

## Starting an IVR Transaction

1. Ensure that you have your **Ernex Terminal ID** and **Interactive Voice Response (IVR) password**.
2. Dial **1-866-841-4957**.
3. When prompted, press **1** (English) or **2** (French).
4. When prompted, enter your Ernex Terminal ID, and press **#**.
5. When prompted, enter your Interactive Voice Response password, and press **#**.
6. When prompted, initiate a transaction. Refer to the transactions in this guide for instructions, or:
  - To re-enter your Ernex Terminal ID, press **\***.
  - To repeat the options, press **#**.
  - To terminate the call, press **9**.

**Important: You must record the transaction details, including the card number, the amount (if any), and the IVR response for each transaction. No receipt is issued.**

## Purchase – Press 1

Sales of goods or services using a gift card.

1. When prompted, enter the gift card number, and press **#**.

2. When prompted, enter the CVC, and press **#**.
3. When prompted, enter the transaction amount (dollars and cents without the decimal), and press **#** (e.g., \$12.50 would be entered as 1250#).
4. When prompted, confirm the amount entered:
  - Press **1** to verify the amount is correct.
  - Press **2** to re-enter the amount.
  - Press **3** to hear the amount again.
  - Press **\*** to cancel/initiate another transaction.
5. Record the transaction details.

## Void – Press 2

Void a gift card transaction.

1. When prompted, enter the gift card number, and press **#**.
2. When prompted, enter the CVC, and press **#**.
3. When prompted, enter the original transaction's reference number, and press **#**.
4. When prompted, confirm the number entered:
  - Press **1** to verify the number is correct.
  - Press **2** to re-enter the number.
  - Press **3** to hear the number again.
  - Press **\*** to cancel/initiate another transaction.
5. Record the transaction details.

## Activation – Press 3

Activate a gift card.

1. When prompted, enter the gift card number, and press **#**.
2. When prompted, enter the CVC, and press **#**.
3. When prompted, enter the transaction amount (dollars and cents without the decimal), and press **#** (e.g., \$12.50 would be entered as 1250#).
4. When prompted, confirm the amount entered:
  - Press **1** to verify the amount is correct.
  - Press **2** to re-enter the amount.
  - Press **3** to hear the amount again.
  - Press **\*** to cancel/initiate another transaction.
5. Record the transaction details.

## Reload – Press 4

Add funds to an active gift card.

1. When prompted, enter the gift card number, and press **#**.
2. When prompted, enter the CVC, and press **#**.
3. When prompted, enter the transaction amount (dollars and cents without the decimal), and press **#** (e.g., \$12.50 would be entered as 1250#).

## BE PAYMENT READY

4. When prompted, confirm the amount entered:
  - Press **1** to verify the amount is correct.
  - Press **2** to re-enter the amount.
  - Press **3** to hear the amount again.
  - Press **\*** to cancel/initiate another transaction.
3. Record the transaction details.
5. Record the transaction details.

## Deactivation – Press 5

Permanently deactivate a gift card.

1. When prompted, enter the gift card number, and press **#**.
2. When prompted, enter the CVC, and press **#**.
3. When prompted, confirm that you wish to continue the Deactivation transaction:
  - Press **1** to continue the transaction.
  - Press **2** to cancel/initiate another transaction.
  - Press **\*** to hear the prompt again.
4. Record the transaction details.

## Balance Lookup – Press 6

Review a gift card balance and card status.

1. When prompted, enter the gift card number, and press **#**.
2. When prompted, enter the CVC, and press **#**.