

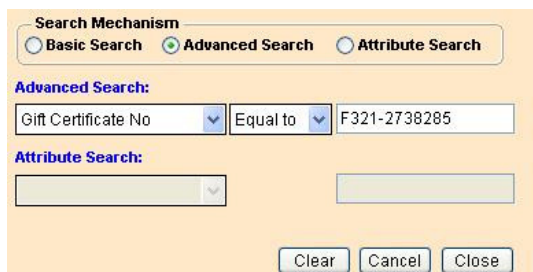
How to...  
Check the value of a gift certificate

**If you can find the original GC purchase order...**

1. Go to the “order history” tab
2. Scroll to the right, click on the chicklet next to the GC number

**If you only have the GC number...**

1. In the constituent search screen, do an “advanced” search for “Gift Certificate No.” equal to (enter GC number)



2. The search will show a list of every patron who has had a transaction with that GC number, including the original purchase order as well as every purchase made *with* that GC.
3. Double-click on any of the patron listings to open their account details.
4. Go to the “Transactions” tab.
5. Select the “Payment” radio button.
6. You will see a list of every payment that patron has ever completed. This INCLUDES payments to and from a gift certificate.
7. Look for your GC# in the “Gift Certificate No.” column – which is blank for payments that did not involve a GC. *See screenshot, below.*

General	Names	Addresses	Contributions	Associations			
History	Contacts	Contributions	Transactions	Ticket History			
<input type="radio"/> Transaction <input checked="" type="radio"/> Payments <input type="radio"/> Seat History <input type="radio"/> Credit Cards <input type="radio"/> Audit				<input type="checkbox"/> Group Payments <input type="checkbox"/> Show Detail			
Transaction No.	Amount	Date	Payment Method	Gift Certificate No.	Account No.	Check No.	Check Name
5450662	\$50.00	12/23/2011 12:35	2 TP VISA (B.O.)		****_****_****-7023		GLENAVIE NORTON
5395638	\$25.00	12/1/2011 12:51	PBADev Visa		****_****_****-7023		Glenavie Norton
5053936	\$249.00	5/19/2011 17:25	POA Only 1TP VISA (Sut		****_****_****-7023		Glenavie Norton
4997981	\$322.00	4/22/2011 18:11	TP 1VISA (Subs. Service		****_****_****-7023		Glenavie Norton
4432372	\$83.35	7/12/2010 10:08	TP 1VISA (Subs. Service		****_****_****-7023		
4432173	\$114.25	7/12/2010 09:51	TP 1VISA (Subs. Service		****_****_****-7023		
4384518	\$83.35	6/12/2010 13:36	TP 1VISA (Subs. Service		****_****_****-7023		
4384330	\$114.25	6/12/2010 13:23	TP 1VISA (Subs. Service		****_****_****-7023		
4320293	\$83.35	5/12/2010 10:38	TP 1VISA (Subs. Service		****_****_****-7023		
4320254	\$114.25	5/12/2010 10:35	TP 1VISA (Subs. Service		****_****_****-7023		
4295486	\$83.35	4/30/2010 09:27	TP 1VISA (Subs. Service		****_****_****-7023		Glenavie Norton
4249316	\$114.25	4/9/2010 11:16	TP 1VISA (Subs. Service		****_****_****-7023		Glenavie Norton
3707662	\$22.00	7/20/2009 10:09	TP 1VISA (Subs. Service		****_****_****-8034		Glenavie Norton
3707370	\$35.00	7/19/2009 18:32	TP 1VISA (Subs. Service		****_****_****-8034		Glenavie Norton
3695859	\$210.00	7/13/2009 09:15	TP 1VISA (Subs. Service		****_****_****-8034		
3677281	\$210.00	6/29/2009 10:14	TP 1VISA (Subs. Service		****_****_****-8034		Glenavie Norton
3475609	\$262.00	3/27/2009 16:38	TP 1VISA (Subs. Service		****_****_****-8034		Glenavie Norton
3323144	\$103.00	12/27/2008 16:10	TP 2VISA (Call Center)		****_****_****-8034		Glenavie Norton
3053848	\$132.00	7/21/2008 10:10	TP 1VISA (Subs. Service				Glenavie Norton
2804668	\$482.00	3/26/2008 10:40	TP 1VISA (Subs. Service				GLENAVIE NORTON
2775939	\$12.00	3/11/2008 16:15	2 TP VISA (B.O.)				JORGE ALBERTO NA
2775939	\$25.00	3/11/2008 16:15	TP Gift Certificate	3092-1016272			
2431798	\$117.40	9/10/2007 09:06	TP 1MasterCard (Subs.				Glenavie Norton