

# Handling eGift Cards

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## **Selling eGift Cards Online:**

Reach out to Wylie to set up your egift cards, then they will provide the best way to connect your Wylie online store to your website or what link to provide to your client if you are not using a website.

When a client goes to your online store to purchase an egift card, after selecting the amount, they will be able to enter the name and email of the recipient before finalizing their online order. On the check out page the client needs to select 'Pick up in store (select to proceed)' to then enter their payment information.

After the client places their order, the clinic will receive an email and popup notification with the system. To 'process' the order (which means actually taking payment and creating an invoice. Go to 'Sales' menu -> 'Online Orders', then select the magnifying glass beside the order, select the 'Process Order' button to take payment, and create invoice. You should see a pop-up informing you of this when selecting the button, select 'OK'.

The recipient will now receive their email with their egift card number and barcode. \*You can edit this template by going to 'Settings' menu -> "Customizable System Templates", then select the edit pencil beside 'Gift Card Delivery'.

## **Selling eGift Cards In Store:**

In the 'Sales Register in Wylie, add the *recipient's* information in the bottom right. \*this is the information for the person who will be receiving/using the gift card.

Select the 'Activate eGift Card' button at the top of the sales register. An available gift card will then be dropped into the sales register 'cart', select this product in the card, then select 'Modify' to enter the amount that the client would like to put on the card.

Take payment as you normally would. \*if the client is purchasing multiple gift cards for different people, creat a new invoice for each gift card.

If the client doesn't know who the gift cards are for yet, you can add the client's (purchaser's) name to the sales register.

After completing the invoice you can email the invoice to the recipient and, or print it off to give to the purchaser. This invoice has the UPC that they will need to provide when they want to redeem the gift card.

### **Redeeming a Gift Card:**

Add the information of the person redeeming the egift card to the bottom right of the sale register.

2. Add products being purchased to the sales register 'cart'.

Then, in the 'product search' bar either type the 12 digit UPC or scan the barcode associated with their gift card (they will need to provide this).

You will see two option appear in the drop down for their gift card.

Choose the 'Redemption' product option from the dropdown.

You will then get a pop-up telling you the total amount available to redeem. Enter the total amount the client wants to redeem for this purchase.

If there is an amount still owing on the invoice, take payment for the outstanding amount as you normally would. Then complete the invoice.

### **Checking the status of a gift card:**

1. In the 'sales register' in Wylie, select the 'Gift Card Info' button.

2. Type in the 12-digit UPC and select the 'enter' key, or scan the gift card barcode. Then you will see all of the details for that specific gift card.

