



6. Smart Select Gift Cards - Deactivating a Card

The following discusses deactivating an old Gift Card and reactivating a new Gift Card for those clients who are going to be processing them through a SmartSelect.

Use this procedure to deactivate an old Value Link Gift Card and transfer the balance to a new Ernex Gift Card or to deactivate and transfer the balance from a damaged Ernex card.

1. *Go to the SmartSelect and process the deactivation transaction there - take note of the balance being deactivated.*
2. *Go to **SUA** and type in the extra charge EG (or whatever the code is that your system administrator has assigned for the Gift Card). Enter a quantity of -1 (negative). Enter the \$ amount to be deactivated.*
3. *Type in the SKU number of the new Gift Card like you would a regular product.*
4. *Enter the Quantity of 1 when prompted for the for extra charge attached to the product*
5. *Enter the \$ amount that was deactivated in the prior step .*
6. *The sub-total of the entire invoice will be the total between the deactivation and the activation. It should net out to \$0.*
7. *Prior to completing the transaction in **ProfitMaster Canada** you must now enter your activation transaction in the SmartSelect. Make sure that you enter the exact amount that was entered for the amount of the Gift Card as you will need to balance at the end of the day.*
8. *Once the SmartSelect has approved the transaction, in **ProfitMaster Canada**, you may now accept CASH as the tender and complete the sale.*