

H-D™ Canada Gift Card Support

H-D™ Gift Card Dealer Support:

(844) 556-7463

- **CardSpot™ Activation Software Username and Password Additions/Changes**
- General processing – H-D™ Canada Gift Card activations
- CardSpot™ Software and Hardware Questions
- Questions concerning CardSpot™ reports – log on, downloading, printing, balancing
- General H-D™ Canada Gift Card processing – balances, voids, credit returns, split tenders
- Any merchant questions
- POS terminal changes

To contact client support via email send inquiries to: hddealersupport@storefinancial.com

Customer Support:

(844) 556-7463

- If a customer has a lost/stolen/damaged H-D™ Canada Gift Card
- Any customer inquiry pertaining to the H-D™ Canada Gift Card

Check Card Balance:

(800) 755-0085

Note: The card account number on the back of the card is required to check a card balance

Accounting Questions:

(800) 755-5001

- All accounting and reconciliation questions

(Select Accounting Department)

Gift Card Material Re-Orders

- Additional supplies can be ordered in UltraCom.
- Select Item #'s **GC-Card** and **GC-Sleeve**

Ordering a Dedicated Receipt Printer:

With each H-D™ Canada Gift Card sold, a receipt must be printed and given to the customer. You can either use a Local Network Printer that you currently have or you can purchase one at a local office supply store and the receipt information will print on an 8 ½" x 11 piece of paper.

Another option is to purchase a Dedicated Receipt Printer (USB Connection). Please refer to the "H-D Gift Card System Requirements for CardSpot" for compatible dedicated receipt printers. One example of a dedicated receipt printer recommended by Store Financial is the Epson TM-T88IV Epson TM-T88IV thermal POS Printer (USB Connection)

StoreFinancial Preferred Vendor:

Rich King

POS World

rking@posworld.com

P: (888) 801.7282, x 678

W: www.posworld.com

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