

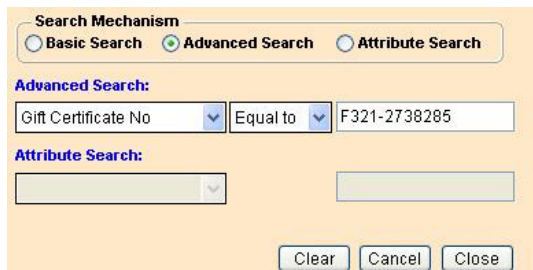
How to...
Check the value of a gift certificate

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