



Aloha POS System

Configuring Gift Card Prefixes Best Practices

Last Updated: January 23, 2024

Purpose of this document

The purpose of this document is to discuss the best practices when setting up gift cards in the Tenders function in Aloha[®] Configuration Center (CFC) or Aloha Manager, which is the tool used to configure Aloha Quick Service and Aloha Table Service.

As with any physical payment card, each gift card contains a unique number that identifies the card. The first digits of the number are the card prefix used to identify the issuer of the card, and speed up the processing of the transaction.

Restaurants typically purchase gift cards in bundles to sell to their customers. The gift cards in these bundles contain the same card prefix with the numbers at the end being unique. Be aware that some gift card prefixes may have the same prefix as standard credit cards, such as a prefix in the 4000 range for Visa[®]. For example, if you enter a gift card prefix with only 4265, the Aloha Point-of-Sale (POS) system processes the transaction as a Visa card.

To prevent this, you should be aware of the following best practices when entering prefixes in the Tenders function:

- **Evaluate the number of gift card prefixes used in your restaurant.** Knowing the number of gift card prefixes you need determines where you enter them in the Tenders function. If your gift cards contain four or less unique prefixes, you can enter them in the 'Prefix checking' group bar on the 'Identification' tab in the Tenders function. If you have more than four unique gift card prefixes, you must enter them in the 'Validation Ranges' group bar in the Tenders function.
- **Always enter no less than seven digits for a gift card prefix.**

Configuring prefix validation in the gift card tender

If you have only four or less gift card prefixes for your gift card, you can enter them in the 'Prefix checking' group bar on the 'Identification' tab in the Tenders function. If you have more than four gift card prefixes, you must enter them on the Validation tab.

To enter up to four unique gift card prefixes:

1. Select **Maintenance > Payments > Tenders**.
2. Select a **gift card type** from the drop-down list.
3. Select the **Identification** tab.

- Under the 'Identification' group bar, select **Require Identification** to expose the remaining options on the Identification tab.

The screenshot shows the 'Tenders' configuration window for '8 Gift card'. The 'Identification' tab is active, showing options like 'Require identification' (checked), 'Minimum' (0), 'Maximum' (0), 'Numeric only' (unchecked), 'Print on check' (unchecked), 'Validate' (checked), 'Valid' (Include selected), and 'Prompt twice for manual entry' (unchecked). The 'Prefix checking' tab is also visible, showing 'Prefix 1' set to '1234567' and 'Digits to validate' set to '7'. A red box highlights the 'Prefix checking' section.

Identification	
Require identification	<input checked="" type="checkbox"/>
Prompt	
Minimum	0
Maximum	0
Numeric only	<input type="checkbox"/>
Print on check	<input type="checkbox"/>
Validate	<input checked="" type="checkbox"/>
Valid	<input checked="" type="radio"/> Include <input type="radio"/> Exclude
Prompt twice for manual entry	<input type="checkbox"/>

Prefix checking	
Prefix 1	1234567
Prefix 2	
Prefix 3	
Prefix 4	
Digits to validate	7

Figure 1 Tenders - Prefix checking

- Under the 'Prefix checking' group bar, type the **prefix** for the gift card in 'Prefix 1.'
- Repeat **step 5** to add other prefixes for the gift card in 'Prefix 2' to 'Prefix 4.'
- Type the **number of digits** to validate, such as seven.
- Click **Save**.
- Repeat this **procedure** for each gift card type that allows up to four single gift card prefixes.
- Exit the **Tenders** function.

To enter more than four gift card prefixes:



Note: Entries on the Validation tab override the prefix configuration on the Identification tab.

- Select **Maintenance > Payments > Tenders**.
- Select a **gift card type** from the drop-down list.
- Select the **Identification** tab.
- Under the 'Identification' group bar, select **Require Identification** to expose the remaining options on the Identification tab.
- Select **Validate** to enable the validation function and expose the Validation tab.
- Select **Include** for 'Valid' to stipulate the gift card IDs entered on the Validation tab are valid and should be accepted in the FOH. Select **Exclude** to stipulate the gift card IDs entered on the Validation tab are not valid and should not be accepted in the FOH.
- Leave all **options** under the 'Prefix checking' group bar blank.

8. Select the **Validation** tab.

The screenshot shows the 'Tenders' configuration interface. At the top, the 'Tender' dropdown is set to '8 Gift card'. Below this, there are tabs for 'Identification', 'Authorization', 'Reconciliation', 'Security Verification', 'Printers', 'Rounding', and 'Validation'. The 'Validation' tab is active. Underneath, there are two main sections: 'Validation IDs' and 'Validation Ranges'. The 'Validation IDs' section has a list with one entry: '1234567890123456'. The 'Validation Ranges' section is highlighted with a red box and contains a table with two columns: 'Beginning prefix range' and 'Ending prefix range'. The first row in the table has the values '88881000' and '88889999'. To the right of the table are 'Add' and 'Remove' buttons.

Figure 2 Tenders Validation Range

9. Under the 'Validation Ranges' group bar, click **Add**.
10. Type **no less than seven digits** of the prefix in the 'Beginning prefix range' to use when validating a gift card. The system fills the remaining positions to the right of the number with zeros. For example, if you specify 4689231 in 'Beginning prefix range,' and the gift card number contains 16 positions, the system uses 4689231000000000 as the beginning number in the range to use for validation. Any gift card number equal to or greater than this number, up to and including the number designated in 'Ending prefix range' is valid.
11. Type **no less than seven digits** of the prefix in the 'Ending prefix range.' The system fills the remaining positions to the right of the number with zeros. For example, if you specify 4689231 in 'Ending prefix range,' and the gift card number contains 16 positions, the system uses 46892319999999999 as the ending number in the range to use for validation. Any gift card number equal to or less than this number, and equal to or greater than the number designated in 'Beginning prefix range' is valid.
12. Repeat **steps 9 to 11** for each unique gift card prefix.
13. Click **Save**.
14. Repeat this **procedure** for any other gift card tender requiring prefix validation.
15. Exit the **Tenders** function.