

## Dealership Department Routing

<input type="checkbox"/> Dealer Principal	<input checked="" type="checkbox"/> General Merchandise	<input checked="" type="checkbox"/> Service
<input checked="" type="checkbox"/> General Manager	<input checked="" type="checkbox"/> eCommerce	<input checked="" type="checkbox"/> Parts
<input checked="" type="checkbox"/> Office Manager	<input type="checkbox"/> F&I Manager	<input type="checkbox"/> Warranty
<input type="checkbox"/> Vehicle Sales Manager	<input type="checkbox"/> HOG Director	<input checked="" type="checkbox"/> Accounting

TALONes

## H-D National Gift Card

The introduction of the Harley-Davidson National Gift Card program addresses the ongoing requests from consumers for a nationally accepted gift card. Consumers can purchase these from participating dealerships.

Please refer to [h-dnet.com](http://h-dnet.com) (select **Departments | Finance & Insurance | Program Materials | H-D Gift Cards**) for more information on the H-D Gift Card program, including participating locations.

### NOTE BEFORE PROCEEDING:

- The national H-D Gift Card program can co-exist with the Dealership's existing gift card program. H-D Gift Cards are processed as credit card transactions on existing POS equipment. No programming changes or additional equipment is needed.
- Card acceptance expense is limited to the dealer's current negotiated interchange rate on the MasterCard® network.
- Please refer to [h-dnet.com](http://h-dnet.com) (select **Departments | Finance & Insurance | Program Materials | H-D Gift Cards**) for any training or assistance related directly to the H-D National Gift Card.

## A. Balance Inquiry

**Important!** The balance should be verified before running the transaction by going to [www.getmybalance.com](http://www.getmybalance.com) or by calling the Balance Inquiry Line at (800) 755-0085.

*NOTE: When dealerships using the integrated Electronic Payment Processing (EPP) credit card solution in TALONes attempt to redeem more than the available balance on a card, the transaction will come back declined, unless the processor supports partial authorization. When the dealership's credit card processor supports partial authorization a balance inquiry is not required, because only the available balance will be redeemed and the balance due will display in the amount field.) Refer to Shift4's [processor list](#) on [www.shift4.com](http://www.shift4.com) (Partners | Integrations | Banks & Processors). Highlight the dealership's credit card processor on the bottom left and look at the "Partial Authorization" field in Other Functions on the right (Figure A) to see whether the processor supports partial authorization.*

Figure A:

PROCESSORS	SUPPORTED CARD TYPES
American Express: SVC (Gift Card)	American Express: <b>YES</b> Gift Card: <b>YES</b>
American Express: United States/International	Diners Club: <b>YES</b> Third-Party Credit Cards: <b>NO</b>
BlackHawk Network	JCB: <b>YES</b> Check Verification: <b>YES</b>
Certegy	Discover Network: <b>YES</b> Electronic Benefits: <b>YES</b>
Chase Paymentech: Canada	MasterCard: <b>YES</b> EMV (US): <b>YES</b>
Chase Paymentech: Tampa	Visa: <b>YES</b> EMV (CAN): <b>NO</b>
Check Services USA	PIN Debit (US): <b>YES</b> FSA/HSA/IAS: <b>YES</b>
Clutch	PIN Debit (CAN): <b>NO</b> Contactless/NFC: <b>YES</b>
Elavon: USA	
Fifth Third Bank/Vantiv	SUPPORT MERCHANT TYPES
First Data Merchant Services: FDMS Mexico	Auto Rental: <b>YES</b>
First Data Merchant Services: FDMS Nashville/6000	e-Commerce: <b>YES</b>
First Data Merchant Services: FDMS North	Food and Beverage: <b>YES</b>
First Data Merchant Services: FDMS Omaha	Hotel: <b>YES</b>
First Data Merchant Services: FDMS South	MO/TO: <b>YES</b>
First Data Merchant Services: ValueLink (Standard)	Retail: <b>YES</b>
First Data Rapid Connect	OTHER FUNCTIONS
	Partial Authorization: <b>YES</b>
	Post-Void Authorization Reversal: <b>YES</b>
	Card Verify: <b>YES</b>

## B. Selling the H-D National Gift Card

- Refer to [h-dnet.com](http://h-dnet.com) (select **Departments | Finance & Insurance | Program Materials | H-D Gift Cards**) for H-D National Gift Card sales instructions for activation.
- Refer to [GEN-9501-1 Sell the HD National Gift Card](#) for instructions to setup and sell the H-D National Gift Card.

## C. Redeeming the H-D National Gift Card\*

The H-D Gift Card program is compatible with the MasterCard® network; therefore, the H-D Gift Card can only be accepted at participating locations that accept MasterCard® credit cards.

*\* Note, depending on your POS Settings with your Merchant Acquirer, you may need to ask the customer to register his/her card on <https://www.h-dgiftcard.com> to be able to complete the address verification (AVS check)*

*Follow these steps to register the card.*

1. Go to <https://www.h-dvisarewards.com/> then click "CHECK BALANCE."
2. Enter the 16-digit card number (without spaces) in the "Card Number" field.
3. Enter the 6-digit security code in the "Security Code" field.
4. Click "Lookup Card."
5. Click "Edit Registration."
6. Enter or edit the zip code (NOTE: This must be 5 digits, TALONes will not process 9-digit zip codes).
7. Click "Save."

### Dealers using the Electronic Payment Processing (EPP) solution in TALONes

NOTE: Dealerships using the Electronic Payment Processing (EPP) solution will receive error "9102 INQUIRY FAILED" when attempting to manually run the transaction **as a gift card**. The H-D National Gift Cards should be redeemed as a credit card.

1. Create a POS quote, Work Order, Deal, Deposit, or Payment on Account according to established dealership procedures.
2. Go to the Cash Out tab.
3. Enter the Cashier ID and press [Tab].
4. When the dealership's credit card processor does not support partial authorization, obtain the available balance of the H-D Gift Card.
5. When the available balance is greater than the total sale, swipe the H-D Gift Card and continue to cash out according to the payment method in the table below. Otherwise proceed to next step.
6. When the H-D Gift Card does not have sufficient funds to cover the amount of the sale, process the sale as a split tender.
  - a. Process the payment(s) for the portion of the invoice exceeding the available balance.
  - b. Swipe the H-D Gift Card when the "Amount" field is less than or equal to the available balance on the card.

Manual card entry	Swiped card on UTG controlled device (Verifone MX915 / MX925)	Swiped card on non-UTG controlled device (MSR / Verifone MX850)
7. Select payment method "2 CREDIT/DEBIT"	7. Select payment method "2 CREDIT/DEBIT"	7. Swipe the H-D™ Card
8. Enter 16-digit H-D™ Card number in the "Number" field	8. Click "Take Payment (Enter)"	8. Click "Take Payment (Enter)"
9. Click "Take Payment (Enter)"	9. Customer follows prompts on the PIN pad	9. (When using PIN pad) Customer follows prompts on the device
10. Enter valid thru date in "Expiration Date" field	10. Return card and the authorization slip to the cardmember	10. Return card and the authorization slip to the cardmember
11. Enter Security Code (3-digit CVV2 code on the back of the card)		
12. Enter zip code		
13. Click OK		
14. Return card and the authorization slip to the cardmember for signature		

*NOTE: The Authorization Code on the receipt will contain the card balance (e.g. "auth code=127X64" reports the new available balance at \$127.64; 1EMPTY indicates there is \$0.00 remaining).*

#### **Dealerships that do not use the Electronic Payment Processing (EPP) solution in TALONes**

1. Create a POS quote, Work Order, Deal, Deposit, or Payment on Account per established dealership procedures.
2. Go to the Cash Out tab.
3. Enter the Cashier ID and press [Tab].
4. Obtain the available balance of the H-D Gift Card.
5. When the available balance is greater than the total sale, swipe the H-D Gift Card through the stand-alone card terminal, and continue to cash out using the "2 CREDIT" payment "Method". Otherwise proceed to next step.
6. When the H-D Gift Card does not have sufficient funds to cover the amount of the sale, process the sale as a split tender.
  - a. Swipe the H-D Gift Card to authorize the sale through the stand-alone card terminal.
  - b. Edit the "Amount" to reflect the remaining amount of the Gift Card.
  - c. Select "2 CREDIT" from the "Method" drop-down menu.
  - d. Enter the last 4 digits of the H-D™ Card into the "Number" field.
  - e. Select MASTERCARD from the "Type" drop-down menu.
  - f. Enter Expiration Date, Authorization Code (from the non-integrated credit card machine), and Payer (optional).
  - g. Click "Take Payment (Enter)."
  - h. Process remaining form(s) of payment and continue to cash out according to established Dealership procedures.
  - i. Return the card and authorization slip to the cardmember for signature.

*NOTE: The Authorization Code on the receipt will contain the card balance (e.g. "auth code=127X64" reports the new available balance at \$127.64; 1EMPTY indicates there is \$0.00 remaining).*

#### **D. Reversing or Voiding Sale Transactions**

Dealerships may follow the standard void or reversal procedures. Credits take 7 business days to appear on the card.

**IMPORTANT!** If an immediate credit to the H-D Gift Card is required, contact the Harley-Davidson National Gift Card Support line at (800) 803-7537.

1. When further assistance is needed, contact the [TALON Knowledge Center](#) at (800) 428-5090, Option 2, followed by Option 2.
2. 'End Solution'

#### **Other References:**

- [GEN-9501-1 Sell the HD National Gift Card](#)