

# Gift Card System

Macquarie Centre gift cards provide a valuable channel for customers to purchase from your store. They are sold from the Concierge Desk located on Level 3 Fashion Galleria.

Customers can also purchase gift cards online via our website at [www.macquariecentre.com.au](http://www.macquariecentre.com.au).

Gift cards are available in any denomination from \$10.00 to \$999.99. There is a one-off \$2.50 fee per card purchased, which covers the cost of the card and the cost of the card being issued and redeemed through the EFTPOS system.

Macquarie Centre gift cards are valid for 3 years from the date of issue. Redeeming a gift card at your store is simple and is completed in the same way as an EFTPOS savings card.

For assistance with any Macquarie Centre gift card, please contact the Concierge

Team on 02 9887 0820.

## Purchasing Goods with a Gift card



The following process should be used:

1. Ask the customer for the balance on their gift card to ensure they have sufficient funds
2. Enter the 'Purchase Amount'
3. Swipe the card through the EFTPOS machine when prompted
4. Select 'Savings Account'
5. Enter the PIN on the back of the card and press 'OK'
6. The validation service will approve or decline the gift card transaction
7. Print the 'customer receipt' for the customer
8. Print the merchant copy of the receipt

Macquarie Centre Gift Cards can only be processed real time. Do not use Manual 'click click' machines or Fallback processing if the EFTPOS facility is in downtime. If you use manual or fallback processing, your store will be liable for an Invalid Redemption.

## General Eftpos Response Codes when Redeeming Gift Cards

00	Approve	Approved or completed successfully
51	Decline	Insufficient funds. You have tried to redeem more than available balance. Check balance and try again
52	Decline	No cheque account. Macquarie Centre cards are redeemed from the savings account only
54	Decline	Card has expired
55	Decline	Incorrect PIN was used. Check the back of the card and try again
57	Decline	Transaction not permitted to cardholder. Check you are selecting savings account
58	Decline	Transaction not permitted to terminal. Contact your merchant services to ask why terminal is declining the card