

How to Process a Split Transaction with the DTL Gift Card

If a transaction fails to process, it is likely because the DTL Gift Card balance is insufficient to cover the total amount. In this case, you can split the payment. First, charge the gift card for its available balance, then collect the remaining amount using another form of payment.

To learn more about processing split transaction please reference the guide below:

1. A transaction failed to be processed using the DTL Gift Card.
2. Explain to the customer that you are unable to process the transaction because the total of the transaction exceeds the total funds on the DTL Gift Card.
3. Ask the customer to check the balance of their DTL Gift Card using one of 3 methods:
 - a. The customer can go to www.getmybalance.com for balance inquiries.
 - b. The customer can scan the QR code (on their gift card sleeve and window decals) for balance inquiries.
 - c. The customer can call 1-800-755-8608 for balance inquiries.
4. Explain to the customer that you will need to split the transaction, that is they will have to pay for the remainder of the transaction with another form of payment.
5. Ask the customer what amount on the gift card they would like to use toward the total transaction amount and charge the specified amount to the gift card.
 - a. Enter the amount (**note that this has to be equal to or less than the remaining balance on the DTL Gift Card**) into your payment terminal.
 - b. For card machines with swipe, swipe the DTL Gift Card through the machine.
 - c. For card machines without swipe, enter the card number, expiry, and CVV on your terminal.
6. Verify the Transaction
 - a. Ensure the transaction has been approved, and provide the customer a receipt for the partial payment (if applicable).
7. Determine the Remaining Balance
 - a. Subtract the amount charged to the gift card from the total transaction amount.
 - b. Inform the customer of the remaining balance to be paid.
8. Process the Remainder of the Payment
 - a. Process the remainder of the transaction using an alternate payment method (e.g., debit, credit, cash, etc.) provided by the customer.
9. Complete the Sale
 - a. Ensure the remaining balance has been successfully processed and approved, and provide the customer with the final receipt.
10. Thank the Customer
 - a. Thank the customer for using their gift card and for shopping in Downtown London.
 - b. Let the customer know they can contact Downtown London for any additional assistance or questions about using their gift card.

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