



The Charity Shop Gift Card Processing Instructions



Taking Payment

1. Process the sale as usual and navigate to the **payment screen**
2. Select '**Charity Gift Card Redeem**'
3. Scan the barcode on the back of the gift card or e-voucher - if required you can input the 16-digit card number
4. Type value of the sale and press '**Ok**'
5. If there aren't enough funds on the gift card, select '**Ok**', scan again and input value that is going to be spent using the card
6. Take payment for the remaining amount with another payment method

Balance Check

1. Go to the payment screen
2. Press the '**Charity Gift Card Balance Enquiry**' button
3. Scan the gift card or key in the 16-digit card number

Refunding to a Gift Card

1. Start a refund following the usual process
2. Select the '**Charity Gift Card Screen**'
3. Select the '**Charity Gift Card Refund**', then 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**
4. Input value that is being refunded, select '**Ok**'

Selling a Gift Card

1. Select '**Charity Gift Card screen**' button
2. Select '**Buy Charity Gift Card**' button
3. Select the amount the customer would like loaded (minimum £10) and press '**Ok**'
4. Select the method the customer is paying with and take payment
5. Scan the gift card to activate - a **transaction is complete** message will appear with the option to print the receipt.

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