Using In-Store Gift Cards Transcript

Gift cards are a powerful tool for your business.

Customers can use the cards themselves or purchase them as gifts.

In this course we will go through the process to sell and to redeem an In Store Gift Card.

We will also take a look at manual activation, checking card balances and the ability to add funds to an already active gift card.

In the Item box, enter the Gift Card SKU used in your store. In our example, GC.

Then enter the dollar amount for the card and post it to the transaction.

Repeat these steps for each card being purchased.

You can sell up to 996 gift cards on any one transaction.

Once all the items have been posted, total the sale and collect the money to complete the transaction.

The Gift Card Activation box displays automatically.

You must swipe the gift card to enter the card number. Manually entering the card number in the box is not permitted.

Press 'OK' or press Enter.

When the gift card activation is approved, a message displays letting you know it is complete.

Dependent on your Options settings, a Gift Card receipt prints showing the card number and dollar amount.

Gift cards may be sold in multiples if they are for the same amount.

For instance you could sell 2, $10 gift cards as one line item.

Total the sale as you normally would and accept the customer's payment.

The activation window will appear twice to swipe and activate each card.

In POS, ring up the item the customer is purchasing as you normally would, and total the transaction.

If you use an Ingenico Signature Capture Pad, swipe the card

The display screen on the pad will ask if the amount is correct.

Instruct the customer to tap 'OK'.

If the Gift Card amount is less than the amount due, the new reduced total will display on the POS screen.

Accept another gift card or alternate form of payment to finish the sale.

Best Practice is to set your system to automatically activate a Gift Card. In the event that one needed to be manually activated we will review the process.

Sell the gift cards at Point of Sale as you normally would.

Total the sale and collect the money to complete the transaction.

Move the cursor to the Item field.

Open the Miscellaneous Menu   and select option F, 'Gift Card Maintenance'.

On the Gift Card Menu, select Option 1, 'Activate Gift Card'.

Enter the gift card amount.

The Sale Document number is automatically filled in, defaulting to the previous transaction.

Tab to the 'Number' field, and swipe the gift card.

Manually entering the card number in the box is not permitted.

Click 'OK'.

When the gift card activation is approved, a message displays.

A Gift Card receipt prints showing the card number and dollar amount.

If you sold more than one gift card on the transaction, you'll repeat these steps for each card sold.

Once you start selling In-Store gift cards, your customers may request that you add funds to an existing card.

Your store should already have a SKU set up specifically for this and Best Practice is to name this SKU, 'ADDFUNDS'.

Post this item in Point of Sale   identify the amount that will be added and total as you normally would.
Take the payment from the customer   and the Add Funds window will open allowing you to swipe and increase the balance of the Gift Card.

In POS, with the cursor in the Item field, press Menu.

The 'No Sale Menu' displays.

Click 'Gift Card Maintenance' beneath the Transaction heading.

From the Gift Card Menu, select option 2, 'Check Balance'.

In the Balance dialog box, type or scan the card number, and press Enter.

The card's balance displays.

Dependent on your settings, a receipt prints, including the masked account number and the remaining balance.

More customers are relying on gift cards for gift-giving and businesses are finding them an easy way to increase sales.

Review this course as many times as needed so that you are comfortable Selling, Activating, and Redeeming Gift Cards.

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