



Taking Payment

1. Process the sale as usual and select **"Gift Card"** as the payment option
2. Scan the barcode on the gift card or e-voucher. If necessary, you can manually enter the 16-digit number
3. Then select **"Pay"**
4. If a message appears, stating there are insufficient funds on the gift card and allow you to redeem the remaining funds
5. Hit the **"Pay"** button again
6. Select a payment method for the remaining amount

Balance Check

1. Select the **"Gift Card Menu"** button and click balance enquiry
2. Scan the gift card and a receipt will then be printed out, showing the balance

Refunding to a Gift Card

1. Process the refund as usual
2. When clicking the pay button, click **"Gift Card"** and scan the gift card - **please note that you can refund onto any gift card – it does not need to be the one that was used to make the purchase**
3. Press refund, the value of the refund will be added to the gift card

Selling a Card

1. Click the **"Gift Card Menu"** button
2. Select the type of gift card the customer would like – you can activate a physical gift card or generate a card number on a receipt
3. Scan the barcode on the back of the gift card
4. Enter the amount (minimum £10) the customer would like loaded and take payment.

For immediate assistance, please call our Customer Services Team on 01422 480048 or email hello@thecharityshopgiftcard.co.uk