

Gift Card Sales Point User Guide

The EML gift card platform provides all the functionality you need to operate your gift card programme.

This will cover:

1. How do I load a card with value?
2. How do I load multiple cards with value?
3. How do I void a card?
4. How do I search for a gift card?
5. How do I transfer the balance from a gift card?

If you ever have any questions please contact Marc Blake at Miconex
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1. How do I load a card with value?

The screenshot shows the CardSpot web application interface. The top right corner displays 'Perth Gift Card • Miconex'. The main content area is titled 'CARD SALES' and has two radio buttons: 'Add cards one at a time' (selected) and 'Add a group of cards'. Below this is a text input field for 'Swipe, Scan or Enter Card Number' with an 'Add' button. A card number '1000230060118897' is entered. The 'Card Type' is set to 'Regular' and the 'Activation Amount' is '£ 5.00'. The 'Campaign' dropdown is set to '-- No Campaign --'. At the bottom right, a summary box shows 'Total Activation Amount: £5.00' with 'Remove All' and 'Done' buttons.

- Visit the EML Cardspot webpage at <https://cardspot.storefinancial.net>
- Navigate to Card Sales and click “**Add cards one at a time**”
- Type or scan the number on the back of the blank card and press “**Add**”
- Keep Card Type as Regular
- Type in the value (£XXX) to be loaded
- If the card is being loaded as part of a campaign - select the campaign.
- Press done to move to the payment details screen.

CardSpot® Perth Gift Card • Miconex

SALE SUMMARY

PAYMENT FEES CUSTOMER INFO NOTE

ADD A PAYMENT METHOD

--Select a Payment Type--

£ Enter Amount

Payments

Cash	£5.00		
------	-------	--	--

Cards 1

Activation Total £5.00

CARD TOTAL £5.00

Total Amount Due £5.00

Total Payments (£5.00)

Remaining Balance £0.00

Sales Channel

In Person

Activation Lock

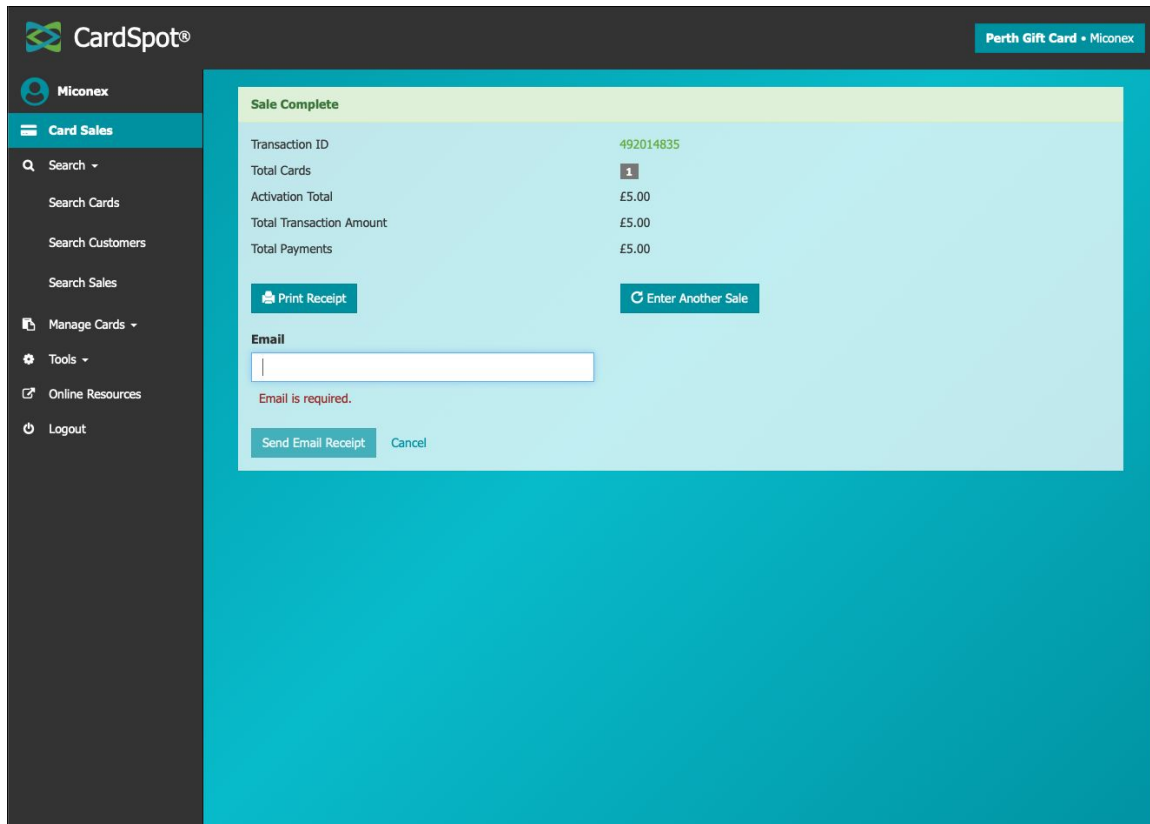
The card will be locked and all transactions will be denied until the cardholder contacts EML support and provides the identifier associated with this transaction.

Record the identifier in the NOTES field of this transaction. Failure to record an identifier will result in a card that is unusable.

Complete Sale

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- Select the payment method of the transaction (Cash, Card, Other Payment)
- Enter the amount of the payment
- Choose the sales channel (In Person, Online)
- Click “Complete Sale” to load the gift card with value.



- This next screen will allow you to email or print a customer receipt. We would recommend doing this as, it gives the customer a record of the transaction ID. Emailing the customer receipt does not store any customer data.
- If using card holders it's good practice to write the expiry date of the card on the card holder.

2. How do I load multiple cards with value?

- If you need to load multiple cards for a customer, type or scan the card number for the first card
- Type in the value (£XXX) to be loaded onto the card
- If the card is being loaded as part of a campaign - select the campaign.
- To add an additional card, type or scan the next card number into the box above.
- Press done to load the cards with value
- Follow instruction as per '1. How do I load a card with value?' above.

3. How do I void a card?

The screenshot displays the CardSpot web application interface. On the left is a dark sidebar with navigation options: Miconex, Card Sales, Search, Search Cards (highlighted), Search Customers, Search Sales, Manage Cards, Tools, Online Resources, and Logout. The main content area is titled 'SEARCH CARDS' and features a search input field with a magnifying glass icon and a 'Clear All' button. Below the search field, three card numbers are listed: **** * 4334, **** * 8897, and **** * 4342. The first card is selected, and its details are shown in a table format.

CARD INFORMATION		TRANSACTIONS	
Card Number:	**** * 4334	Status:	Active
Card Type:	Regular	Current Balance:	£5.00
Reloadable:	Yes	Available Balance:	£5.00
Client Identifier:		Distribution Type:	Standard StoreFinancial distribution
Purchaser:		Plastic Expiration:	06/30/2023
Cardholder:		Account Expiration:	07/23/2019
Sales Channel:	In Person	Maintenance Fee Start Date:	
Campaign:	No Campaign	Maintenance Fee Next Date:	
Program:	Perth Gift Card		

At the bottom of the interface, there is a footer with the text: © 2018 EML Payments Europe Limited. All rights reserved. Privacy Policy Terms of Use English (United States)

- Note - you can only void a card on the same day (within 24 hours) it has been loaded.
- To void a gift card click "Search"
- "Search Cards" on the left hand side.
- Enter the card number from the back of the card.

- Click the ‘i’ - View Activation Details” beside the card number, this will take you to a new screen.
- Click the “Void” button to void the card.

The screenshot displays the CardSpot® interface. At the top right, it says "Perth Gift Card • Miconex". On the left is a navigation menu with options like "Miconex", "Card Sales", "Search", "Manage Cards", "Tools", "Online Resources", and "Logout". The main area is titled "SEARCH SALES" and contains a search bar for "Enter Transaction Id". Below this is a tabbed interface with "INFORMATION" and "ITEMS" tabs. The "INFORMATION" tab is active, showing "TRANSACTION DETAIL" with fields for ID, Date, Status, Property, Activating Merchant Group, Sales Channel, Sales Person, Note, and Purchaser. To the right of these details are buttons for "Void" and "Activation Lock", and a "Print Receipt" button. A summary table on the right shows "PURCHASE TOTAL £5.00", "CARDS £5.00", "FEES £0.00", and "PAYMENT TOTAL £5.00". The footer contains copyright information and links for "Privacy Policy", "Terms of Use", and "English (United States)".

TRANSACTION DETAIL		Void	Activation Lock	Print Receipt	
ID:	492014835			PURCHASE TOTAL	£5.00
Date:	07/23/2018			CARDS	£5.00
Status:	Active			Total # of Cards	1
Property:	Perth Gift Card			FEES	£0.00
Activating Merchant Group:	Perth Gift Card			PAYMENT TOTAL	£5.00
Sales Channel:	In Person			Cash	£5.00
Sales Person:	Colin Munro				
Note:					
Purchaser:	Individual				

4. How do I search for a gift card

- Click “Search” and then “Search Cards” on the left hand side.
- Enter the card number from the back of the card.
- This will give you basic info on the card, as well as the option to view balance and transactions.

The screenshot displays the CardSpot® web application interface. On the left is a dark sidebar with navigation options: Miconex, Card Sales, Search, Search Cards (highlighted), Search Customers, Search Sales, Manage Cards, Tools, Online Resources, and Logout. The main content area is titled 'SEARCH CARDS' and features a search input field with the placeholder text 'Enter Card Number or Swipe Card' and a 'Clear All' button. Below the search field, three card numbers are listed: **** * 4334, **** * 8897, and **** * 4342. The first card is selected, and its details are shown in a table with two columns: 'CARD INFORMATION' and 'TRANSACTIONS'.

CARD INFORMATION		TRANSACTIONS	
Card Number:	**** * 4334	Status:	Active
Card Type:	Regular	Current Balance:	£5.00
Reloadable:	Yes	Available Balance:	£5.00
Client Identifier:		Distribution Type:	Standard StoreFinancial distribution
Purchaser:		Plastic Expiration:	06/30/2023
Cardholder:		Account Expiration:	07/23/2019
Sales Channel:	In Person	Maintenance Fee Start Date:	
Campaign:	No Campaign	Maintenance Fee Next Date:	
Program:	Perth Gift Card		

At the bottom of the page, there is a footer with the text: © 2018 EML Payments Europe Limited. All rights reserved. Privacy Policy Terms of Use English (United States)

5. How do transfer the balance from a gift card

- Click “Search” and then “Search Cards” on the left hand side.
- Enter the card number from the back of the card.
- Click “Transfer” beside the “Available Balance”

The screenshot displays the CardSpot® interface for a Perth Gift Card. The main content area is divided into two columns: CARD INFORMATION and TRANSACTIONS.

CARD INFORMATION		TRANSACTIONS	
Card Number:	**** * 4334	Status:	Active
Card Type:	Regular	Current Balance:	£5.00
Reloadable:	Yes	Available Balance:	£5.00
Client Identifier:		Distribution Type:	Standard StoreFinancial distribution
Purchaser:		Plastic Expiration:	06/30/2023
Cardholder:		Account Expiration:	07/23/2019
Sales Channel:	In Person	Maintenance Fee Start Date:	
Campaign:	No Campaign	Maintenance Fee Next Date:	
Program:	Perth Gift Card		

The 'Available Balance' field in the TRANSACTIONS section has a 'Transfer' button next to it.

- On the next screen enter the details of the card you would like to transfer the balance and then click “Complete Transfer”

CardSpot®
Perth Gift Card • Miconex

Miconex

- Card Sales
- Search
- Search Cards
- Search Customers
- Search Sales
- Manage Cards
- Tools
- Online Resources
- Logout

TRANSFER CARD

Transfer Card Details

Card Number	**** * 4334	Transaction Fee	£0.00
Card Balance	£5.00	Payment Type	-- Select a Payment Type --
To Card Number	<input type="text" value="Enter Card Number or Swipe Card"/>	Payment Amount	£0.00
Reason:	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>		

Cancel
Complete Transfer

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