

In Store Gift Card Viewer Maintenance

You may find from time to time that you need to look up a Gift Card and investigate its' activity on the system using the Gift Card Viewer.

You may also decide to assess surcharges on inactive gift cards if that is allowed by law in your state.

We'll take a closer look at both of these activities along with the required set up and calculation process.

To display the In-Store Gift Card Viewer, open the Accounts Receivable menu in the Eagle Browser and select Gift Card Viewer.

Or you can simply type 'GCV' in the Launch bar and press Enter.

Press Enter to display all Gift Card activity.

You can scroll through to find a specific card in the grid and select it.

You can also enter a specific Card Number here, and then press Enter to move that information to the top of the grid.

You can use the hyperlinks at the top of the viewer to sort the data by 'Activation Date', or by the 'Completion Date' which is the date the card value went to zero.

On Eagle Software Release level 25.1 and higher you can create an ageing for outstanding cards by using the 'By Balance's Age' link. Selecting a Gift Card and clicking the 'Transaction Date' opens another view that identifies each time the card was involved in a transaction at Point of Sale.

Double click on any line or click 'Drill' to open this same viewer.

You can also sort the data based on an 'Activation Date' range, or a specific 'Authorization Code', or specific 'Store'.

As with any grid you can use the Eagle right click menu and export to Excel.

[Set Up Inactive Gift Card Surcharges]

In some states, you are allowed to assess surcharges on inactive gift cards.

Check with your accountant or attorney before proceeding.

If you wish to proceed there are a few steps to complete before beginning.

Options ID number 9071 will need to be set to the amount of the surcharge that you will be assessing.

Options ID number 9072 will specify the Number of Days a gift card must be inactive before it is assessed fees.

The person that will be running the utility to add surcharges will need to have Security Bit number 875 set to Yes.

Click the Miscellaneous button and select Option 2, 'Run Gift Card Surcharge Calculation'.

Identify the spooler channel and press 'Run'.

A message displays confirming your action. Choose 'OK'.

The Gift Card Surcharge Report is named 'GCV' in Spooler Maintenance.

It will list each card to which the surcharge was applied.

The 'Balance Before' and 'Balance After' along with the 'Last Used Date' are displayed.

The last page of the report includes the Total Surcharges Applied.

Double click on the gift card in question and display the In Store Gift Card Transactions Viewer.

Press the 'Adjust' button and the 'Create Adjustment for Gift Card' dialog displays.

From the 'Credit/Debit' drop-down select 'C' to add funds to the card.

Or, select 'D' to remove funds from the card.

In the 'Amount' field, enter the adjustment amount.

Update the Notes field with as much detail as possible.

Click 'OK' to post the addition or reduction to the In Store Gift Card.

A message confirms your action. Press 'Cancel' to close the dialog box.

The In Store Gift Card Viewer has full grid functionality and gives users the ability to process surcharges as well as create needed adjustments.

Review this course as many times as needed to maintain proper gift card balances and monitor card activity within your business.

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