

WMS: Did You Know?

From Professor Merlot



Gift Certificates – how do I sell one and how to redeem one?

Gift certificates are a special kind of sale. These are setup in WMS just as any other product, but with a slight difference since you **sell** one and then **redeem** it at a later date. WMS tracks these easily, here's how:

Create the Product:

- **Gift Certificate** - open the Products form and create a product, Gift Certificate
- **Set the Unit Price = \$1.00.**
- **Set the Gift Certificate Checkbox = Checked**
- **Set all of the taxes = Unchecked**
- **Note: this only needs to be done once**

Sell a Gift Certificate:

- On an Invoice, select **Gift Certificate** from the **Item Product** selection.
- In the **Qty** field, enter the **value** of the gift certificate to be sold. In this instance we will enter 75.5 in the quantity field. Notice the **Total** field will show \$75.50.
- Receive the payment from the customer in the normal manner using the **Payments** button and screen (Visa, Master Card etc).
- **Print a Gift Certificate** for the customer:
 - Select **Gift Certificate Small** in the report selector drop down (next to Printer button)
 - Fill the **Print Preview** checkbox
 - Press the **Printer** button to preview the certificate.
 - Enter the **Sender's Name** in the pop form. If this is a charity item, leave blank.
 - Enter the **Recipient's Name** in the pop form. If this is a charity item, leave blank and press OK.
 - The **Gift Certificate** is displayed and printed. Cut the paper to insert into a #10 envelope or insert into a bottle.
 - Names may be hand written but should be signed by a store staffer.



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Redeem a Gift Certificate:

- Complete the Invoice normally, with a total of \$152.95 for example. Press **Payments**.
- On the **Payments** form, select the **Payment Method** of **Gift Certificate**.
- Values for **Payment Date** (today) and **Payment Amount** (\$Total) are set automatically.
- Open the **Gift Certificate #** Drop Down to show all the GC's in the system.
- Note the third one down in the list is the one that is to be redeemed, \$75.50.

| GC From | GC |
|-------------|----------|
| 7730-18873 | \$20.00 |
| 11688-28486 | \$55.45 |
| 11722-28548 | \$75.50 |
| 11138-27082 | \$100.00 |
| 2206-5724 | \$100.00 |
| 3496-9040 | \$100.00 |
| 6202-15283 | \$100.00 |

- Select this one for \$75.50
- Notice that the **Payment Amount** is changed to **\$75.50** and **GC Redeemed** is checked.
- **Save** this payment and create a second payment for the balance that is owed on this Invoice, \$77.45.
- This method tracks all GCs in WMS and ensures that it cannot be used more than once.

Check for Outstanding Gift Certificates:

- For year-end statistics, select **Gift Certificate Status** in the Report Selector on the **Products** form.
- Detail of all of those purchased and all of those redeemed is shown.
- Any GCs not redeemed will also be displayed for your accountant's requirements.

| Date | Purchased by | On Inv # | GC Amt | Redeemed | By Customer | On Inv # | Amt |
|--------------|------------------|----------|---|--------------|---------------|----------|---------|
| Feb 22, 2010 | Handwich, Sam T. | 11722 | \$75.50 | Feb 22, 2010 | Kevin Wineman | 11723 | \$75.50 |
| | | | Subtotals for Feb 2010 = \$75.50 | | | | |
| | | | Balance for Feb 2010 = \$0.00 | | | | |
| | | | Subtotals for 2010 = \$75.50 | | | | |
| | | | Balance for 2010 = \$0.00 | | | | |
| | | | Report Purchased GC Totals = \$75.50 | | | | |
| | | | Report Redeemed GC Totals = \$75.50 | | | | |
| | | | Report Balance = \$0.00 | | | | |

