

# 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 software application. 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 'Sales', 'Maintenance', 'Point Of Sale', 'Clear Order', 'Override', 'Customer', 'Member', 'Remove', 'Contact', 'Item List', and 'Payment'. The main area displays customer information for 'Customer #: 23541', including billing and shipping addresses. A table lists the items in the order, including Agile Opera, Agile Ballet, Agile Symphony, and a Film Circle membership. A summary table at the bottom shows the total order amount and balance due.

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								

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  
 Balance Due: \$0.00

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. It has a 'Desired Method' dropdown set to 'Print Immediately - No Charge - \$0.00' and a 'Show All' button. Below, there are four rows for 'Deliverable Items', each with a dropdown menu set to 'USPS First Class - No Charge - \$0.00'. The items are Agile Opera, Agile Ballet, Agile Symphony, and Film Circle. At the bottom are 'OK' and 'Cancel' buttons.

Desired Method:

Deliverable Items:

- Agile Opera:
- Agile Ballet:
- Agile Symphony:
- Film Circle:

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:

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

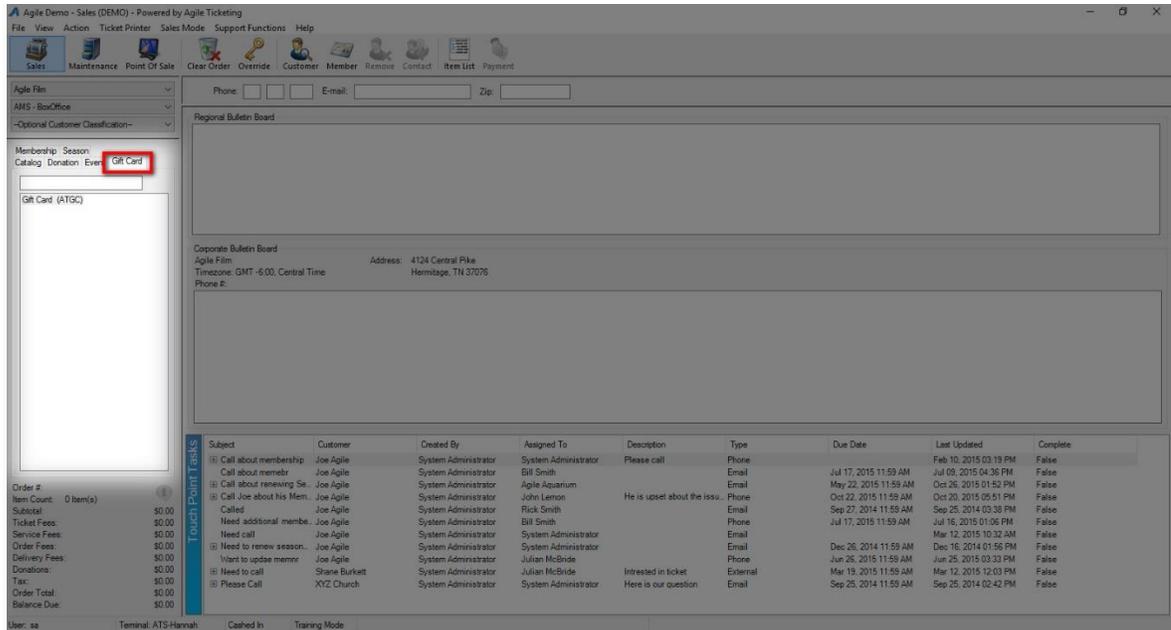
<input type="checkbox"/> Gift Card - Film Cash	3086090303993994	\$30.00
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**NOTE:** If the amount on the card is more than the amount owed, the gift card will process the order like a credit card and automatically finalize the order with a remaining balance on the card.

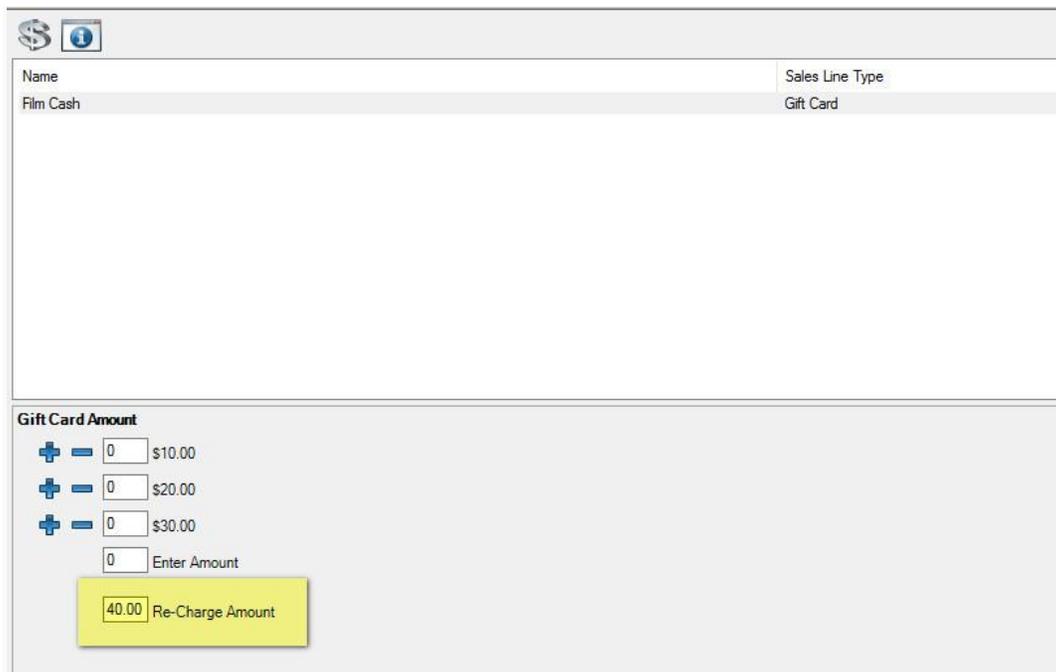
6. If there is money still due on the order, you will then need to add another payment type (cash, check, etc.) to complete the transaction.

# Adding Money to a Gift Card

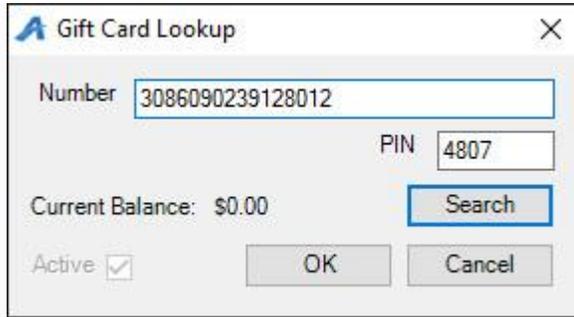
1. In Sales, click the **Gift Card** tab.



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



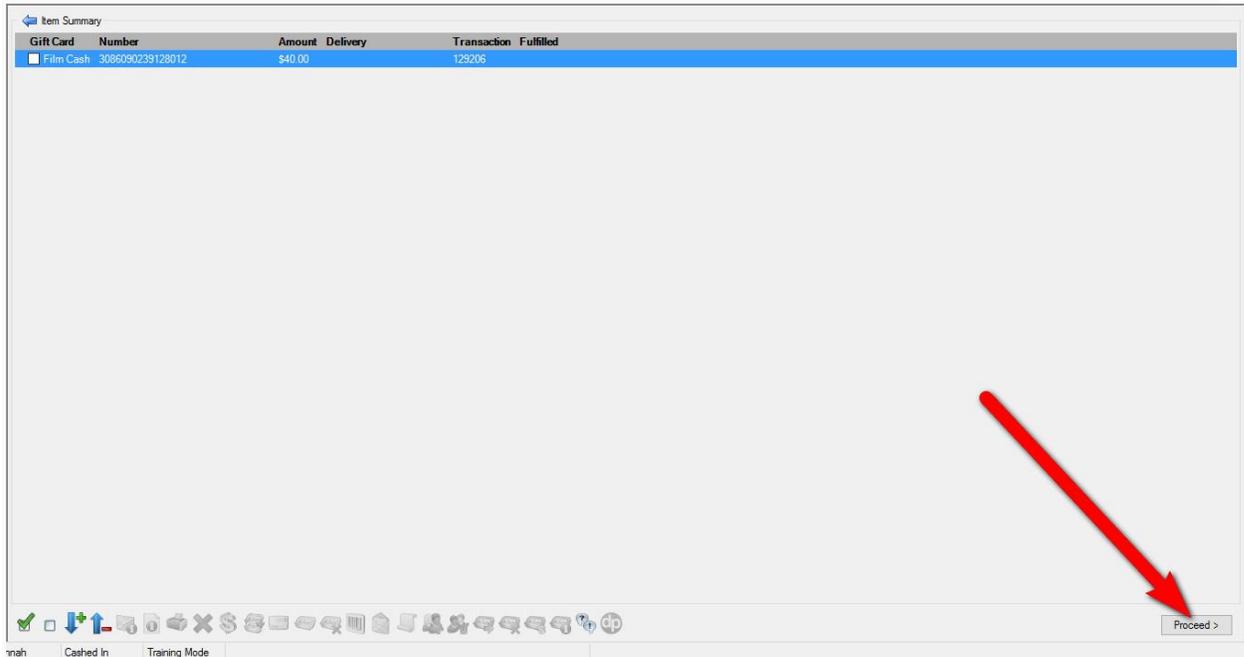
4. Click **Add** in the bottom-right corner of the screen.
5. The Gift Card Lookup window will appear. Swipe the card or enter the gift card number. Click **OK**.



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

- 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 main content area, there is a "Proceed >" button. A red arrow points to this button. At the bottom of the screen, there is a toolbar with various icons and a status bar showing "Cash In" and "Training Mode".

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

The screenshot shows a payment interface with the following sections:

- Payment Information:** Amount: 40.00; Method: Cash (dropdown menu is open showing options: (Choose Method), Cash, Discover, Gift Card - Film Cash, MasterCard, Visa); Expiration Date: (Mo.) (Year); Security Code: [ ]
- 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
- Buttons:** Apply Payment, \$1, \$5, \$10, \$20, \$50, \$100, Exact Change
- Text:** Training Mode Active (in red); Payment Total: [ ]; Current Balance Due: [ ]

A large red arrow points to the **Apply Payment** button.