



Taking Payment

1. Process the sale as usual
2. Select **"Go to Tender"**, then **"Charity GC"** button
3. Scan the barcode on the back of the gift card or e-voucher, if required, manually key the 16-digit number
4. Complete the sale as usual

Balance Check

1. Press the **"Other options"** button
2. Press **"Gift Card Balance"**
3. Scan the gift card or manually input the 16-digit card number and the balance will be displayed on the screen

Refunding to a Gift Card

1. Process the refund as usual, and once you've pressed the **"Go To Tender"** button, select **"Charity GC"**
2. Scan the gift card or manually input the 16-digit on the 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. The amount being refunded will be displayed
4. Complete the refund as usual

Selling a Card

1. Select the **"Hotshot"** menu and then select the **"Charity Gift Card"** product
2. Scan the barcode of the gift card and input the value that is going to be loaded onto the card, minimum £10
3. Select go to tender and take payment as usual.