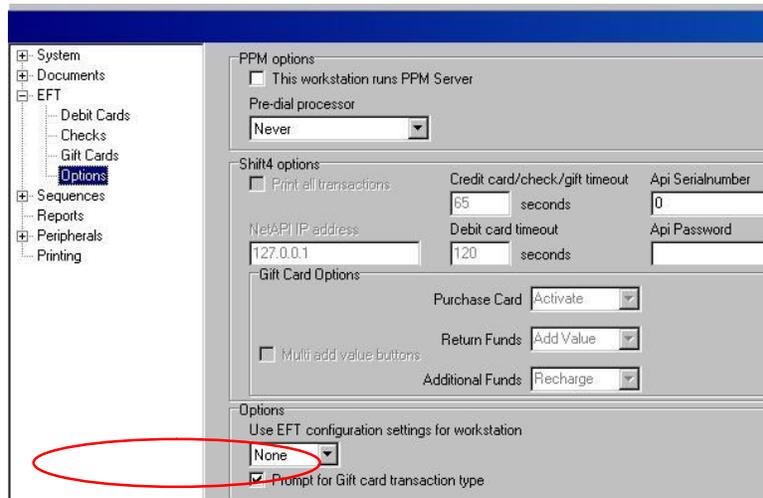# October 2011 Feature of the Month
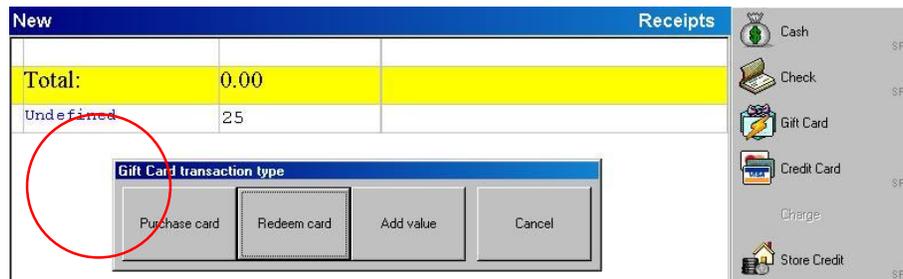
Gift Cards In Retail Pro

Retail Pro has the ability to accept gift cards through your Retail Pro integrated credit card software, after this has been setup and installed by BHD you will have the ability to use gift cards inside Retail Pro. This is an overview of some of the basic features of gift cards in Retail Pro.

1) First we need to setup Retail Pro to have the correct menus popping up for gift card transactions, this can be verified by making sure "Prompt for Gift card Transaction Type" is selected. We do this by going into Options → Workstation Prefs → Click the plus sign next to EFT → Select EFT Options. Make sure there is a check mark in the box and select Save from the Sidebar.
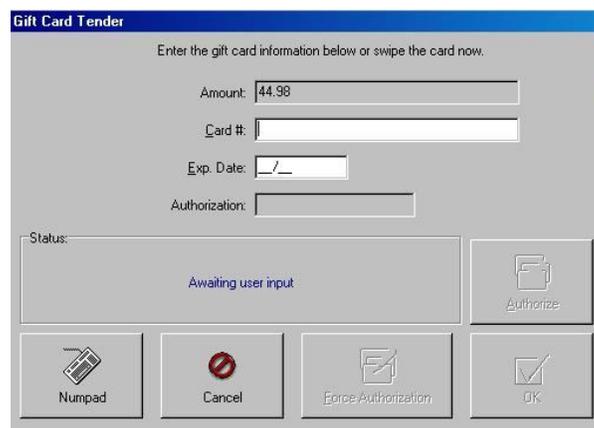
2) There are 3 basic functions of gift cards in Retail Pro the first is to Issue the gift card, this is sometimes called an activation or a purchase, this is the initial time the gift card is bought. The 2nd is a redemption and the 3rd is to reload the gift card, this feature is needed if you are reusing gift cards.

3) Lets start by issuing a gift card. We need to go into a new receipt so lets click on POS → Receipts → New. We do not need to enter an item number since a gift card is just an exchange of tender types, Select Tender on the sidebar.

Enter in the amount of the gift card your going to issue, in this case $25 and then select the gift card tender type on the side menu. Since we are issuing a new card select "Purchase Card". A window will open up and you can swipe the gift card. You now need to balance out the transaction, since this is a tender exchange you need to take in $25 in another form of tender. Select credit and you will be prompted to swipe a credit card, this will charge $25 and you will be able to print and update the receipt.

4) To Redeem a Gift card is very simple, it acts almost as a private credit card. We need to go into POS → Receipts → New, Add items like you normally would to a receipt and when done select Tender from the side menu. For you tender type select Gift and then select Redeem, a window will pop up and you can slide the gift card.

5) To Add Value to a card that has previously been used or to reload a gift card, you can go into POS → Receipts → New, do not enter a total but select Tender. Now just like issuing a card, enter the amount you would like to load on to the card select Gift Card from the side menu and Select Add Value, you will then be prompted to slide the card. Just like issuing a gift card you will need to take another tender as payment, select the tender they are paying with, Cash/Credit/Check and you will able to complete the sale.