

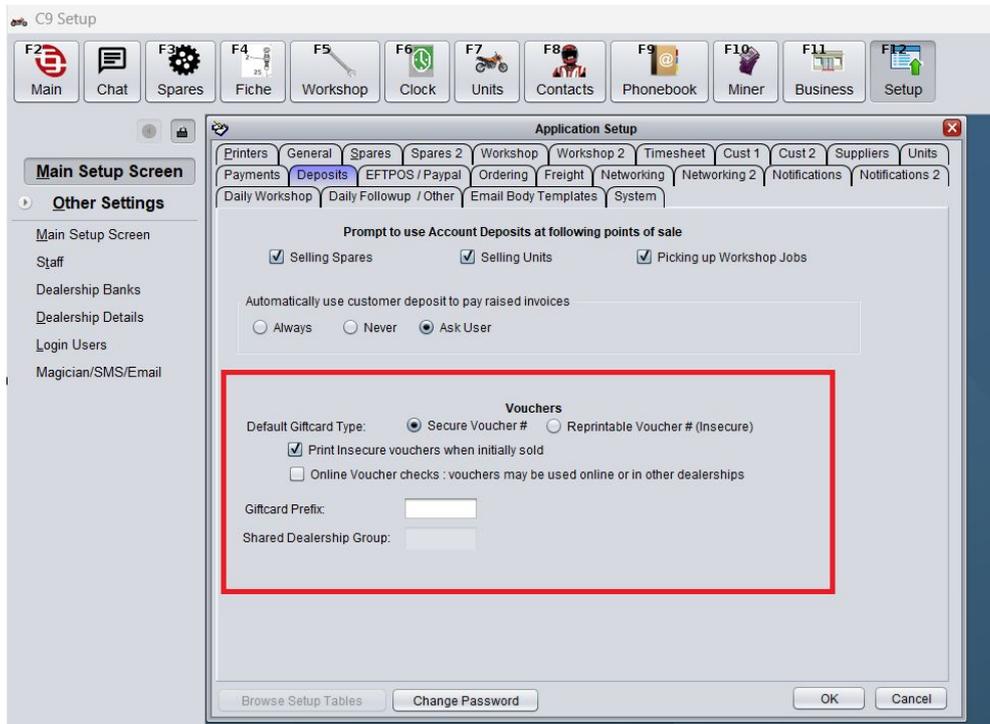
## GIFT CARDS

### INITIAL SETUP

Setup > Main Setup Screen. Deposits tab

If you have a printed book of numbered Gift Vouchers you will want to change this setting to “Reprintable Voucher #” so as you can enter the voucher number. Otherwise leave it as “Secure Voucher #” to allow c9 to generate Gift Card numbers

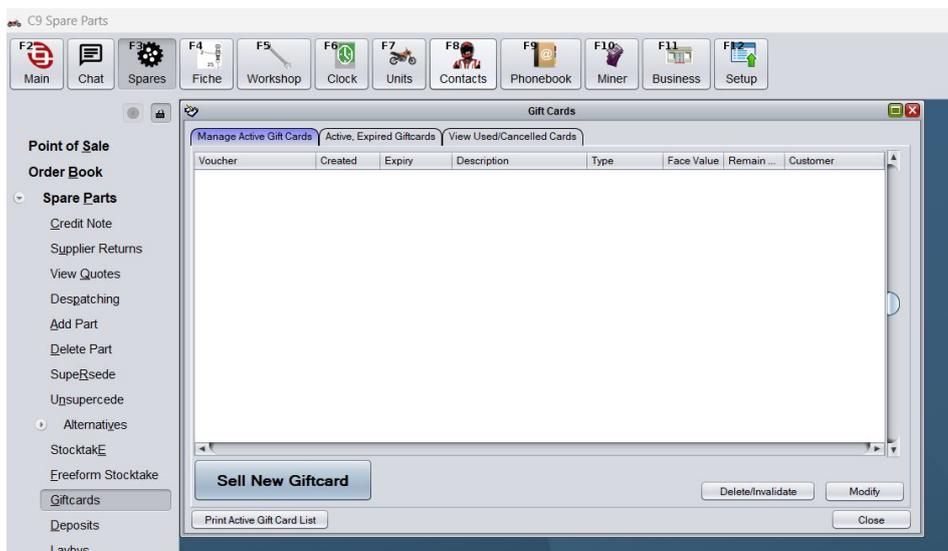
You can also select here if your vouchers can be used online or in other c9 stores



### SELLING A GIFT CARD ON ITS OWN

Spares > Spare Parts > Giftcards

Click on “Sell New Giftcard”



If you have your c9 set for a Reprintable Voucher you will need to enter a Voucher number

Otherwise fill in Description, Value, and dependent on the laws in your State there is also space to fill in a voucher expiry

Select the Customer. This can be the purchasing or the customer receiving the voucher. It's a way to track it later on if need be. NB if you are using Account Sale to purchase the voucher you must select the customer who is purchasing the Voucher so the sale goes on the customers account

We also need to select the sale type.

Cash sale is if the Customer is paying for the voucher i.e. EFTPOS or Cash

Account sale will put the voucher amount on the selected customers account

Deposit voucher. This is if you are giving away a voucher

Sell Gift Card

Sell New Gift Card

Have C9 Generate a new secure Voucher ID Number (hard to counterfeit, hard to copy)

Enter in Voucher ID number manually. (i.e. copied from an existing voucher b...

Secure Voucher Number: 100-075-005784

Safe Voucher Number: 100-075-\*

Description: Happy Birthday Ben!

Value: \$100.00

Expiry:

Customer

Code: BAFL Select Customer

Name: LAURA BAFF

Phones:

Notes:

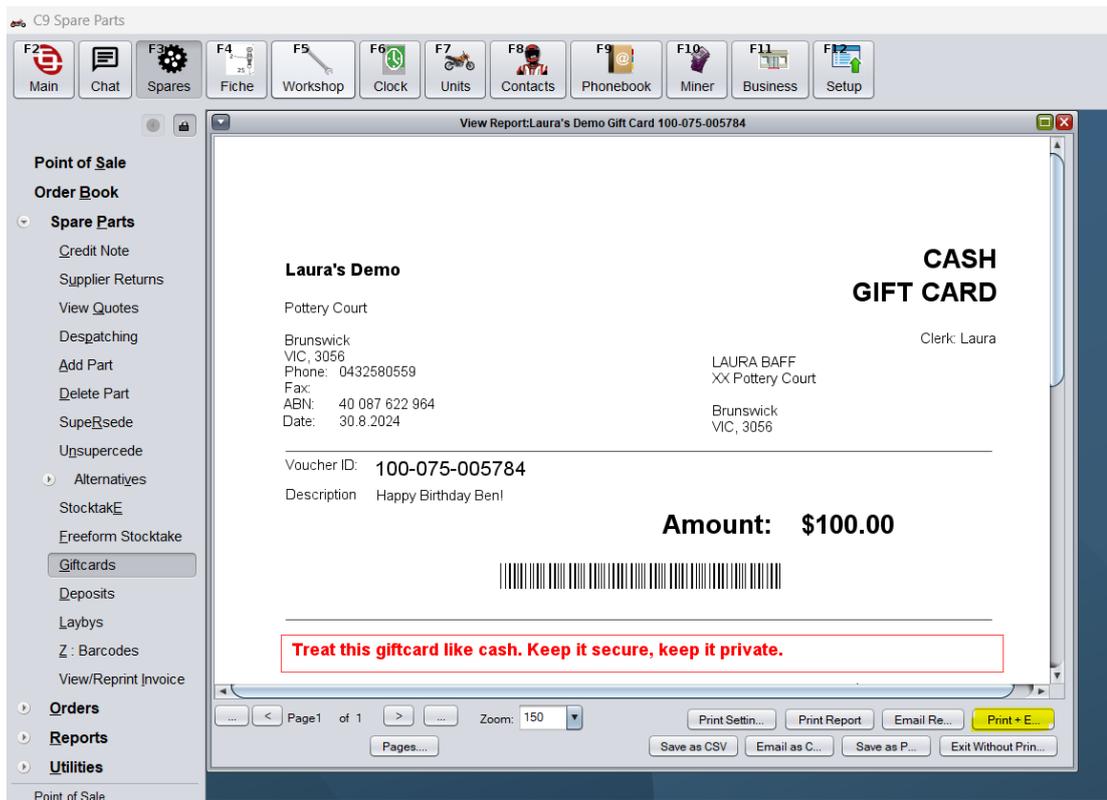
Sale Type:  Cash Sale  Account Sale  Discount Voucher

Complete Sale Cancel

Complete sale

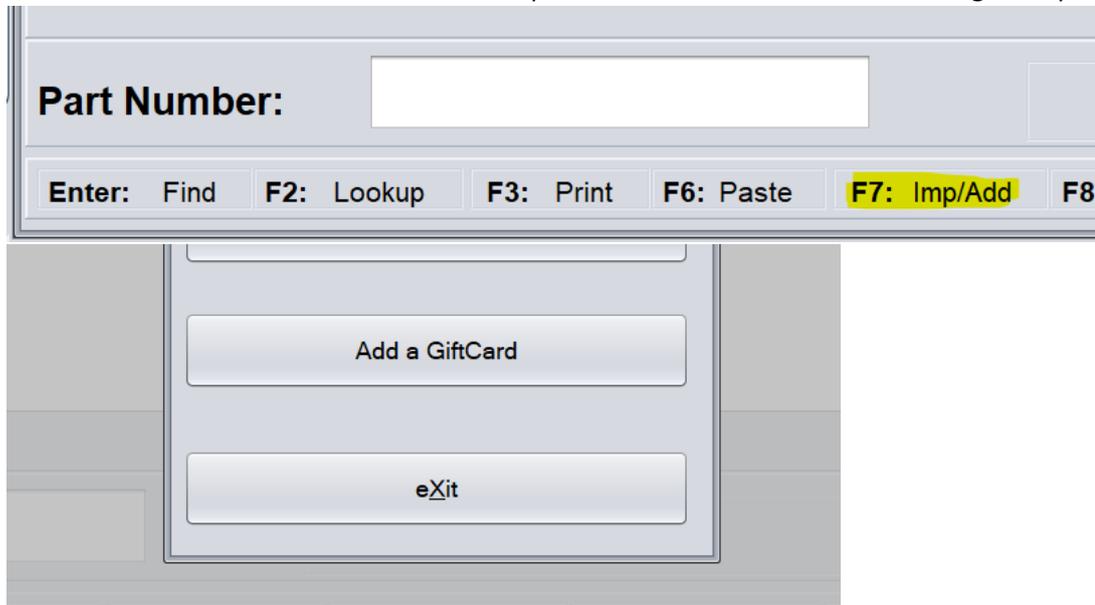
The Voucher will pop

We always recommend you Print & Email a copy of the voucher. Even if you just email them to yourself. As vouchers with a secure voucher number are not reprintable if they are lost (see steps later in this document under cancelling gift card for what to do if Voucher is really lost)



## SELLING A GIFT CARD AS PART OF A SPARES SALE

If a customer wants to add a Gift Card to a Spares Purchase this can be done using F7 Imp/Add



It will look similar to selling a Gift Card by itself.

Note, you cannot select customer or payment type here as you do that as part of the Spares sale

**Sell Gift Card**

Sell New Gift Card

Have C9 Generate a new secure Voucher ID Number (hard to counterfeit, hard to copy)  
 Enter in Voucher ID number manually. (i.e. copied from an existing voucher b...

Secure Voucher Number: 100-077-659745  
 Safe Voucher Number: 100-077-\*

Description:

Value:

Expiry:

Customer  
 Code:    
 Name:   
 Phones:

Notes:

Sale Type:

Part Number	UOM	Description	Loc	Stk	Ord	Req	Sup	Ord
16-420-04		MOTUL 7100 ESTER 100% SYNTH (1			7		1	1
160970552		FILTER-ASSY-OIL			4		1	1
110610417		GASKET 12X22X2			11		1	1
<b>100-077-*</b>		<b>GiftCard - Happy Birthday</b>			<b>1</b>		<b>1</b>	<b>1</b>

## CANCELLING A GIFT CARD

There will be times when you need to cancel a Gift Card. i.e. When someone has completely lost a Gift Card or if there is only a small amount left the customer is not going to use or even just a refund

To cancel a Gift Card

Spares > Spare Parts > Giftcards

Highlight the Giftcard and Delete/Invalidate

C9 Spare Parts

Main Chat Spares Fiche Workshop Clock Units Contacts Phonebook Miner Business Setup

Point of Sale  
 Order Book  
 Spare Parts  
 Credit Note  
 Supplier Returns  
 View Quotes  
 Despatching  
 Add Part  
 Delete Part  
 Supercede  
 Unsupercede  
 Alternatives  
 Stocktake  
 Freeform Stocktake  
**Giftcards**  
 Deposits  
 Laybys

Gift Cards

Manage Active Gift Cards Active, Expired Giftcards View Used/Cancelled Cards

Voucher	Created	Expiry	Description	Type	Face Value	Remain ...	Customer
100-075-*	30.8.24		Happy Birthday Ben!	Cash	100.00	100.00	BAFL
100-077-*	30.8.24		Happy Birthday	Cash	50.00	50.00	BAFL

You will get this screen.

If refunding gift card select "Void Card and Refund Money" and follow the prompts

If the customer has lost the gift voucher. Select "Void Card and Refund Money" then use this money to issue a new Gift Card

If there is only a very small amount left on the gift card and the customer is not going to use it select "Void Card but do not refund money" this will record the voucher amount as pure profit

**Cancel Gift Card**

Gift Card Details

Voucher ID: 100-075-\*

Created D... 30.8.24

Description: Happy Birthday Ben!

Value: \$100.00

Used Value: \$0.00

Customer

Code: BAFL

Name: LAURA BAFF

Phones:

Notes:

**Items purchased with this Gift Card**

Date	time	Amount	V.Amount	Del...	Type	Reference
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**Void Card and refund money**

Cancel

**Void Card but do not refund money**