

# Processing An Order Using A Gift Card

1. Add events, memberships, passes, and any other items to the customer's order and click the **Proceed** button. On the **Item Summary** screen, review the items the customer is wanting to purchase. If the order is correct, click **Proceed**.

The screenshot shows the 'Item Summary' screen in a ticketing system. The interface includes a menu bar at the top with options like 'File', 'View', 'Action', 'Ticket Printer', 'Sales Mode', 'Support Functions', and 'Help'. Below the menu is a toolbar with icons for 'Clear Order', 'Override', 'Customer', 'Member', 'Remove', 'Contact', 'Item List', and 'Payment'. The main area displays customer information for 'Joe Agile' (Customer #: 23541) and a detailed list of items in the order. The items include Agile Opera, Agile Ballet, and Agile Symphony, each with sub-options for 'Classic - Reserved Admission' (Adult and Child). A 'Sales Line Type' section shows a 'Film Circle' membership for 'Joe Agile' (Member #: 10604). A summary box at the bottom left shows the order details: Order #: 76454, Item Count: 7 Item(s), Subtotal: \$258.42, Ticket Fees: \$21.00, Service Fees: \$0.00, Order Fees: \$0.00, Delivery Fees: \$0.00, Donations: \$0.00, Tax: \$0.00, Order Total: \$279.42, and Balance Due: \$0.00.

Event Name	Event Time	Venue	Price	Fee	Service Fee	Delivery	Sold For	Transaction	Fulfilled
Agile Opera	10/29/2015 12:00 PM	Central Pike Cinema							
2 Classic - Reserved Admission									
Adult	Floor - Classic / C / 13		\$46.62	\$3.50	\$0.00			78140	
Child	Floor - Classic / C / 14		\$24.52	\$3.50	\$0.00			78140	
Agile Ballet	12/3/2015 7:00 PM	Central Pike Cinema							
2 Balcony - Reserved Admission									
Adult	Balcony - Balcony / AA / 1		\$46.62	\$3.50	\$0.00			78140	
Child	Balcony - Balcony / AA / 2		\$24.52	\$3.50	\$0.00			78140	
Agile Symphony	1/17/2016 7:00 PM	Central Pike Cinema							
2 Classic - Reserved Admission									
Adult	Floor - Clasic / A / 1		\$46.62	\$3.50	\$0.00			78140	
Child	Floor - Clasic / A / 2		\$24.52	\$3.50	\$0.00			78140	
Sales Line Type	Membership	Member #	Price	Service Fee	Delivery	Expires	Transaction	Fulfilled	
1 Club	Film Circle	10604	\$45.00	\$0.00		12 Months	78140		
Film Buff	Joe Agile								

2. A window will pop up asking you to select the delivery method. Choose how the customer would like to receive each item. Then, click **OK**.

The screenshot shows a dialog box for selecting delivery methods. At the top, there is a 'Desired Method' dropdown menu currently set to 'Print Immediately - No Charge - \$0.00' and a 'Show All' button. Below this, under the heading 'Deliverable Items', there are four rows, each with a dropdown menu for selecting a delivery method. All four dropdown menus are currently set to 'USPS First Class - No Charge - \$0.00'. The items are Agile Opera, Agile Ballet, Agile Symphony, and Film Circle. At the bottom of the dialog box are 'OK' and 'Cancel' buttons.

3. The payment screen will appear. In the **Choose Method** drop-down list, select **Gift Card**.

Customer #: 23541

Billing Address  
Joe Agile  
4124 Central Pike  
Hermitage, TN 37076

Shipping Address  
Joe A  
4124  
Herm

Payment Information

Amount: 279.42

(Choose Method) ▼

- (Choose Method)
- Cash
- Discover
- Gift Card - Film Cash
- MasterCard
- Visa
- Apply Account Balance up to (\$31.00)

(Mo.) ▼ (Year) ▼

Security Code:

Training Mode Active

Summary Info

Transaction Number: 78140

Subtotal:	\$258.42
Donations:	\$0.00
Tax:	\$0.00
Total:	\$279.42
Minimum Due:	\$279.42

Payment Total:  
Current Balance Due:

Apply Payment Finalize \$1 \$5 \$10 \$20 \$50 \$100 Exact Change

4. A **Gift Card Lookup** window will appear. If you have a USB swipe attached to your device, you may swipe the gift card at this time. Otherwise, type the **Gift Card Number** and click **Search**.

Gift Card Lookup

Number

PIN

Current Balance:

Active

5. The remaining amount on the card will appear in the **Current Balance** area of the window.

Customer #: 23640

Billing Address: Mary Agile, 4124 Central Pike, Hermitage, TN 37076

Shipping Address: Mary Agile, 4124 Central Pike, Hermitage, TN 37076

Credit Info: Credit Limit, Available Credit, Account Balance, Deferred Balance

Payment Information: Amount 154.28, (Choose Method), Document Number, Card Holder Name, Expiration Date (Mo., Year), Security Code

Summary Info: Transaction Number: 78146, Subtotal: \$170.28, Ticket Fees: \$14.00, Service Fees: \$0.00, Order Fees: \$0.00, Delivery Fees: \$0.00, Donations: \$0.00, Tax: \$0.00, Total: \$184.28, Minimum Due: \$184.28

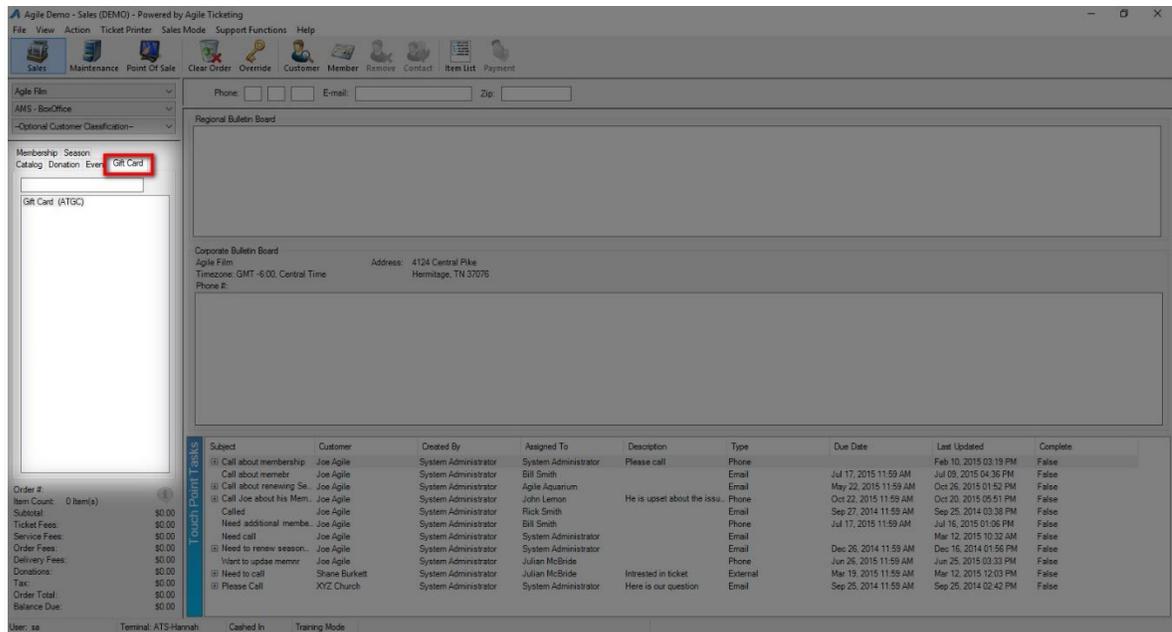
Gift Card - Film Cash: 3086090303993994, \$30.00

**NOTE:** If the amount on the card is more than the amount owed, the gift card will process the order like a credit card and automatically finalize the order with a remaining balance on the card.

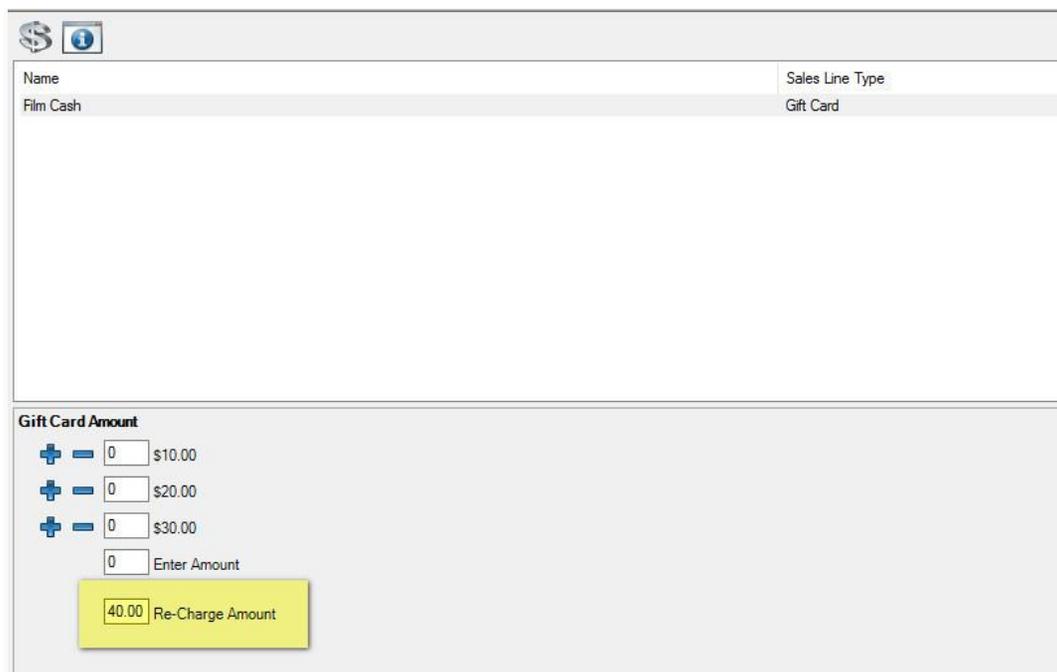
6. If there is money still due on the order, you will then need to add another payment type (cash, check, etc.) to complete the transaction.

# Adding Money to a Gift Card

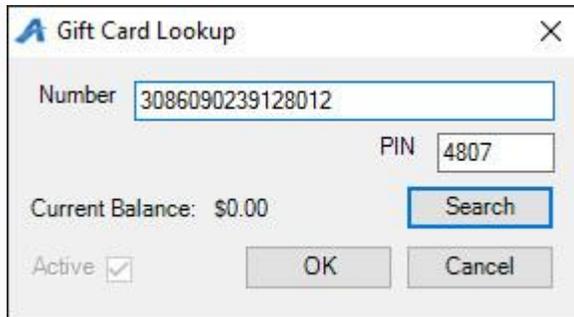
1. In Sales, click the **Gift Card** tab.



2. Select your **Gift Card Program**.
3. In the **Recharge Amount** area, enter the monetary amount to be placed on the card.



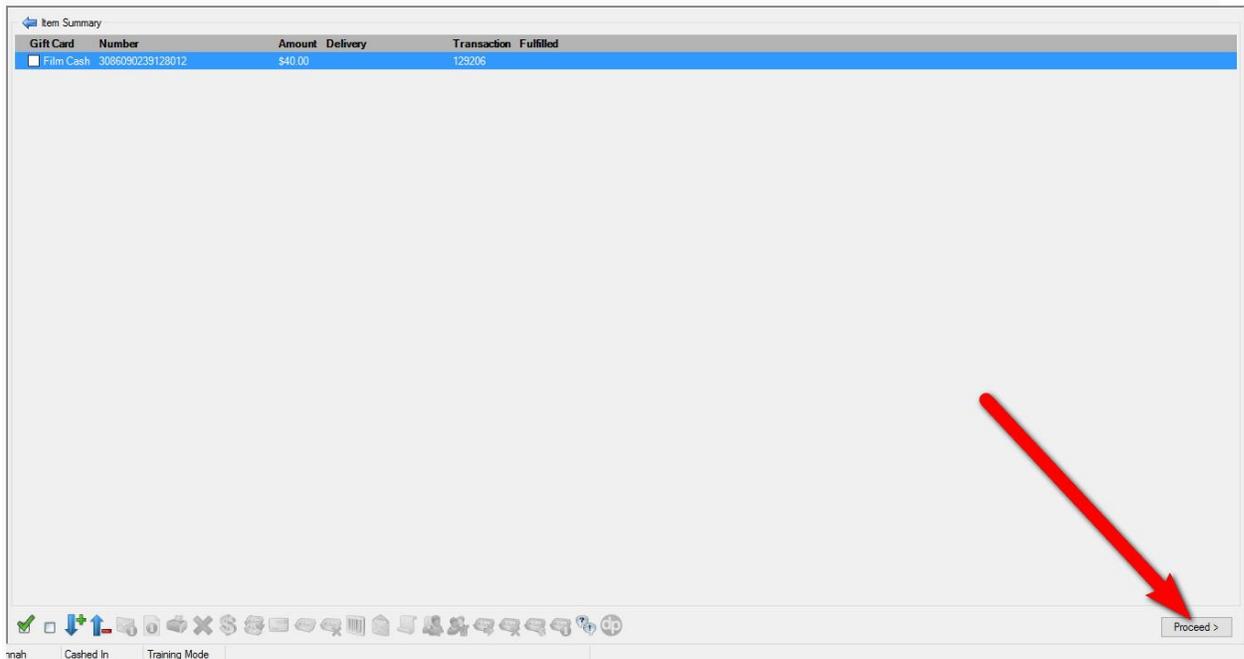
4. Click **Add** in the bottom-right corner of the screen.
5. The Gift Card Lookup window will appear. Swipe the card or enter the gift card number. Click **OK**.



The screenshot shows a dialog box titled "Gift Card Lookup" with a close button (X) in the top right corner. It contains the following fields and controls:

- A "Number" input field containing the value "3086090239128012".
- A "PIN" input field containing the value "4807".
- A "Current Balance: \$0.00" label.
- A "Search" button.
- An "Active" checkbox which is checked.
- "OK" and "Cancel" buttons.

6. Confirm the amount on the **Item Summary** page. If everything looks correct, click **Proceed**.



The screenshot shows the "Item Summary" page. At the top, there is a table with the following data:

Gift Card	Number	Amount	Delivery	Transaction	Fulfilled
<input type="checkbox"/> Film Cash	3086090239128012	\$40.00		129206	

Below the table is a large empty area. At the bottom right of the page, there is a "Proceed >" button. A red arrow points to this button. The bottom of the screen shows a toolbar with various icons and a status bar with the text "Cash In Training Mode".

7. In the **Payment Screen**, process the payment and click **Apply Payment**.

Payment Information

Amount

Cash

(Choose Method)

Cash

Discover

Gift Card - Film Cash

MasterCard

Visa

Expiration Date

(Mo.)  (Year)

Security Code

Training Mode Active

Summary Info

Transaction Number: 129206

Subtotal: \$40.00

Delivery Fees: \$0.00

Donations: \$0.00

Tax: \$0.00

Total: \$40.00

Minimum Due: \$40.00

Payment Total:

Current Balance Due:

