



Castles S1000F

Quick Reference Guide

Heartland Gift

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Running gift card sales

How do I run a chip sale for a gift card?

Important: Don't remove the card if you see the **READING CARD** message on screen.

1. From the home screen, tap **GIFT**.
2. Tap **PURCHASE**.
3. Tap an amount, or tap **CUSTOM**, and then enter a custom amount.
4. Tap **CARD**.
5. The customer inserts their card into the card slot.
6. If prompted, the customer enters their PIN, or leaves the field blank.
7. The customer taps [✓].
8. When prompted, remove the card from the device.
9. If the payment is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

Loading the money onto a gift card

10. Swipe the gift card, or tap [#] to manually enter the gift card number, and then tap [✓].
11. If the transaction is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

How do I run a swipe sale for a gift card?

1. From the home screen, tap **GIFT**.
2. Tap **PURCHASE**.
3. Tap an amount, or tap **CUSTOM**, and then enter a custom amount.
4. Tap **CARD**.
5. The customer swipes their card.
6. If the payment is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

Loading the money onto a gift card

7. Swipe the gift card, or tap [#] to manually enter the gift card number, and then tap [✓].
8. If the transaction is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

How do I run a contactless sale for a gift card?

1. From the home screen, tap **GIFT**.
2. Tap **PURCHASE**.
3. Tap an amount, or tap **CUSTOM**, and then enter a custom amount.
4. Tap **CARD**.
5. The customer holds their card against the top of the device.
6. If the payment is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

Loading the money onto a gift card

7. Swipe the gift card, or tap [#] to manually enter the gift card number, and then tap [✓].
8. If the transaction is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

How do I run a manual card-present sale for a gift card?

1. From the home screen, tap **GIFT**.
2. Tap **PURCHASE**.
3. Tap an amount, or tap **CUSTOM**, and then enter a custom amount.
4. Tap **CARD**.
5. Tap [#].
6. Enter the customer's card number, and then tap [✓].
7. If prompted to select the payment type, tap **CREDIT**.
8. Enter the expiration date on the customer's card.
9. **CARD PRESENT** displays. Tap **YES**.
10. If prompted, enter the customer's street address, or leave the field blank. Tap [✓].
11. If prompted, enter the customer's ZIP code, or leave the field blank. Tap [✓].
12. If the payment is successful, your device displays an approval message and
13. prints a merchant receipt and a customer receipt.

Loading the money onto a gift card

14. Swipe the gift card, or tap [#] to manually enter the gift card number, and then tap [✓].
15. If the transaction is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

How do I run a manual card-not-present sale for a gift card?

1. From the home screen, tap **GIFT**.
2. Tap **PURCHASE**.
3. Tap an amount, or tap **CUSTOM**, and then enter a custom amount.
4. Tap **CARD**.
5. Tap [#].
6. Enter the customer's card number, and then tap [✓].
7. If prompted to select the payment type, tap **CREDIT**.
8. Enter the expiration date on the customer's card.
9. **CARD PRESENT** displays. Tap **NO**.
10. If prompted, enter the customer's street address, or leave the field blank. Tap [✓].
11. If prompted, enter the customer's ZIP code, or leave the field blank. Tap [✓].
12. If prompted, enter the customer's CVV code, or leave the field blank. Tap [✓].
13. If the payment is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

Loading the money onto a gift card

14. Swipe the gift card, or tap [#] to manually enter the gift card number, and then tap [✓].
15. If the transaction is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

How do I run a cash sale for a gift card?

1. From the home screen, tap **GIFT**.
2. Tap **PURCHASE**.
3. Tap an amount, or tap **CUSTOM**, and then enter a custom amount.
4. Tap **CASH**.
5. If the payment is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

Loading the money onto a gift card

6. Swipe the gift card, or tap [#] to manually enter the gift card number, and then tap [✓].
7. If the transaction is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

How do I run a sale for multiple gift cards?

Note: Use the multi-purchase option to load the same amount onto multiple gift cards.

1. From the home screen, tap **GIFT**.
2. Tap **MULTI-PURCHASE**.
3. Enter the total number of gift cards, and then tap [✓].
4. Enter the amount to load onto each gift card, and then tap [✓].
5. To continue the sale, refer to step four of the instructions for the relevant payment type:
 - How do I run a chip sale?
 - How do I run a swipe sale?
 - How do I run a contactless sale?
 - How do I run a manual card-present sale?
 - How do I run a manual card-not-present sale?
 - How do I run a cash sale?

Redeeming a gift card

How do I redeem a gift card?

1. From the home screen, tap **SALE**.
2. Enter the amount that you want to redeem, and then tap [✓].
3. Swipe the gift card, or tap [#] to manually enter the gift card number, and then tap [✓].
4. If the transaction is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

How do I deduct money from a gift card?

1. From the home screen, tap **GIFT**.
2. Tap **ADJUST**.
3. Tap **SUBTRACT VALUE**.
4. Enter the amount that you want to deduct from the gift card, and then tap [✓].
5. Swipe the gift card, or tap [#] to manually enter the gift card number, and then tap [✓].
6. If the transaction is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

Checking the balance of a gift card

How do I check the balance of a gift card?

1. From the home screen, tap **GIFT**.
2. Tap **BALANCE INQUIRY**.
3. Swipe the gift card, or tap [#] to manually enter the gift card number, and then tap [✓].
4. Your device displays the gift card balance and an approval message.
5. Your device prints a merchant receipt and a customer receipt.

Adding and transferring money to a gift card

How do I add money to a gift card via credit cards?

1. From the home screen, tap **GIFT**.
2. Tap **RELOAD**.
3. Enter the amount that you want to load, and then tap [✓].
4. Tap **CARD**
5. Please **Insert, Swipe or Tap Credit Card**
 - Tap [#] to manually enter the credit gift card number, and then tap [✓].
 - If prompted to select the payment type, tap **CREDIT**.
 - Enter the expiration date on the customer's card.
 - **CARD PRESENT** displays. Tap **YES**.
 - If prompted, enter the customer's street address, or leave the field blank. Tap [✓].
 - If prompted, enter the customer's ZIP code, or leave the field blank. Tap [✓].
 - If the payment is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

Loading the money onto a gift card

6. Swipe the gift card, or tap [#] to manually enter the gift card number, and then tap [✓].
7. If the transaction is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

How do I add money to a gift card via cash?

1. From the home screen, tap **GIFT**.
2. Tap **RELOAD**
3. Enter the amount that you want to load, and then tap [✓].
4. Tap **CASH**

Loading the money onto a gift card

5. Swipe the gift card, or tap [#] to manually enter the gift card number, and then tap [✓].
6. If the transaction is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

How do I transfer money between gift cards?

1. From the home screen, tap **GIFT**.
2. Tap **TRANSFER**.
3. Tap [✓].
 - Swipe the gift card that you want to transfer money from.
 - Or Tap [#] to manually enter the gift card number that you want to transfer money from, and then tap [✓].
4. Tap [✓].
 - Swipe the gift card that you want to transfer money to.
 - Or Tap [#] to manually enter the gift card number that you want to transfer money to, and then tap [✓].
5. If the transaction is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

Voiding transactions

How do I void a gift transaction?

1. From the home screen, tap **GIFT**.
2. Tap **VOID**.
3. Select **VOID OPTION**.
4. Select which gift transaction to void.
 - To void the most recent gift transaction:
 - Tap **LAST** to view the transaction details.
 - Tap [✓] to void the transaction, or tap [X] to cancel.
 - To void a different gift transaction:

- Tap **LIST**.
 - Enter the transaction number in the search box or move through the list of transactions until you see the transaction that you want to void.
 - Tap the transaction to view the transaction details.
 - Tap [✓] to void the transaction, or tap [X] to cancel.
5. If the void is successful, your device displays an approval message and prints a merchant receipt and a customer receipt.

Reprinting receipts and generating reports

How do I reprint a gift receipt?

1. From the home screen, tap **GIFT**.
2. Tap the menu icon (≡).
3. Tap **REPRINT**.
4. Select which gift receipt to reprint.
 - To reprint the receipt for the most recent gift transaction:
 - Tap **LAST** to view the transaction details
 - Tap **MERCHANT COPY** or **CUSTOMER COPY** to print a receipt.
 - To reprint the receipt for a different gift transaction:
 - Tap **LIST**.
 - Enter the transaction number in the search box or move through the list of transactions until you see the receipt that you want to reprint.
 - Tap the transaction to view the transaction details.
 - Tap **MERCHANT COPY** or **CUSTOMER COPY** to print a receipt.

How do I generate a gift report?

1. From the home screen, tap **GIFT**.
2. Tap the menu icon (≡).
3. Tap **REPORTS**.
4. Select which report you want to print.
 - If you want to print a report from the current batch, tap **CURRENT**, and then choose from one of the following options:
 - To print a summary report, tap **SUMMARY**.

- To print a summary report and a detailed report, tap **SUMMARY + DETAIL**.
 - If you want to print a report from a previous batch, tap **PREVIOUS**, and then select the batch that you want to print a report from. Next, choose from one of the following options:
 - To print a summary report, tap **SUMMARY**.
 - To print a summary report and a detailed report, tap **SUMMARY + DETAIL**.
5. Your device prints the selected report.

Contacting us

How do I contact customer support?

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

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