

Gift Card Refund Process

1. The customer provides either their gift card number, account number, or the original card number used for the transaction.
2. The staff member enters the provided number into the system and clicks “Go” or “Search.”
3. The system checks if the entered number is valid and active.
 - If the card is **invalid or inactive**, display an error: “Gift card not found or not activated.”
 - Offer the staff member options: “Re-enter details” or “Cancel.”
 - If valid, proceed to the next step.
4. The system may prompt for customer identity verification.
 - The staff member enters customer details such as last name, phone number, or email address.
 - If the customer identity **does not match** the card, show an error: “Customer information does not match records.”
 - Offer options: “Retry” or “Cancel.”
 - If details match, continue.
5. The system determines whether the refund can be issued to the original gift card.
 - If **yes**, proceed with refund to the same gift card.
 - If **no**, display a message: “Refund to original gift card is not possible.”
 - Present alternate refund options: issue refund to a new gift card, store credit, or cash (as per company policy).
6. The staff selects the preferred refund method.
 - Possible choices include:

- Refund to the original gift card
- Refund to a new gift card
- Refund to existing gift card (if already issued)
- Refund to store credit
- Refund in cash (if allowed)

7. The staff member enters the refund amount.

- The system defaults to the full transaction value but allows for partial refund entry.
- If the entered amount **exceeds the original transaction**, show an error: "Amount exceeds original transaction value."
 - Prompt to adjust the amount or cancel the operation.

8. The system displays a refund summary, including:

- The refund method selected
- The recipient card or credit
- The refund amount
- The refund reason (if required)
- Present options: "Confirm" or "Cancel"

9. The staff member reviews the summary.

- If they select "Cancel," the process ends with no action taken.
- If they select "Confirm," the system proceeds to process the refund.

10. The system attempts to process the refund.

- If the refund is **successful**, a confirmation message is displayed: "Refund successful. Receipt has been printed or sent."

- The system updates the balance on the gift card or issues the new card as required.
 - If the refund **fails**, display an error message: “Refund failed. Please try again or contact support.”
 - Present options: “Retry,” “Select a different refund method,” or “Cancel.”
11. If the original gift card does not support reloading and the amount to be refunded is greater than \$0, the system may suggest a split refund.
- The system allows the staff member to refund the available portion to the original card and the rest to a new gift card or store credit.
 - The staff confirms the split before proceeding.
12. The system logs the transaction for audit purposes, including:
- Staff user ID
 - Timestamp
 - Transaction ID
 - Refund method
 - Reason code (if applicable)
13. A receipt is generated and printed or emailed to the customer.
- For physical gift cards, the customer can check the balance at the POS terminal.
 - For digital cards, the balance will be shown on the confirmation screen or sent via email.
14. The staff member ends the session and logs out of the system to maintain security.
15. If the system detects potential fraud, tampering, or inconsistencies in the card (e.g., mismatched card numbers, damaged card), a warning is displayed: “Suspicious gift card activity detected.”
- The staff member is prompted to request manager approval.

- The manager reviews the situation and either approves the refund or denies the transaction.
- If denied, the refund cannot proceed and the customer is informed of the decision.