










## Gift Card Procedures Quick Reference

### Issue/Sell a Gift Card

1. Press the  **Key** to bring up the number pad
2. Enter the dollar amount the Guest wants to purchase
  - (minimum of \$5.00 and in dollars only – no cents).
3. Press the  **Key**
4. Press the  **Key**
5. Press the  **Key**
6. Enter the amount of money given by the Guest or use the credit card function.
7. Press the  **Key** – you will then be instructed to swipe the Gift Card.
8. After the Gift Card has been swiped, a receipt will print. Give that receipt to the Guest, along with their Gift Card.



### Redeem a Gift Card



1. Ring up the Guest order
2. Press the  **Key**
3. Press the  **Key**
4. Swipe the Guest's Gift Card
5. Any money left on the Gift Card will show at the bottom of the Guest receipt



## Gift Card Procedures Quick Reference

### Redeem a Gift Card – Split Tender

*If a Guest has an order totaling more than what is available on their Gift Card, the POS will allow for a “split-tender”. The Guest will be able to “use up” the balance on their Gift Card and pay the remaining balance with either cash or a credit card.*

1. Ring up the Guest order.
2. Press the  **Key**
3. Press the  **Key**
4. Swipe the Guest Gift Card.
5. The POS screen will show you that there are insufficient funds on the card.



“Please collect the remaining amount with another form of payment or cancel the order”

*The order can be completed with cash or a credit card from the Guest.*

6. The receipt will show the amount taken off the Gift Card (along with \$0.00 balance remaining) and the additional amount received from the Guest – either cash or credit.

### Check a Gift Card Balance (Balance Inquiry)

If a Guest in the restaurant would like to check their Gift Card balance, the cashier would:

1. Press the  **Key**
2. Press the  **Key**
3. Swipe the Gift Card.
4. The remaining Gift Card balance will be displayed.

*If a Guest would like to check their Gift Card balance by phone, they may call: **866-784-0544** for remaining balances. They will need to have the code on the back of their Gift Card available.*

