip card has been inserted:
 - **READING CARD** displays. **DO NOT REMOVE CARD.**
 - When **REMOVE CARD** displays, remove card from slot.
 - If manually entered, key in expiration date (MMYY), press **[ENTER]**.
 - **APPROVED** displays and receipt(s) print.
 - If **DEBIT CARD** is selected:
 - Swipe or insert card.
 - If card is swiped:
 - Customer enters PIN number and presses **[ENTER]**.
 - If chip card has been inserted:
 - **READING CARD** displays. **DO NOT REMOVE CARD.**
 - If **ENTER PIN** displays, customer enters PIN number and presses **[ENTER]**.
 - When **REMOVE CARD** displays, remove card from slot.
8. Swipe or manually enter card #, press **[ENTER]**.
9. Repeat steps to load each card.
10. **APPROVED** displays and receipt(s) print.

Note: Surcharge will not be added to credit cards used for a Gift Load Value transaction.

REWARDS REDEEM

1. Press **[4] GIFT/RWRD.**
 - If **SELECT TYPE** displays:
 - Press **[2] REWARDS.**
2. Press **[1] REDEEM.**
3. If prompted, key in server/clerk #, press **[ENTER]**.
4. Key in the number of purchases, press **[ENTER]**.
5. Swipe, manually enter card # or 10-digit phone #, press **[ENTER]**.
6. **APPROVED** displays and receipt(s) print.

REWARDS BALANCE INQUIRY

1. Press **[4] GIFT/RWRD.**
 - If **SELECT TYPE** displays:
 - Press **[2] REWARDS.**
2. Press **[2] BALANCE INQUIRY.**
3. If prompted, key in server/clerk #, press **[ENTER]**.
4. Swipe, manually enter card # or 10-digit phone #, press **[ENTER]**.
5. **BALANCE RECEIVED** displays and receipt(s) print.

REWARDS LOAD VALUE

1. Press **[4] GIFT/RWRD.**
 - If **SELECT TYPE** displays:
 - Press **[2] REWARDS.**
2. Press **[3] ADD VALUE.**
3. If prompted, key in server/clerk #, press **[ENTER]**.
4. Key in the number of purchases, press **[ENTER]**.
5. Swipe, scan, manually enter card # or 10-digit phone #, press **[ENTER]**.
6. **APPROVED** displays and receipt(s) print.

NEW REWARDS ALIAS

1. Press **[4] GIFT/RWRD.**
 - If **SELECT TYPE** displays:
 - Press **[2] REWARDS.**
2. Press **[4] NEW CARDLESS ACCT.**
3. If **DOES CUSTOMER HAVE A REWARDS CARD?** displays:
 - Press **[1] YES** or **[2] NO.**
 - If **YES** is selected:
 - Swipe or manually enter card #, press **[ENTER].**
4. Enter 10-digit phone #, press **[ENTER].**
5. Re-enter 10-digit phone #, press **[ENTER].**
6. If prompted, key in server/clerk #, press **[ENTER].**
7. **ALIAS REGISTERED** displays and customer receipt prints.

REWARDS GREET

1. Press **[4] GIFT/RWRD.**
 - If **SELECT TYPE** displays:
 - Press **[2] REWARDS.**
2. Press **[9] NEXT.**
3. Press **[2] GREET.**
4. If prompted, key in server/clerk #, press **[ENTER].**
5. Swipe, manually enter card # or 10-digit phone #, press **[ENTER].**
6. **GREET RECEIVED** displays and customer receipt prints.

GIFT/REWARDS TRANSFER

1. Press **[4] GIFT/RWRD.**
 - If **SELECT TYPE** displays:
 - Press **[1] GIFT** or **[2] REWARDS.**
2. Press **[9] NEXT.**
3. Press **[1] TRANSFER.**
4. If prompted, key in server/clerk #, press **[ENTER].**
5. Swipe, scan, manually enter card # or 10-digit phone # to transfer from, press **[ENTER].**
6. Swipe, scan, manually enter card # or 10-digit phone # to transfer to, press **[ENTER].**
7. **ACCOUNT TRANSFERRED** displays.
8. Customer receipt prints.

VOID

1. Press **[5] MANAGER.**
2. Press **[3] VOID.**
3. Key in reference #, press **[ENTER].**
4. If transaction is correct, press **[1] VOID.**
 - If transaction is incorrect, press **[2] CANCEL** to cancel void.
5. **TRANSACTION VOIDED** displays and receipt prints.

REPORTS

1. Press **[3] REPORTS.**
2. Press **[3] HGM EOD.**
 - If **SELECT REPORT** displays:
 - Press **[1] GIFT** or **[2] REWARDS.**
3. Press **[ENTER]** to accept current date.
 - Key in desired date (YYYYMMDD), press **[ENTER].**
4. Press **[1] SUMMARY** or **[2] DETAIL.**
 - Press **[1] TERMINAL.**
 - Key in Terminal ID or press **[ENTER]** for All.
 - Press **[2] STORE.**
 - Press **[3] SERVER/CLERK.**
 - Key in server/clerk ID or press **[ENTER]** for All.
5. Report prints.

Terminal & Host Messages

Hold/Call or Pick Up Card

Hold Card. Use Code 10 Procedures. Call the Voice Authorization Center.

Declined

Transaction declined by issuing bank. Request another card from cardholder.

Translate Error

Call Customer Service.

Contacting us

How do I contact customer support?

To contact customer support, call 1-888-963-3600.

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