

Trophy Gift Card Guide

SELLING A GIFT CARD:

<https://youtu.be/qLnWgxPaj5U?t=331>

ACCEPTING GIFT CARDS AT THE REGISTER:

<https://youtu.be/qLnWgxPaj5U?t=605>

ACCEPTING E-GIFT CARDS:

If customers have an E-Gift card simply choose **"Manual Gift Card Entry"** and enter the number.

Manual Gift Card Entry >

If customer wants to use an E-Gift card by telling you their **phone number**, select **"Card on File"**:

Card on File >

Then search on the customer's phone number in the customer look up screen:

✕ Cards on File

Q Name, Phone, Email

Enter Phone # Here

Alex
1 (623) 243-0942, alex.entrikin@doubledown.com

Alexis
alexis.manetas@doubledown.com

Amy Jackson
1 (206) 419-7557, amykjackson@yahoo.com

LOOKING UP A GIFT CARD BALANCE:

<https://youtu.be/qLnWgxPaj5U?t=676>

CUSTOMERS CAN CHECK BALANCE OF GIFT CARDS ONLINE:

<https://squareup.com/gift/9EDBJAM9C9YTE/check-balance>

PROMO GIFT CARDS:

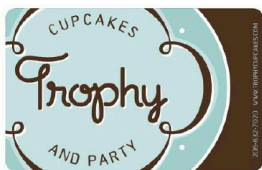
Should only be created by a manager/lead. These are either promos or a way to make up for a mistake on an order by sending the customer a gift card.

When creating a promo gift card, **discount 100% of the cost of the card** by using the discount labeled **"Gift Card - Comp"** - ***DO NOT use an alternate payment type*** (labeled **"Other payment Types"** in square).

Use this discount type:

	Gift Card - Comped	100%
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OLD BROWN GIFT CARDS



OLD Gift Card



OLD Gift Card

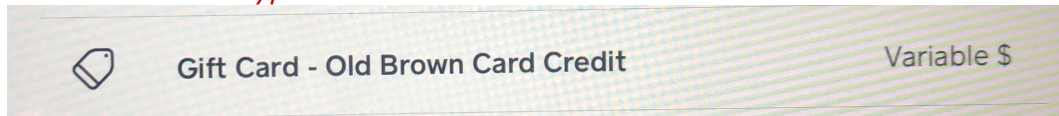
If Customer presents brown gift card, respond like so: ***"WOW! Thank you for being a Trophy customer for such a long time, these gift cards are from so long ago we are not able to run them through our system. Do you know how much is on the card?"***

If they do know how much is on it, we take their word for it and give them credit for the exact amount **by applying an "Gift Card - Old Brown Card Credit" discount** to their order for the full amount ***(it's important to use the discount with the***

exact name "Gift Card - Old Brown Card Credit" and not any other discount). If there is credit remaining (and they are not spending it all), add the remaining credit to a new gift card so they can take the new card for use at a later date.

If they do not know what's on it, tell them that we will give them \$25 credit. Apply the credit using the **"Gift Card - Old Brown Card Credit" discount** for it. Apply the credit to their order and ask them to spend the full amount so that we don't have to create a new gift card.

Use this discount type:



IMPORTANT:

For all brown gift cards, take a photo of the back of the cards (so we can see the number) and text the photo to Mike at: 206-300-6600. Cut the card in half and toss it.