

## **Operation Educate**

### **How to Put Store Credit on a Gift Card**

A nice feature about gift cards is that you can use them to issue store credit. Let's say a customer wants to return an item, and you don't want to pay them back in cash. It's easy and convenient to put store credit on a gift card.

In Sales•Point on a working invoice, under the column labeled T (for transaction type), type R (for return). Fill in the returned product's information. Click the Total button in the bottom left corner.

On the next line down, in the column Item ID, enter your Item ID for gift cards and press the tab button. A window will pop up asking for the gift card ID. Scan or swipe a gift card to automatically fill in the ID. Click OK. The next window will ask you for the amount to put on the gift card. Enter the amount of the return you see in the Total field at the bottom right of the screen, and click OK. Click the Total button in the bottom left corner again. The Total should be \$0.00. Click the Pay button Post the invoice.

### **Re-charging or Re-using a Gift Card**

Gift cards are re-usable! Customers can re-charge their gift cards, or you can collect and re-use gift cards when customers have zeroed out their balance.

In Sales•Point on a working invoice, enter the Item ID for gift cards and press the tab button. A window will pop up asking for the gift card ID. Scan or swipe the gift card you are re-charging/re-using so that the number on the card appears in the field. Click OK. The next window will ask you for the amount of the gift card. Enter the amount to be re-charged, or the amount you are issuing. Click OK. Post the invoice as usual.