



Taking Payment

1. Process the sale as usual and select ***"Payment Method"***
2. Select ***"Gift Card"***
3. Scan the barcode on the back of the gift card or e-voucher and proceed with the transaction as usual
4. If there are insufficient funds on the gift card, a message will appear advising the balance of the gift card
5. Change the amount to what the customer would like to pay using the gift card and scan the gift card again
6. The remaining amount can be paid with another gift card or another payment method

Balance Check

1. Select ***"Gift Card"***
2. Select ***"Check Gift Card Balance"***
3. Scan the gift card or enter the 16-digit number

Refunding to a Gift Card

1. Process a refund following the usual process
2. At the "Finish and Pay" step, select ***"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.**

Selling a Gift Card

1. Select ***"Gift Card"*** on the home screen, then select buy gift card
2. Select the amount the customer would like on the gift card (minimum £10) and scan the gift card
3. Click the ***"Finish and Pay"*** button
4. Take payment.

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