

HOW TO  
TOP UP  
(LOAD)

1. Press **CASH** or **CASH OUT** Function
2. Enter \$ **AMOUNT** then press **ENTER** (*Minimum load \$10*)
3. Swipe gift card
4. Choose **CREDIT** then press **ENTER** (no pin needed)  
Remember to write the amount loaded on the back of the card holder

HOW TO  
REDEEM

1. Press **PURCHASE** function
2. Enter \$ **AMOUNT** then press **ENTER**
3. Swipe gift card
4. Choose **CREDIT** then press **ENTER** (no pin needed)



To swipe the gift card through the EFTPOS machine, gently fold back the backing flap as shown here then swipe through the EFTPOS machine ensuring the magnetic strip is facing the correct way.

WHAT TO DO IF A REDEMPTION TRANSACTION IS DECLINED

1. Check the balance on the gift card to ensure the funds on the card can cover the \$ amount that is being performed - this can be done by:
  - Performing a transaction of \$0.01 on the EFTPOS machine - this will print out the current balance on the receipt immediately.
  - Texting TCCGIFT, card number, PIN number to 8810 (texts cost \$0.50).
  - Using the gift card online portal on TCC website.

*If incurring the above associated costs, customers should be advised and agree to this beforehand.*

\*Remember to also check the gift card's expiry date on TCC website as the transaction may decline if the gift card has expired.

2. If needed, perform another transaction with the adjusted \$ amount accordingly, and arrange a different payment method for the remainder of the bill.

If the transaction still declines and you have verified that the remaining funds on the card are sufficient to cover the bill, or for any other issues, forward the customer's contact details, gift card details, and a photo of the declined receipt to TCCSO to investigate and keep the gift card if needed.