



The Charity Shop Gift Card Processing Instructions



Taking Payment

1. Process the sale as usual
2. Select **"Subtotal"**, then **"Charity Shop Gift Card"**,
3. Scan the barcode on the back of the gift card or e-voucher – if necessary, manually enter the 16-digit number
4. Select **"Ok"** and complete the sale as usual
5. If there aren't enough funds on the card, the amount on the gift card will be deducted and you can select another payment method for the remaining amount

Balance Check

1. Select **"Gift Cards"**
2. Select **"Gift Card Balance"**, making sure the **"Charity Shop Gift Card"** is selected
3. Scan the barcode on the back of the card or e-voucher
4. Click **"Get Balance"**

Refunding to a Gift Card

1. Process the refund as usual
2. Select **"Charity Shop Gift Card"**, then scan the card and click **"Ok"** - **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

1. In sale mode, select **"Gift Cards"**, then select **"charity shop gift cards"**
2. Input the amount the customer would like to load on the card, minimum £10 and press **"Enter"**
3. Select **"Subtotal"** and then the payment method
4. Scan the gift card and complete the sale as usual.

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