



## Redeeming a Gift Card – Options

### Option 1 – Click on the link (requires registered device)

Gift cards are sent via e-mail to the gift card holder/recipient. They can forward you the e-mail. When you get the e-mail, use a registered device and click on the link. Then click on the "Redeem an Amount from the Card" button.

NOTE: For some accounts, the link might take you to a "branded" page ... that page will likely contain a section for showing the "current balance" of the card in question ... click on that link.

### Option 2 – Scan the QR code (requires registered device)

As per the above, the gift card holder/recipient has an e-mail. That e-mail also has a QR code in it (a special box with black and white squares in it). If they can show it to you on their cell phone / tablet, you can use your own cell phone to "scan it" (usually consists of using the camera and putting the square in the middle of the viewport on your phone). Then, click/tap on the "Redeem an Amount from the Card" button.

NOTE: For some accounts, the QR code might take you to a "branded" page ... that page will likely contain a section for showing the "current balance" of the card in question ... click on that link.

### Option 3 – Manually enter the Card Code (requires registered device)

As long as you have a card code (which shows in the e-mail that the gift card holder/recipient has), but you cannot get that e-mail to click on, or you don't have the capability to scan a QR code, you can still go to [CommunityGiftCards.com](http://CommunityGiftCards.com) and click on "Check My Balance" ... then, click on "Search for Gift Card" ... enter the first 8 characters (minimum) of the card code and follow the on-screen instructions to zoom in on the card and click on the "Redeem an Amount from the Card" button.

NOTE: For some accounts, instead of going to [CommunityGiftCards.com](http://CommunityGiftCards.com), you may want to visit the "branded" page (if there is one), and click on the section that allows for a gift card holder to get their "current balance". Then follow the instructions above.

## **But what if I don't have a registered device, or the system does not recognize my device as being registered ?**

### **Option 4 – Short-term link**

Contact your administrator and give them the Card Code ... the administrator can log in to the Dashboard of the gift card platform, enter the card code and choose your location, and send you a link that is active for a maximum of 30 minutes. Click on the link in the e-mail that you receive, and on the resulting screen, click on "Redeem an Amount from the Card" and proceed as normal.

### **Option 5 – Use phone-based redemption**

There is a toll-free number available (**1.855.211.5280**) that you can use to carry out phone-based redemptions of gift cards. You will need to know your specific Location Number (7 digits – get this from your administrator), and the administrator must allow you to use the phone system to perform this action.

In addition to your Location Number, you will also need to know the specific Card Number (7 digits – get this from the gift card holder – they can see this in the e-mail they received, or on the screen that shows them their current balance).

Dial the number above, and select option 2 (redeem a gift card).

- Enter your 7-digit Location Number
- Enter the 7-digit Card Number
- Enter the amount to redeem in dollars and cents followed by the "#" key

NOTE: If your Location is set up so that redemptions normally would automatically update a 3<sup>rd</sup> party system, you will have to manually make adjustments to that system yourself, as the phone-based redemption system has \*NO\* interactions outside the system.

### **Option 6 – Click on the “I am a MERCHANT” link**

When the gift card is brought up via Gift Card Central, if the system does not recognize the device, a link appears at the bottom of the page entitled "I am a MERCHANT". Clicking on this link will display a pop-up screen with the card code and current balance, and allows you to enter a Redeem PIN (NOTE: this is the same 7-digit Location Number used for phone-redemptions – this means that admin needs to allow you to do so). The pop-up also allows you to enter the redemption amount. Click on the Submit button, and the system will then display the location name associated with the Redeem PIN just to make sure you did not mis-type, and will ask you to confirm that this is indeed your location. Click on Submit again, and that will be it.

NOTE: An added benefit of using this approach, is that \*IF\* you have cookies enabled in your browser, the system will automatically try to register your browser/device for you upon successful redemption of the card.