

How Do You Accept Gift Certificates in Lieu of Cash? - Fulfillment

Tammy Mason - 2017-09-18 - in Inventory

How Do You Accept Gift Certificates in Lieu of Cash? - Fulfillment

This procedure will detail how to accept gift certificates in lieu of cash. It involves setting up the Program Master(s) and Item Masters in the usual manner. You will need to create an additional Item Master for the gift certificate. The item type assigned will depend on the tracking that is required based on your customer's needs.

1. Set up a Program Master if this is a new program. If ANY of the merchandise will be customer owned and will be shipped out at a price and a cost of 0.00, the Program Master will have to be customer owned. If the merchandise is house owned, then the Program Master should be house owned. Please refer to the Program section of this manual for additional instructions.
2. When setting up the Item Masters for the merchandise, be sure to setup an item master for the gift certificate. The item type will depend on what you need to accomplish. See the following explanation below and choose the item type that is correct for your situation.

Item Type & Capabilities

MC

No item movement activity will be tracked. Allows the input of price and cost during Fulfillment Order Entry. Use this item type if you do not need to track the number of gift certificates that are redeemed.

FG

Allows item movement activity to be tracked. If you are selling a predetermined quantity of gift certificates, you will want to track the redeemed quantity. Then you will know when more certificates need to be purchased by your customer.

3. When the order and gift certificate is received, enter the order in Fulfillment Order Entry in the usual manner. DO NOT enter a line for the gift certificate. This will need to be entered during Bill/Ship Customer Orders. If there is an amount above and beyond the amount of the gift certificate that the customer is responsible for, an invoice will print for that amount. If the customer is paying for the difference up front using a check or credit card, enter that information in Payment Method.
4. Print the order and complete it using your own office procedures. Please refer to the Paperflow section of this manual for additional instructions.
5. Once the order has shipped, bill the order through Bill/Ship Customer Orders. Add a line for the gift certificate. The quantity shipped will need to be entered in as a negative amount. Entering a negative shipping amount will reduce the total of the order by the value of the gift certificate. When billing is complete, transfer the order to billing and print the invoice in the usual manner.

Reporting

Print the Costing/Sales Report to see the number of gift certificates that have been redeemed. This will also give you the total sales less the certificates billed back to your customer. Regardless of the item type, sales and costing information will be updated when the invoice is printed.

Optional Procedures

1. Include General Ledger numbers in the Item Master for redirecting the postings to the General Ledger (Please refer to the General Ledger redirecting section of this manual for more information).
2. Use one Item Master and multiple customer price records for separate programs and standardization. This will allow for one gift certificate Item Master to be setup that can be used for all your programs and still allow for separate reporting using the Alternate Item report.