

# THE NEW IGA Gift Cards PROGRAM

## EFTPOS Activation process in stores:

- a) Enter a \$0.05 Miscellaneous sales in the point of sale
- b) Tender the sale to be paid by EFTPOS – At this stage, the EFTPOS device will show a \$0.05 Purchase
- c) Swipe the activation card through the EFTPOS terminal, press Savings and Enter the PIN number on the back of the card and press Enter / OK
- d) The EFTPOS terminal will show “Transaction Declined”, “Invalid Transaction” or possibly an “Error code 51 or 57” – depending on bank or type of terminal – This is expected and OK – it still activates the terminal
- e) Repeat the process for all registers in store

## Selling a Gift Card:

Gift cards can be loaded with any amount of money from \$10 to \$1000. They have an expiry of three years from the load date. IGA stores are not charged to load a card.

- a) Scan the barcode on the carrier and enter the value of the gift card to be issued
- b) Complete the payment on your point of sale
- c) The EFTPOS terminal will then prompt for the gift card to be swiped through the device, press Savings and 0000 as the Pin  
**Please note:** If your POS does not support the sale of gift cards, you will need to process a refund using your EFTPOS terminal.
- d) Write the issue date and value on the back of the gift card

## Additional FAQ

### When I attempt to sell a gift card, after scanning the bar code, it shows a Gift Card Sale with \$0.01 and I can't change the value

If this occurs, please ring your Point of Sale provider and ask them to activate the sale of Gift Cards in your store. This is usually resolvable over the phone by your POS provider

### My EFTPOS machine asks for a PIN when I try to sell a gift card – How do I fix this?

This message means your Bank has limited your ability to issue gift card loads and / or refunds. To allow your staff to sell gift cards, you will need to ring your bank and request this function to be removed. The bank can normally facilitate this immediately.

### How can I order additional cards?

Cards will be available for re-order through Metcash at no charge

### If I have a bulk sale, what assistance can I get?

If you have local businesses wanting to buy more than 10 gift cards, we can help with production of these cards (saving your staff hand writing on each card!). Contact the Gift Cards team for assistance.

**Contact us on 1300 409 245 or [Gift.Cards@metcash.com](mailto:Gift.Cards@metcash.com)  
OR Your Area Manager**