

Activating Gift Cards

Activating or Reloading IT'S YOUR CARD Gift Cards through IYC Sales in Lighthouse Transaction Manager

While most gift cards are activated and loaded at a POS, it is possible to sell, reload, and activate individual gift cards through the IYC Sales page in Lighthouse Transaction Manager. Regardless if you are activating for the first time or reloading a previously activated gift card, the process is basically the same. When an IT'S YOUR CARD® (IYC) gift card is sold in Lighthouse Transaction Manager, it is automatically activated. The IYC Sales page is divided into three sections: Order Detail, Payment Information, and Optional Purchaser Information. We will look at each section in more detail.

To access the IYC Sales page to sell a gift card, complete the following steps:

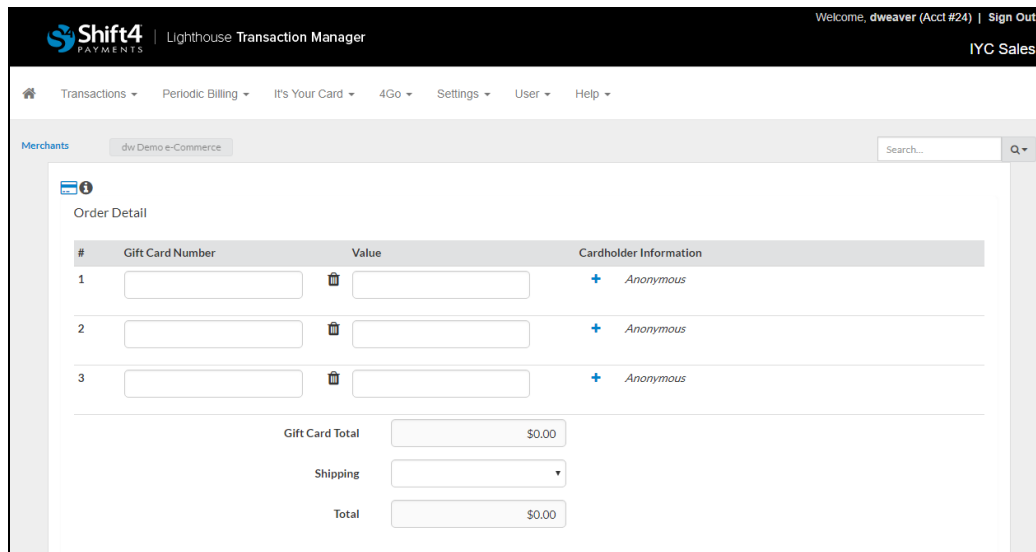


Note: If there is only one merchant assigned to your user account, start at step 4 because your merchant is automatically selected.

1. From the menu, select **Transactions > Select Merchant**.
2. On the Select Merchant page, select the merchant(s) that will sell gift cards and click **Submit**.
3. From the menu, select **It's Your Card > Sales**.
4. Continue to the *Order Detail* section below.

Order Detail

The Order Detail section on the IYC Sales page provides a form to enter gift card information when selling or recharging gift cards.



The screenshot shows the 'Order Detail' section in the Shift4 Lighthouse Transaction Manager. The page title is 'IYC Sales' and the user is 'dweaver (Acct.#24)'. The interface includes a navigation menu with options like 'Transactions', 'Periodic Billing', 'It's Your Card', '4Go', 'Settings', 'User', and 'Help'. Below the navigation is a search bar and a 'Merchants' section with 'dw Demo e-Commerce' selected. The main content area is titled 'Order Detail' and contains a table with the following columns: '#', 'Gift Card Number', 'Value', and 'Cardholder Information'. There are three rows in the table, each with a trash icon next to the 'Value' field. Below the table are fields for 'Gift Card Total' (set to \$0.00), 'Shipping' (a dropdown menu), and 'Total' (set to \$0.00).

| # | Gift Card Number | Value | Cardholder Information |
|---|----------------------|----------------------|------------------------|
| 1 | <input type="text"/> | <input type="text"/> | + Anonymous |
| 2 | <input type="text"/> | <input type="text"/> | + Anonymous |
| 3 | <input type="text"/> | <input type="text"/> | + Anonymous |

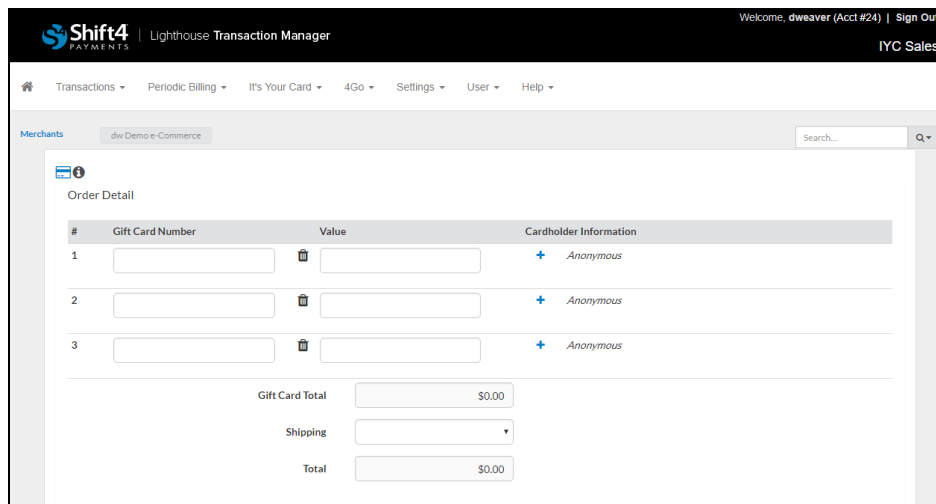
Gift Card Total:

Shipping:

Total:

When selling a gift card, complete the following steps:

1. In the Gift Card Number field, enter the gift card number of the card you are selling.
 - This number will be automatically populated if the card is swiped into the field.
 - The Gift Card Number must match the number embossed on the front of the gift card.



This screenshot is identical to the one above, showing the 'Order Detail' section in the Shift4 Lighthouse Transaction Manager. The page title is 'IYC Sales' and the user is 'dweaver (Acct.#24)'. The interface includes a navigation menu, a search bar, and a table for entering gift card details. Below the table are fields for 'Gift Card Total' (set to \$0.00), 'Shipping' (a dropdown menu), and 'Total' (set to \$0.00).

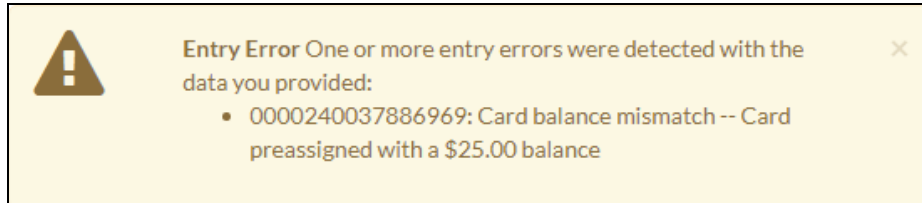
| # | Gift Card Number | Value | Cardholder Information |
|---|----------------------|----------------------|------------------------|
| 1 | <input type="text"/> | <input type="text"/> | + Anonymous |
| 2 | <input type="text"/> | <input type="text"/> | + Anonymous |
| 3 | <input type="text"/> | <input type="text"/> | + Anonymous |

Gift Card Total:

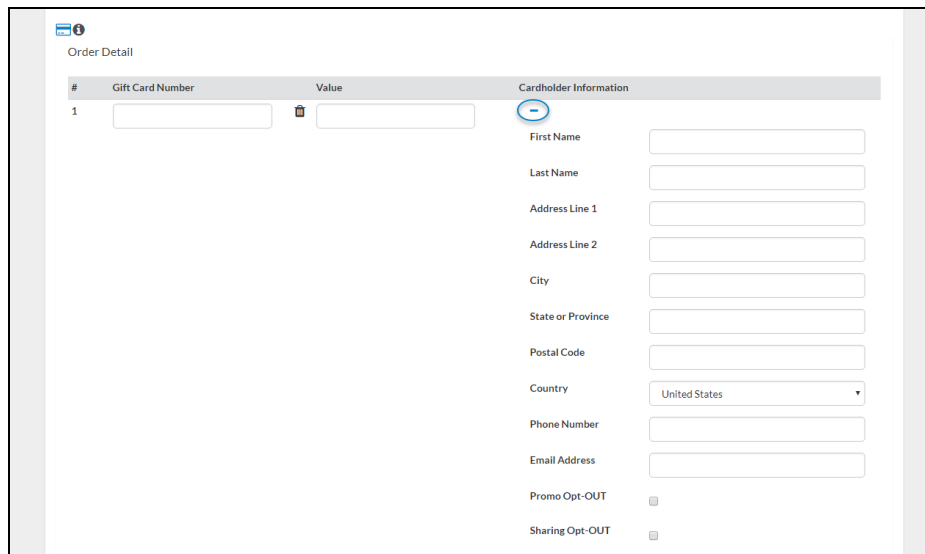
Shipping:

Total:

2. In the Value field, enter the gift card's dollar value.
 - If the card has not been activated and was issued with a preset value, the value you enter must match the amount defined for that card in the batch or an error will be displayed.



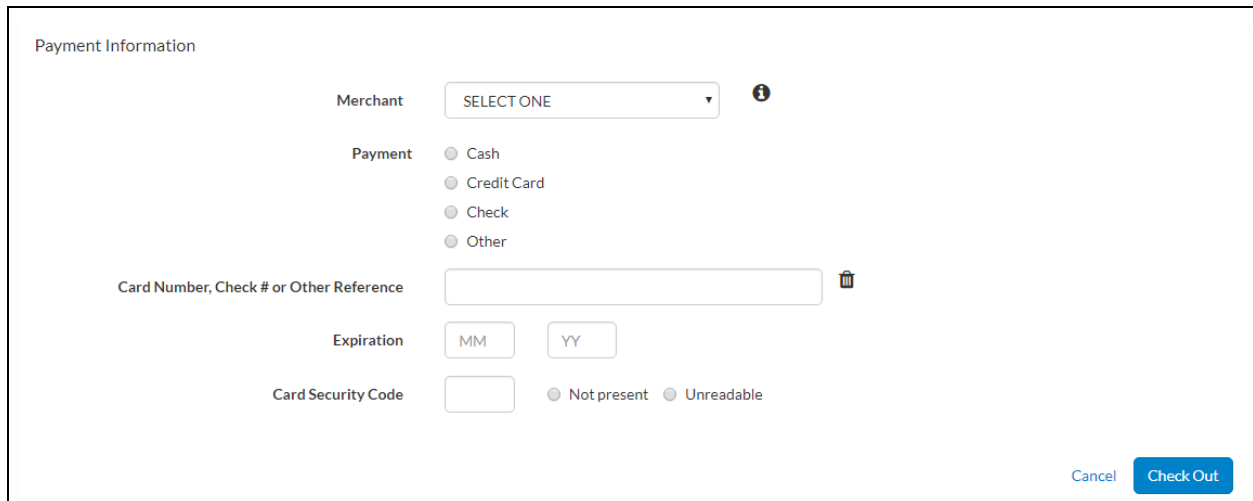
- If the card is active, the amount entered in the value field will be added to the balance on the card. This feature can be used to recharge an active card.
3. (Optional) To enter cardholder details, click **+** by Anonymous to view all fields and enter the information. Click **-** to minimize the details.



- Most of the cardholder fields are self-explanatory, but there are two fields that may require further explanation.
 - **Promo Opt-OUT:** Select the cardholder's preference. When you create an export file, the file will indicate the opt-out preferences so that the merchant can honor the selected preferences.
 - **Sharing Opt-OUT:** Select the cardholder's preference. When you create an export file, the file will indicate the opt-out preferences so that the merchant can honor the selected preferences.
4. Review the Total. The total value of all gift cards to be purchased is automatically calculated and displayed.
 5. Continue to the *Payment Information* section below.

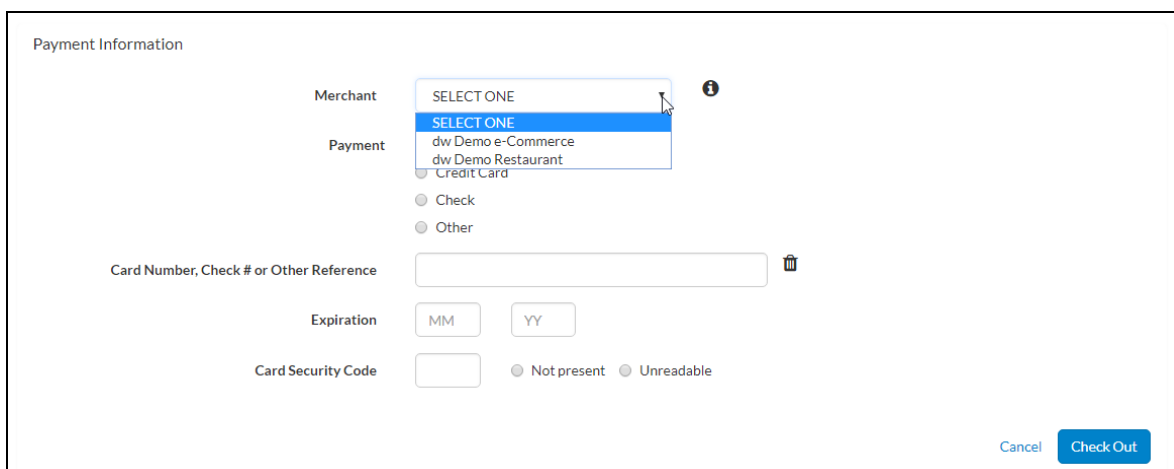
Payment Information

The Payment Information section on the IYC Sales page provides a form for entering gift card purchase payment information.



To enter payment information, complete the following steps:

1. From the Merchant list, select the merchant selling the gift card. (This is only displayed if multiple merchants were previously selected.)



2. Select a Payment method:

- **Cash**

- **Credit Card**
 - **Check**
 - **Other**
3. *(If applicable)* In the Card Number, Check # or Other Reference field, enter the information.
 4. *(If applicable)* If a card number was entered in step 3, in the Expiration field, enter the credit card's expiration date.
 5. *(If applicable)* If a card number was entered in step 3, in the Card Security Code field, enter the card's security code (the three- or four-digit code on the front or back of the card). Or select **Not Present** or **Unreadable** if one of those options is true.
 6. *(If applicable)* If no Optional Purchaser Information will be entered, you can click **Checkout** to complete the gift card sale.
 7. Depending on what payment method was used, a SALES DRAFT, CASH RECEIPT, or RECEIPT will be displayed on the Invoice page.
 8. Continue to the *Optional Purchaser Information* section below.

Optional Purchaser Information

The Optional Purchaser Information section on the IYC Sales page provides a form for entering gift card purchaser information, depending on the merchant's needs and availability of the information. To enter purchaser information, complete the following steps:

1. In the Optional Purchaser Information area, enter the card purchaser's information.
 - Most of the card purchaser's information fields are self-explanatory, but there are two fields that may require further explanation.
 - **Promo Opt-OUT:** Select the cardholder's preference. When you create an export file, the file will indicate the opt-out preferences so that the merchant can honor the selected preferences.
 - **Sharing Opt-OUT:** Select the cardholder's preference. When you create an export file, the file will indicate the opt-out preferences so that the merchant can honor the selected preferences.

Optional Purchaser Information

| | |
|-------------------|--|
| First Name | <input type="text"/> |
| Last Name | <input type="text"/> |
| Address Line 1 | <input type="text"/> |
| Line 2 | <input type="text"/> |
| City | <input type="text"/> |
| State or Province | <input type="text"/> |
| Postal Code | <input type="text"/> |
| Country | <input type="text" value="United States"/> |
| Phone Number | <input type="text"/> |
| Email Address | <input type="text"/> |
| Promo Opt-OUT | <input type="checkbox"/> |
| Sharing Opt-OUT | <input type="checkbox"/> |

[Cancel](#) [Check Out](#)

Finding a Gift Card

Using Lookup to Find a Gift Card

To look up detailed card information, such as card balance and status information for individual cards, complete the following steps:

1. From the menu, select **It's Your Card > Lookup**.
2. Depending on the settings chosen by the Account Administrator, card details may be retrieved using the full card number or a partial card number and may require the Card Security Code. On the IYC Lookup page, enter the full card number and click **Lookup**. (Or, if configured by the Account Administrator, click **Find** to display the Find an Account window that allows you to look up the gift card by entering the last 4 digits of the card number.)

Changing the State of a Gift Card

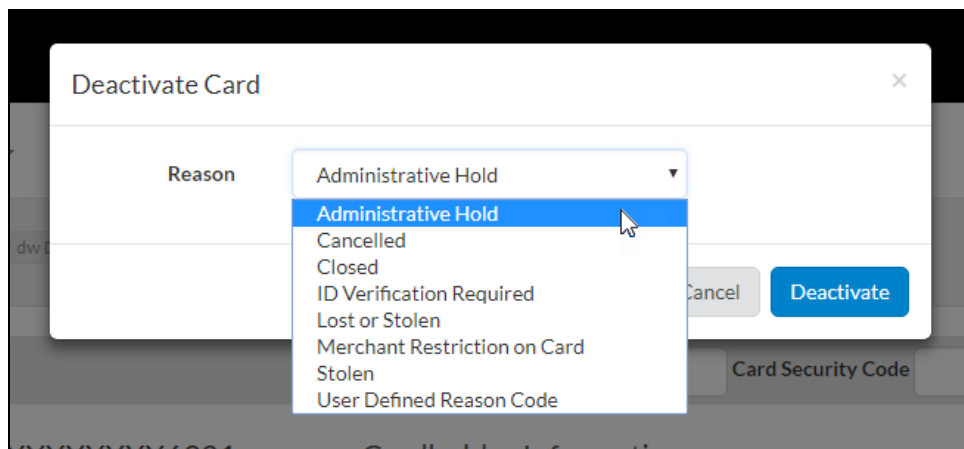
Once you have located the gift card you want to change using Lookup, click the card number under Search Results. A card's state can be changed on the IYC Lookup page.

Note: If preactivated was NOT selected when the card batch was created, the card will be activated automatically at the time of sale.

Deactivating a Card

To deactivate a gift card, complete the following steps:

1. On the IYC Lookup page, click **Deactivate**.
2. In the Deactivate Card window, complete the following steps:
 - From the Reason list, select the applicable option.
 - Click **Deactivate**.



Activating a Card

To activate a gift card, complete the following steps:

1. On the IYC Lookup page, click **Activate**.

The screenshot shows the 'IYC Lookup' page in the Shift4 Lighthouse Transaction Manager. The card number is masked as XXXXXXXXXXXXXXX6321. The balance is \$50.00, and the available balance is also \$50.00. The card was activated on Thu Aug 23, 2018 12:00 AM and deactivated on Thu Aug 23, 2018 01:12 PM. The reason for deactivation is 'Administrative Hold'. A blue 'Activate' button is highlighted with a blue box. Below the card details, there is a 'Transaction History' table.

| Tran Date & TL... | Merchant | User | Tran Type | Description | Amount |
|---------------------|------------------------------------|---------|-----------------|---------------------|-----------|
| 08/23/2018 10:22 AM | dw Demo e-Commerce, Las Vegas, NV | dweaver | Issuance | | (\$50.00) |
| 08/23/2018 01:09 PM | | | Balance Inquiry | | |
| 08/23/2018 01:12 PM | | dweaver | Balance Inquiry | | |
| 08/23/2018 01:12 PM | dw Demo Adv Deposit, Las Vegas, NV | dweaver | Deactivation | Administrative Hold | |
| 08/23/2018 01:12 PM | | | Balance Inquiry | | |

2. In the window, click **OK**.

