

Quick Start Guide

Global Payments

Gift+Rewards

on the Countertop—Desk/5000
or Wireless—Move/5000

Get started

Step 1: Confirm terminal setup

Before launching your Gift+Rewards program, make sure your payment terminal is set up to process gift and rewards cards. To check if your terminal is compatible, click on the "silver button ©" on the bottom of your PIN Pad, and look for the **Gift+Rewards icon** (a gift box logo). If you don't see the icon, please contact the Global Payments Customer Care Centre at **1-800-263-2970** to request an updated payment terminal.

Step 2: Run test transactions

To familiarize yourself with the Gift+Rewards solution, we recommend running some test transactions. In the next section of this guide, you will find instructions for loading funds, redeeming funds, checking balances, and transferring balances.

Step 3: Launch your Gift+Rewards program!

When launching your program, remember to engage and train your employees—they're your front-line sales team. Place your gift and rewards cards in a visible area, promote your program with in-store signage, and run a marketing campaign to your customer database.

Activation password

The activation password is set to "ActivationPassword": "123456". This password is customizable during the setup and can be set to any other 6-digit number.

Load funds

1. Tap the gift box icon to open the main menu and select the **[Load]** icon
2. Enter the load type
You can choose from dollar amount or points
3. Enter the amount
4. Swipe the card to complete loading
5. Once completed, a confirmation message will be displayed on the device and printed on the receipt

Redeem funds

1. Tap the gift box icon to open the main menu and select the **[Redeem]** icon
2. Press the **[▲]** button to scroll until **[Third Party]** is highlighted
3. Press **Enter**
4. Select money or points, then enter the amount to redeem
5. Swipe the card to complete the redemption
6. Once completed, a confirmation message will be displayed on the device and printed on the receipt

Balance inquiry

1. Tap the gift box icon to open the main menu and select the **[Balance]** icon
2. Swipe the card to confirm the available balance

Transfer balance

1. Tap the gift box icon to open the main menu and select the **[Transfer]** icon
2. Press the **[▲]** button to scroll until **[Third Party]** is highlighted
3. Press **Enter**
4. Swipe, or enter details of the **gift card that is being transferred**
5. Swipe, or enter details of **the gift card that will receive the transfer amount**. This card will replace the original card after the successful transfer
6. Once completed, a confirmation message will be displayed on the device and printed on the receipt

Check gift card balance

To check gift card balances, visit the **Check Your Account Balance page** at <https://www.globalpaymentsinc.com/en-ca/mygiftcard>. Users can also find the link to this page on the back of the gift card.

Once on the page, enter the gift card number and PIN in the designated fields, and the **Account Detail page** will be displayed. If users need to check the balance of another gift card, simply click on the **"Check another account"** button, and will be redirected to the **Check Your Account Balance page** again.

Note that users can also check the card balance by calling **1-800-939-4438 (GIFT)**.

Reporting

To view a comprehensive range of reports related to sales, transactions, settlements, accounts, and terminals, you can take advantage of our online reporting tool by visiting myaccount.globalpayments.com.

Additional resources

Global Payments provides regular program tips and materials to help you make the most of your Gift+Rewards program. Keep an eye out for our program emails, or visit our help centre at <https://help.globalpay.com> for more support materials. You can also scan the QR code below to access these resources.



Need assistance?

If you require any assistance with your terminal download and installation, program training, or general program inquiries, please don't hesitate to contact Global Payments at **1-888-682-3309**. Our team will be happy to assist.