

# Gift Card Acceptance Procedure

## How to Process:

- 1. Balance** - Ask the customer if there is sufficient balance on the Gift Card to meet the transaction.
- 2. Part Payment** - When the purchase is being made partly with the Gift Card and partly by another payment method (cash, credit card etc) - use the split tender facility on your till as per normal procedures outlined by your store.
- 3. Purchases equal or below balance** - Proceed with swiping the Gift Card on your VISA card terminal.
- 4. Security** - Please check that the first 4 digits on the One4all Card are **4844** to ensure a valid card. If the first 4 digits are not **4844** do not accept the card and inform customer to contact GVS directly 03700 85 41 41.
- 5. Added Security** - Please check the final 4 digits on the One4all card against the final 4 digits on the receipt to ensure valid card. If numbers do not match, do not accept the card and inform customer to contact GVS directly 03700 85 41 41.
- 6. Transaction declined** - Should you experience a decline of transaction please ask your customer to confirm that there is sufficient funds on their card by calling 0330 828 0881. If balance is established and card is still declined please advise the customer to phone customer service on 03700 85 41 41.



See Point 4

See Point 5



Shown on back of card:

► **Balance enquiry number.....**  
**0330 828 0881**

## Troubleshooting if a card declines

- 1. Part Payment** - When the customer wishes to PART PAY with a One4all card and another form of payment, such as a credit card or cash, please ensure you only process the One4all card through the VISA Terminal for the exact value that is to be paid with the One4all card and not the full value of the transaction as it will decline.
- 2. Insufficient Funds on the card** - If the customer wishes to pay the full value of the transaction with a One4all card and the transaction declines, please ask the customer to double check their balance on the card through one of our Balance Check facilities, online, over the phone or download the App. Once the balance is confirmed a Part Payment may need to take place.
- 3. Card Issue** - If the above two options have been checked and the One4all card continues to decline please ask the customer to contact our Customer Service team while they are in the store and we can check why the card declined and hopefully resolve the issue for the customer so they can complete the transaction.

**NEW**

**ONE4ALL BALANCE CHECK APP**

Available for download right now



### KNOW YOUR BALANCE

**Text:** 'My balance' and your 16 digit card number to 57887  
**Visit:** One4all.com **Call:** 0330 828 0881