### **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

2	Sell Gift Card 🛛 🔀
Sell New Git	ft Card
• Have C9	Generate a new secure Voucher ID Number (hard to counterfeit, hard to copy)
O Enter in	Voucher ID number manually. (i.e. copied from an existing voucher b
Secure Vouc	her Number: 100-075-005784
Safe Voucher	r Number: 100-075-*
Description	Happy Birthday Ben!
Value:	\$100.00
Expiry:	
Custom	er
Code:	BAFL Select Customer
Name:	LAURA BAFF
Phones:	
Notes:	
Sale Type:	Cash Sale Account Sale Discount Voucher
	Complete Sala
	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)

🚓 C9 Spare Parts		
F2 Main Chat Spares	F4_f     F5_     F6     F7     F8     F9     F1     F1     F1       Fiche     Clock     Units     F3     Contacts     F1     Business     F1	
• •	View Report:Laura's Demo Gift Card 100-075-005784	
Point of <u>S</u> ale Order <u>B</u> ook		
<u>Credit Note</u> Supplier Returns View Quotes	Laura's Demo CASH Pottery Court GIFT CARD	
Despatching Add Part Delete Part SupeRsede	Brunswick         Clerk: Laura           VIC, 3056         LAURA BAFF           Phone:         XX Pottery Court           Fax:         XX Pottery Court           ABN:         40 087 622 964           Date:         308.2024	
Unsupercede  Alternatives StocktakE	Voucher ID: 100-075-005784 Description Happy Birthday Ben! Amount: \$100.00	
<u>G</u> iftcards Deposits Laybys		
<u>Z</u> : Barcodes View/Reprint Invoice	Treat this giftcard like cash. Keep it secure, keep it private.	
• Orders		
<u>R</u> eports	Print Settin Print Report Email Re Print Print Report Email Re	
Utilities	Cayes Save as CSV [Email as C ] Save as P ] Exit Without Prin	
Point of Sale		

# 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

Part Nu	mbe	er:								
Enter: F	ind	F2:	Lookup	F3:	Print	F6:	Paste	<mark>F7:</mark>	Imp/Add	F8:
			Add a Gi	ftCard						
			e⊻i	t						

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

2	Sell Gift Card	
Sell New Gift Car	d	
Have C9 Gen	erate a new secure Voucher ID Number (hard to counterfeit, hard to copy)	
O Enter in Vouc	her ID number manually. (i.e. copied from an existing voucher b	
Secure Voucher N	umber: 100.077.050745	DEST
Sate Voucher Nun	nber: 100-077-*	
Description:	Happy Birthday	
Value:	\$50.00	
Expine		
Expiry.		
Code:	Salast Customer	
Name:		
Phones:		
Notos		
NUICS.		
Sale Type:	Cash Sale Account Sale Discount Voucher	
	Complete Sale	
	Complete Sale	

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
100-077-*		GiftCard - Happy Birthday		1		1		1

# 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						
F2 Main Chat Spares	F4 B Fiche Workshop	F6 Clock Units	F8 Contacts Phonebook	F100 Miner Business	Setup	
	3		Gift Cards	÷		
Point of Sale	Manage Active Gift Card	Active, Expired Giftcar	rds View Used/Cancelled Cards	5]		
Tome or <u>o</u> uld	Voucher	Created Expiry	Description	Type Face Value	e Remain Customer	<b>A</b>
Order <u>B</u> ook	100-075-*	30.8.24	Happy Birthday Ben!	Cash 100.00	100.00 BAFL	
<ul> <li>Spare Parts</li> </ul>	100-077-*	30.8.24	Happy Birthday	Cash 50.00	50.00 BAFL	
Credit Note						
Supplier Returns						
View Quotes						
Despatching						
Add Part						
_ Delete Part						
Supe <u>R</u> sede						
Unsupercede						
Alternatives						
Stocktak <u>E</u>	4					7. 7
Ereeform Stocktake	Sell New Gi	ftcard				
Giftcards					Delete/Invalidate	Modify
Deposits	Print Active Gift Card L	ist				Close
Laybys						

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

			canceron	Card			
Gift Card De	tails						
Voucher ID:	1	00-075-*					
Created D	. 3	0.8.24					
Description	: F	lappy Birthday	Ben!				
Value:	\$	100.00					
Used Value	c \$	0.00					
Customer							
Code:	BAFL						
Name:	LAURA	BAFF					
Phones:							
Notes:	[						
			n 01				
Items pur	chased	l with this Gil	ft Card				
Items pur Date	<b>chased</b>	I with this Gil	ft Card	Del	Туре	Reference	
Items pur	<b>chased</b> time	I with this Gil	ft Card	Del	Туре	Reference	
Items pur	<b>chased</b> time	I with this Gil	ft Card	Del	Туре	Reference	
Items pur	<b>chased</b> time	I with this Gil	<b>It Card</b> V.Amount	Del	Туре	Reference	
Items pur Date	<b>chased</b> time	I with this Gif	tt Card V.Amount	Del	Туре	Reference	
Items pur Date	<b>chased</b>	with this Gil	ft Card	Del	Туре	Reference	
Items pur	time	I with this Gil	ft Card	Del	Туре	Reference	
Items pur Date	time	I with this Gil	ft Card	Del	Туре	Reference	
Items pur	time	I with this Gif	ft Card	Del	Туре	Reference	
Items pur	time	with this Gil	ft Card	Del	Туре	Reference	
Items pur	chased time Voi	I with this Git Amount	t Card V.Amount	Del	Туре	Reference	
Items pur	chased time Voi	d Card and	t Card V.Amount	Del	Туре	Reference	
Items pur	time	d Card and	ft Card V.Amount	Del	Type	Reference	