

## LOYALTY PROGRAMS: USING GIFT CARDS



This Tip-Sheet covers:

Load/Reload GIFTCARD  
GIFTCARD Balances  
GIFTCARD Payments

### USING GIFT CARDS

Please note that because screens are customizable, your set-up and/or wording may differ.

### Load/Reload GIFT CARD

Occasionally, a Customer will request to have a GIFT CARD “reloaded”. This means they would like to add money to the cards balance. The process is the same for both a NEW card and reloading an EXISTING card.

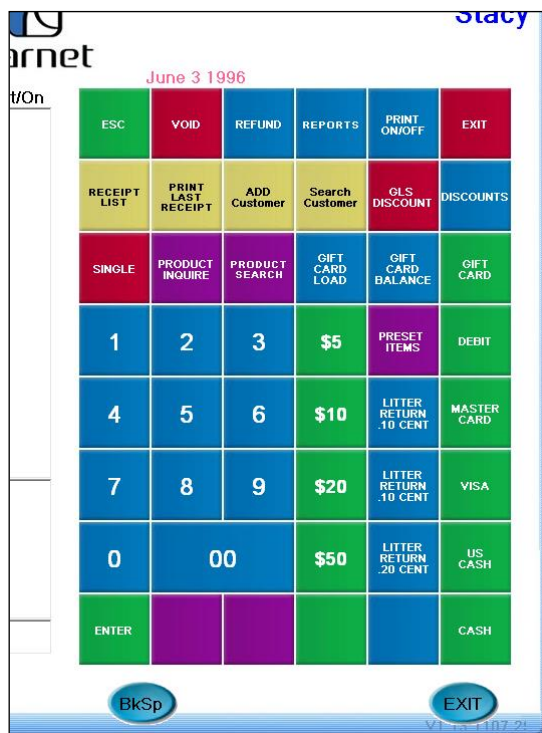
To Load/Reload a Gift Card from the Till:

- Type the \$\$\$ amount to LOAD/RELOAD onto a GIFT CARD
- Press "GIFT CARD LOAD" (Button location and description may differ)
- When prompted, Swipe Card or Enter Card Number
- The GIFT CARD will appear in the product/sales list
- Complete transaction as usual

### GIFTCARD Balance

Occasionally, a Customer will request to have a GIFT CARD balance checked. To check a GIFT CARD balance from the Till:

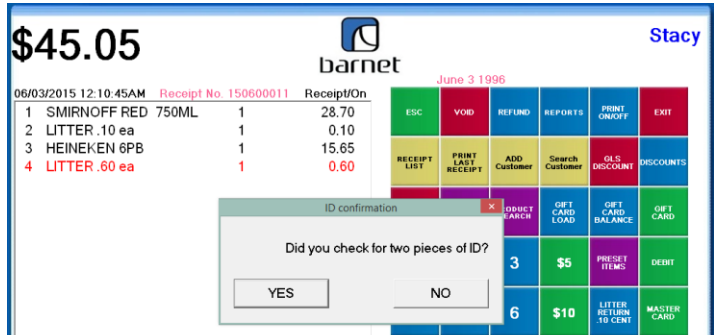
- Press “GIFT CARD BALANCE”
- When prompted, Swipe Card or Enter Card Number
- The card balance will be displayed



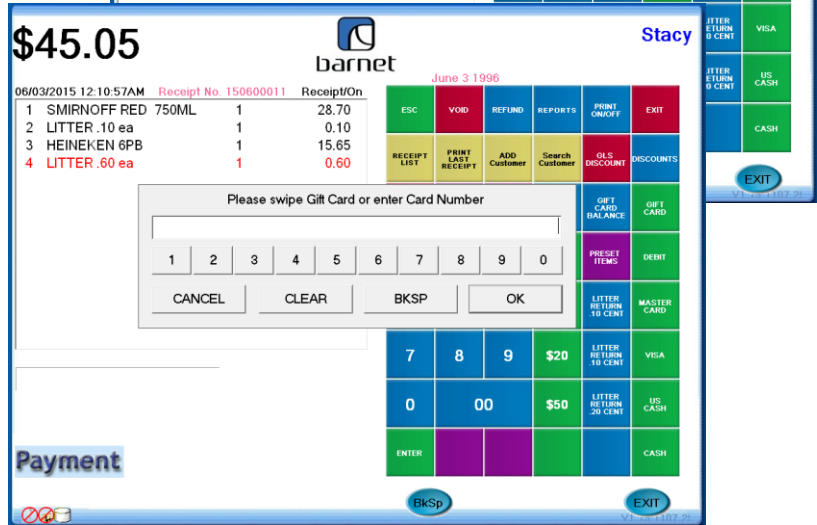
## Paying with a GIFT CARD

When ready for payment:

- Select the GIFT CARD payment option
- Acknowledge the ID reminder (if applicable)
- When prompted, Swipe Card or Enter Card Number



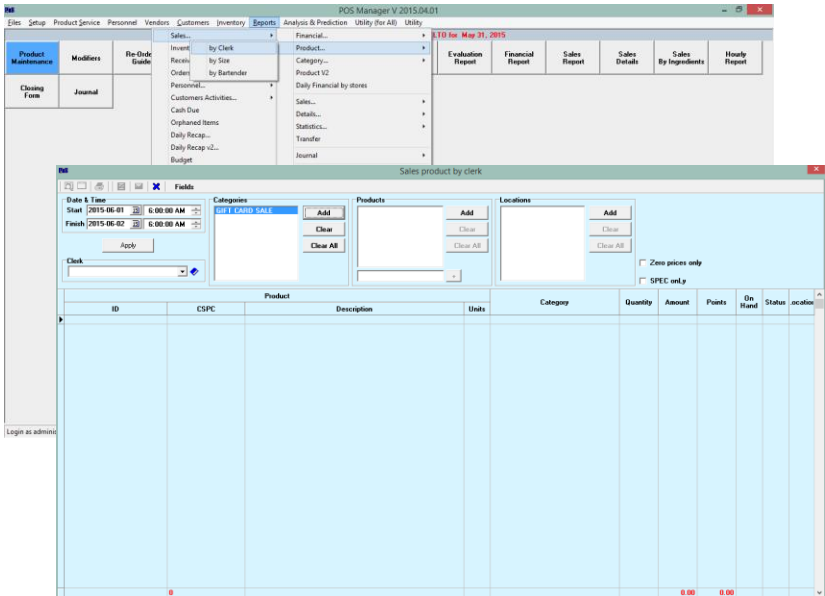
If there are not enough funds on the gift card to pay the full bill, the system will ask if you want to pay by gift card available amount. If you agree, the system will then suggest to pay the rest of the bill by different payment method.



**REPORTING** – GIFT CARD transactions will appear on financial Reporting (from the Till & POS Manager) and are considered a type of Tender. The following cover a few special GIFT CARD Reports and Functions. These reports and functions are accessed from the POS Manager.

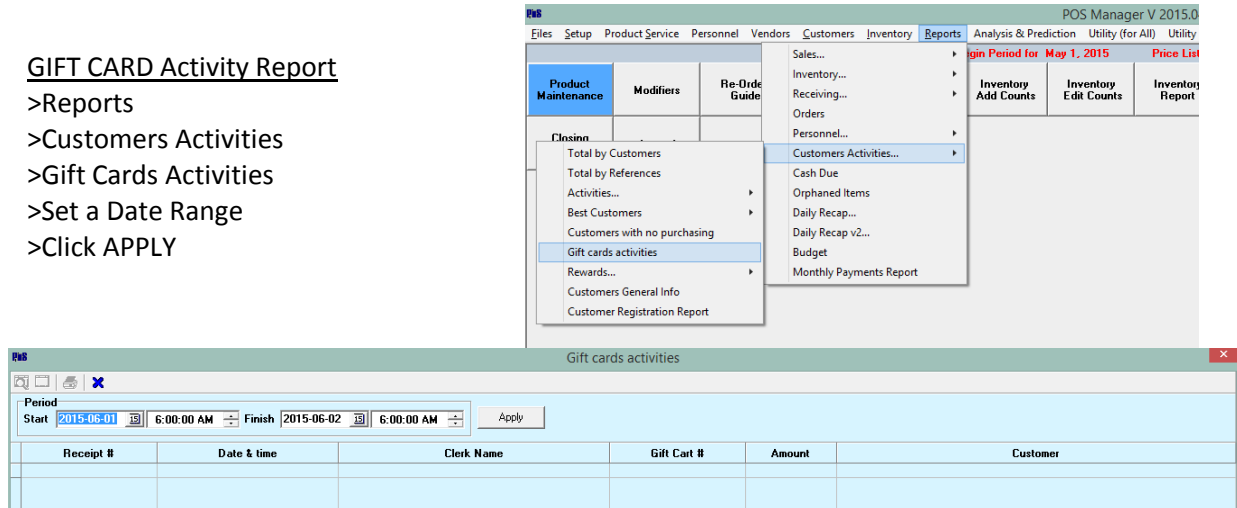
## The Gift Cards Sales Report

- >Reports
  - >Sales
  - >Product
  - >By Clerk
- The Report will open,  
 >Set the DATE range  
 >Select Category "GIFT CARD"  
 >CLERK – Leave blank to display all transactions  
 >Click APPLY



## GIFT CARD Activity Report

- >Reports
- >Customers Activities
- >Gift Cards Activities
- >Set a Date Range
- >Click APPLY



## GIFT CARD BALANCES

To check GIFT CARD BALANCES from the POS Manager, go to:

- >Customers
- >Gift Cards
- >Search by Card Number

