



QUICK REFERENCE GUIDE

GIFT & LOYALTY ISSUANCE

1. Press [*] to return to the main terminal menu
ALL OF THE FOLLOWING TRANSACTIONS OCCUR IN ALTUS ISSUING A NEW GIFT CARD
1. Use the purple scroll keys until **Issuance** displays
2. Press [F1] for issuance
3. Select **Program ID** if multiple programs exist
4. Select **Profile ID** if multiple profiles exist
5. Input your Clerk ID & press **Func/Enter**
6. **Swipe Card** (to issue a card, the card must be swiped)
7. Input the desired dollar amount & press **Func/Enter**
8. The amount will display. If the amount is correct, press **Func/Enter**. If the amount is incorrect, press **CLEAR** & re-enter the transaction

PURCHASING MERCHANDISE WITH A GIFT CARD

1. Use the purple scroll keys until **Purchase** displays
2. Press [F2] for purchase
3. Input your clerk ID & press **Func/Enter**
4. Swipe Card or manually input card number & press **Func/Enter**
5. Input the desired dollar amount & press **Func/Enter**
6. The amount will display. If the amount is correct, press **Func/Enter**. If the amount is incorrect, press **CLEAR** & re-enter the transaction

ADDING VALUE TO A GIFT CARD

1. Use the purple scroll keys until **Add Value** displays
2. Press [F1] to select Add Value
3. Select **Program ID** if multiple programs exist
4. Select **Profile ID** if multiple profiles exist
5. Input your clerk ID & press **Func/Enter**
6. Swipe Card (to add value to a card, the card must be swiped)
7. Input the desired dollar amount & press **Func/Enter**
8. The amount will display. If the amount is correct, press **Func/Enter**. If the amount is incorrect, press **CLEAR** & re-enter the transaction

OBTAINING THE CURRENT BALANCE OF A GIFT CARD

1. Use the purple scroll keys until **Inquiry** displays
2. Press [F3] to select Inquiry
3. Select **Program ID** if multiple programs exist
4. Select **Profile ID** if multiple profiles exist
5. Input your clerk ID & press **Func/Enter**
6. Swipe Card or manually input card number & press **Func/Enter**

PRINTING A DUPLICATE RECEIPT

1. Wait until the terminal returns to the **Altus options** screen after a transaction
 2. Press the **purple key** to the right of the Alpha key
- NOTE: This process only works for the last transaction run

RENDERING AN NSF RESPONSE

1. Wait until the **NSF=xxxx** response shows on the screen
2. Press the far right purple key labeled **Reports**
3. Display will show "**Retender \$xx.xx Amount**"
4. Press **Enter** to rerun transaction for amt shown.

BATCH ISSUANCE

1. Use the purple scroll keys until **Group Issuance** displays
2. Press [F2] to select Group Issuance
3. Select **Program ID** if multiple programs exist
4. Select **Profile ID** if multiple profiles exist
5. Input your clerk ID & press **Func/Enter**
6. Swipe the first Card in the batch (to issue a card, the card must be swiped)
7. Input the desired dollar amount & press **Func/Enter**
8. The amount will display. If the amount is correct, press **Func/Enter**. If the amount is incorrect, press **CLEAR** & re-enter the transaction
9. Swipe the last card in the batch (to issue a card, the card must be swiped)

TRANSFERING VALUE FROM A DAMAGED CARD TO A NEW GIFT CARD

1. Use the purple scroll keys until **Transfer** displays
2. Press [F4] to select Transfer
3. Input your clerk ID & press **Func/Enter**
4. Swipe or manually input the original card number & press **Func/Enter**
5. Swipe the new card (to transfer to a card, the new card must be swiped)



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VOID TRANSACTION

1. Use the purple scroll keys until **Void** displays
2. Press **[F4]** to select Void
3. Input your clerk ID & press **Func/Enter**
4. Swipe or manually input the original card number & press **Func/Enter**
5. Input auth code & press **Func/Enter**

PRINT TERMINAL/CLERK REPORTS

1. Use the purple scroll keys until **Reports** displays
2. Press **[F1]** to select reports
3. Input your clerk ID & press **Func/Enter**
4. Press **1** for terminal Report
 - a. Press **1** for 'Today' report
 - b. Press **2** for 'Yesterday'

NOTE: ACTIVITY FOR ONE DAY RESIDES IN THE 'TODAY' COLUMN UNTIL 3:00AM, THEN THAT DATA MOVES TO THE 'YEST' COLUMN

5. Press **2** for Clerk Id report
 - a. Press **1** to Print report
 - b. Press **2** to Clear the totals*

NOTE: CLERK ID TOTALS WILL ACCUMULATE UNTIL THEY ARE CLEARED. THE PROCESS OF CLEARING TOTALS WILL ERASE THE INFORMATION FOR ALL CLERKS & IT NEEDS ONLY TO BE DONE ONCE, FROM ONE TERMINAL WITHIN A STORE.

6. Press **3** for Clerk Maintenance
 - a. Press **1** to Add ID
 - b. Press **2** to Delete ID
 - c. Press **3** to Display ID
 - d. Press **4** to List ID
 - e. Press **5** to Modify ID
7. Press **Cancel** to return to the Menu

ADDING POINTS TO A GIFT/LOYALTY CARD

1. Use the purple scroll keys until **Add Points** displays
2. Press **[F3]** to select Add Points
3. Input your clerk ID & press **Func/Enter**
4. Swipe Card
5. Input the corresponding dollar amount & press **Func/Enter**
6. The amount will display. If the amount is correct, press **Func/Enter**. If the amount is incorrect, press **CLEAR** & re-enter the transaction

POST-AUTHORIZATION

1. Press the **[8]** key
2. Input your clerk ID & press **Func/Enter**
3. Swipe Card or enter the card manually & press **Func/Enter**
4. Input the authorization code & press **Func/Enter**
5. Input the desired dollar amount & press **Func/Enter**
6. The amount will display. If the amount is correct, press **Func/Enter**. If the amount is incorrect, press **CLEAR** & re-enter the transaction

ERROR CODES

NSF BAL=\$\$\$.\$\$ - Insufficient funds, the remaining balance is displayed

System Unavailable - The Altus system is currently unavailable for processing

Invalid Priv - The clerk or terminal does not have the transaction privilege

Invalid Clerk - Clerk ID number is not in the system

No Line - Verify phone line is operational & cable is plugged into the proper jack on the terminal

05 General Denial - Invalid expiration date, Max value exceeded, Company issue limit exceeded

13 Invalid Amount - The card was issued was more than the maximum or less than the minimum permitted

14 Invalid Card Number

The EMS Help Desk is Available 24 Hours Every Day:

1.800.615.1330

Please Have Your **EMS Merchant #** Ready.



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