



Taking Payment

1. Process the sale as usual
2. Select **"Voucher"**, then **"Charity Shop Gift Card"** as the payment method
3. Scan the barcode on the back of the gift card or e-voucher – if necessary, manually enter the 16-digit number
4. Enter amount that is being spent on the gift card and complete the transaction. If there aren't enough funds on the card, the amount available will be displayed and by pressing enter this amount is deducted
5. Take the remaining amount due using another payment method

Balance Check

1. Select "Supervisor" button
1. Select **"Gift Card Balance"**
2. Scan the gift card and the balance will be displayed on the screen

Refunding to a Gift Card

1. Process the refund as usual, scanning the receipt and selecting the item to be refunded
2. Select **"Voucher"**
3. Select **"Charity Shop Gift Card"**, then scan 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**

Selling a Card

2. Select **"Start Sale"** button, then the **"Gift Card"** button
3. Scan the gift card or, if required, enter the 16-digit card number manually
4. Select the amount to be loaded onto the gift card, minimum £10
5. Enter the same value again when prompted for the item selling price for the gift card
6. Select method the customer is paying and take payment.

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