

Gift Cards in Dinerware version 2.7.2 and higher.

Supported Vendors

Gift Card vendors supported for this release are:

- Mercury Payment Systems.
- Givex (through PC-Charge).

Note: Valutec and Mellennia support are slated for future releases.

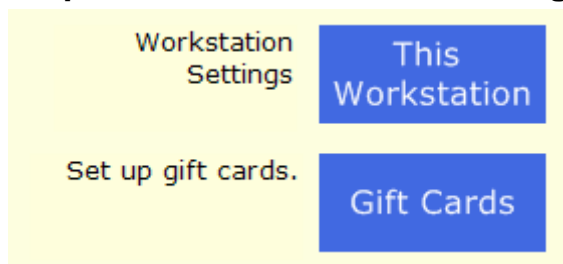
Pricing

The Gift Card functionality through PC-Charge is additional \$295 retail, as it was for version 2.5. Gift Card functionality for Mercury Payment Systems is no additional charge.

Activation and Setup

- You will need a license file with the Gift Card license activated if you are using PC-Charge. Gift Cards are always available for Mercury. See pricing above.
- If you do not have the correct license, you will not see any user interface controls related to Gift Cards.
- For Givex, you will need to have set up Givex in PC-Charge, and you also need to enter the Givex merchant ID into the PC-Charge provider.

Step 1: Enter Gift Cards in Manager > System



Step 2: Set Gift Card Options

- Choose whether to allow the user to override the pre-set Gift Card value when selling a Gift Card.

- Choose whether to simulate the Credit-Card style pre-auth / finalize sequence, or to finalize immediately with no tip.

Step 3: Designate at least one Gift Card Revenue Class

- Create a new Revenue Class and choose the option.

Name of this Revenue Class

Gift Cards *

Class is Liquor for tax purposes

Items in this Revenue Class are Gift Cards

Include in Customer Favorites

Step 4: Create Gift Card Items to Sell

- You may create one or more Screen Categories and Item Groups to hold Gift Card items as well, if desired.
- We recommend that you create several items with pre-defined amounts, for example, \$20, \$40, \$60, \$80, \$100.

Menu Item Name

Gift Card \$50 * Active

Alternate Kitchen Print Name

Revenue Class Gift Cards *

Item Group Retail

Item has a unique price 50

Using Gift Cards

Sell a Gift Card

- Ring the Gift Card menu item onto a ticket. The system will ask you to swipe a gift card.

- If custom amounts are allowed, the employee will be able to enter an arbitrary amount to place on the card. We do not recommend this.
- Card Activation happens silently if necessary.
- The funds will be added to the card *after* the ticket is properly closed. Many systems make it quite easy to add funds to a gift card and hide the evidence. Not Dinerware.
- If a ticket is re-opened and the Gift Card item voided, funds will NOT be removed from the card. Check the Void and Ticket Movement reports if you suspect foul play. Consider training employees in this scam and the trail of crumbs that is left in order to short-circuit the temptation.

Check Gift Card Balance

- When Gift Cards are activated in the system, there is a “Check Gift Card Balance” button available in the Order Entry screen. This will allow you to check and optionally print the balance available on the Gift Card.

Use a Gift Card for Payment

Note: The Gift Card tender type may be selectively allowed according to Job, and placed in a different relative order, under the Manager > Advanced > Tender types option.

- Enter the Payment screen by touching the Pay button.
- Enter the amount you wish to pay as normal.
- In the tender types list, touch Gift Card. Use the page buttons if necessary until you see the tender type.
- Swipe the Gift Card
- If you are simulating the Authorize / Tip sequence, 1 or more slips will be printed for the customer to sign.
 - If there is more money available on the card than the payment amount, the remaining balance will be shown, along with a tip line.
 - If the card is insufficient to complete the payment, the maximum amount will be shown along with the balance due on the ticket.
 - The Gift Card transaction must be finalized just like a Credit Card, in order to be completed. The Gift Card debit occurs at this time.
 - Gift Card transactions DO NOT appear along with Credit Card transactions in the bulk Tip Entry screen.
- If you are closing Gift Card transactions immediately, a receipt will be printed if indicated, and the Gift Card will be debited immediately.