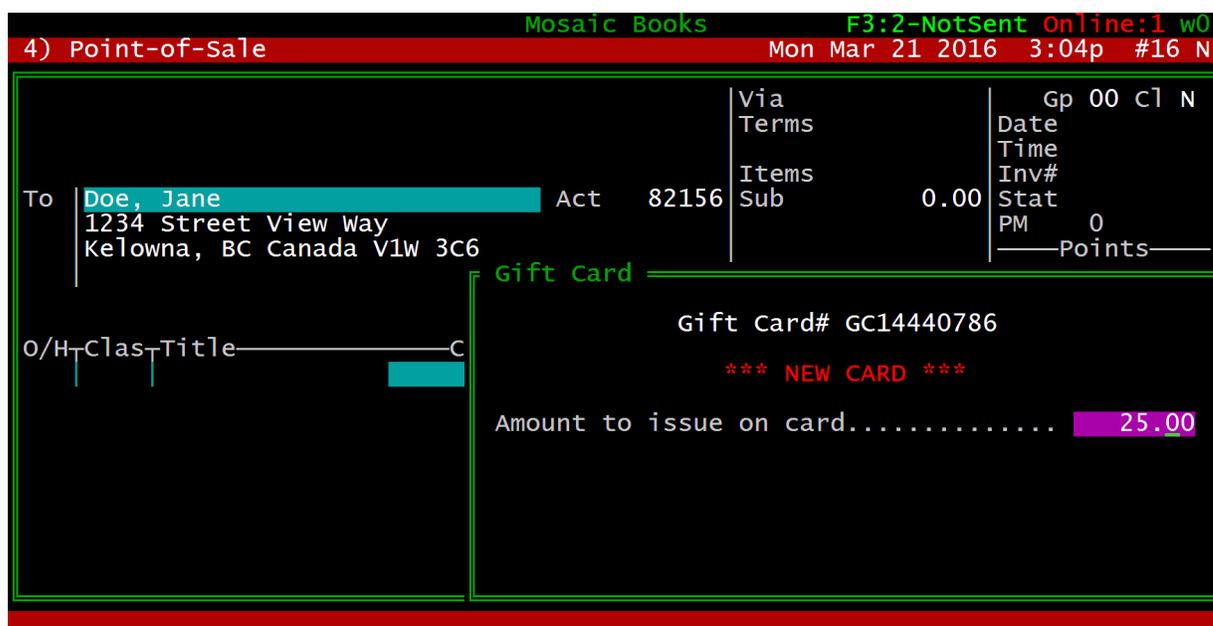# GIFT CARDS

If you purchase Bookmanager issued gift cards or just the numbers themselves, there is an integrated tracking and storage system within the program that can be used to confidently manage thousands of cards and balances. The integrated gift card system is currently only compatible with Bookmanager issued numbers, and cannot be made to work with preexisting numbers or cards. Our gift card service covers the entire process, from design to manufacturing, so you are guaranteed a good quality product with little setup or hassle on your end. For more information on our Gift Card program and pricing, and for examples of our cards, see **Gift Cards** under our **FOR BOOKSTORES** menu at **bookmanager.com**.

```
                              Mosaic Books          F3:2-NotSent Online:1 wO
4) Point-of-Sale                              Mon Mar 21 2016  3:04p  #16 N

                                        Via              Gp 00 Cl N
                                        Terms         Date
                                                      Time
                                        Items         Inv#
To  Doe, Jane                  Act   82156 Sub       0.00 Stat
    1234 Street View Way                              PM    0
    Kelowna, BC Canada V1W 3C6                        ——Points——
                                       Gift Card
                                         Gift Card# GC14440786

O/H Clas Title              C              *** NEW CARD ***

                              Amount to issue on card.............  25.00
```

GIFT CARDS ARE IMPORTANT TO YOUR BOTTOM LINE

It's no secret that not all gift cards are redeemed. Some of our stores have hundreds of thousands in unredeemed cards and many are in the tens of thousands. Our historical data reveals that about **11% of the total value put onto cards will never be redeemed** (higher if you also use gift cards as promotions). If you sell $10,000 in cards in one year (the current average for small\medium stores) you will likely have received $1,100 in cash that will never be claimed. This "profit" repeats every year.

If you think gift cards are unethical (as some do), consider the many thoughtful but totally useless gifts we give and receive from time to time. Money was in essence wasted on something that was not useful. It's the thought that counts, and that's why gift cards are appreciated and widely used. Make sure your store is able to make someone happy with a tasteful gift card. They are great for promotions, too. Our bookstore likes giving them out instead of books for donation because the recipient needs to come in to discover the store, and could become a new loyal customer as a result.

ISSUING AND REDEEMING

Selling a gift card is similar to selling a book. Scan the gift card bar code into the POS screen where

you would normally scan an ISBN. The balance on the card will then be retrieved and shown in a window that permits issuing and redeeming amounts to and from the card. If the card has never been used, you are provided with a single field to enter the initial amount to issue. [see previous screenshot] If the card is already active, you can add to the balance or enter an amount to redeem. Use `PgDn` or `Enter↵` to save your choice and return to the POS screen. The gift card should now appear along with any other items on the sale. Proceed to the tendering screen and then complete the sale as you would normally.

New gift cards (loading) can be added any time in a transaction, and along with any other normal product you want to sell. When redeeming a gift card, you scan the card last, after regular product has been scanned. Bookmanager will then calculate the redemption amount automatically based on the total of the transaction.

```
                            Mosaic Books          F3:2-NotSent Online:1 wO
 4) Point-of-Sale                        Mon Mar 21 2016  3:06p  #16 N
                                  Via                   Gp 00 Cl N
                                  Terms              Date  Mar21-16
                                                     Time     3:05pm
                                  Items            1 Inv#  H50089
 To  Doe, Jane              Act    82156 Sub      15.95 Stat  Held
     1234 Street View Way               a GST     0.80 PM    50
     Kelowna, BC Canada V1W 3C6         b PST     1.12 ——Points——
                              Gift Card
                                      Gift Card# GC14440786
 O/H Clas Title          C
     GIFT Fantastic Felines -   Last issued   Mar21-16 Total issued      25.00
                                Last redeemed           Total redeemed    0.00
                                ==================================================
                                Present card balance.................    25.00
                                Amount to redeem (max    17.87)......    17.87
                                Card refill amount (if not redeeming)    0.00
                                Show card history? N Audit/Remote/Local/No
```

Before completing a transaction you may alter the amount to be issued or redeemed on a card by highlighting the entry and using the standard **E**dit command. **D**elete will remove the card leaving the original balance on the card.

You may sell and redeem multiple cards in a single transaction, however you are not allowed to have the same gift card appear more than once in a transaction.

LOADING FEES

Each time a card is loaded with a value of $10 or more, a 40 cents ($0.40 CAD) loading fee will be billed to your account. Cards loaded with a value under $10 will be charged 20 cents ($0.20 CAD). Loading fees will be billed semi-annually, on **December 31st** and **July 31st**, with an online report available to track usage and charges.

FULLY REDEEMED CARDS

When a card is fully redeemed, you can take it back from the customer. Cards may be recycled (issued again to another customer) except that the card will have a history of prior use. This does not effect the card in any way, nor will the customer be able to see any previous history. In our experience, and on average, gift cards get 2-3 cycles of use before they become too tattered and worn to be issued again.

PARTIAL AND SMALL CARD BALANCES

You can redeem amounts from gift cards up to a maximum of the amount of the current sale. If this will result in a balance of less than $5 on the card, then you are allowed to redeem the entire amount on the card by entering that amount into the redemption field. In this case, the **Cash Refund** tender is used to refund the unused balance, or you can place the remainder **OnAcct**.

Most stores have a policy to not refund any balances on Gift Cards. Rather, the card is returned to the customer for future use. Please consult your store's policy on cash refunds for small gift card balances.

TOPPING UP GIFT CARDS

Gift cards can be topped up with additional funds. Begin a transaction as usual, and after scanning the card, move into the **Card refill amount (if not redeeming)** field that adds to the balance in the card. **Topping up cards will incur standard loading fees.**

CHECKING CARD BALANCES AND HISTORY

A gift card can be scanned from most screens within Bookmanager. The gift card screen with the card's balance will overlay your current screen.

Once the card's balance is shown, you can use the **Show card history? <u>A</u>udit** option to list each of the transactions associated with the card.

```
                              Mosaic Books                              w0
 4) Point-of-Sale                        Wed Mar 23 2016 12:00p   #16
┌─ Gift Card Activity ═══════════════════════════════════════════════
│Mosaic Books                                    Mar23-16 12:00pm #
│
│Gift Card #GC14471339 activity
│as of Mar23-16 12:00pm
│
│Date      Time   Cl Inv#     Amount GP StoreID BatchCls-- IP Address-----
│=====================================
│Jul 9-15 11:09am H  932345     10.00 00 1677004 2015-07-09 184.71.101.42
│Mar15-16 11:43am S  988416    -10.00 00 1677004 2016-03-15 184.71.101.42
│Mar19-16  3:36pm J  989223     25.00 00 1677004 2016-03-19 184.71.101.42
│Mar21-16  1:17pm U  989494    -25.00 00 1677004 2016-03-21 184.71.101.42
│-------------------------------------
│Balance on card............    0.00
│[End]
│
│
│
│
│
│
│
└─ AgainSrch Prt Srch ═══════════════════════════════
```

CARDS MUST BE PRESENTED AT TIME OF USE

The physical plastic gift cards contain no information about the card's balance or history. Rather, Bookmanager uses the unique barcoded number printed on the card to obtain the information stored on your server and mirrored on our servers. For this reason, we highly recommend that the physical gift card itself be present at the time of redemption, to reduce the chance of a stolen or counterfeit number being used. It is very difficult and unlikely that your physical gift card be reproduced exactly, with a working barcode, and a number that is activated and carries a balance.

That said, card numbers can be entered manually if the card or the scanner is damaged, or upon exceptional occasions where the physical card itself cannot be presented. For example, a good customer of yours (one who has an account in your system, and shops regularly) has lost their card. If that customer knew who gave them the card, and the card was purchased with an account attached to it, you could look them up in **6 Customers**. Again, you can always fall back on your policy of not replacing lost or stolen cards, but helping out a good customer when there is no obvious malicious intent goes a long way. The POS system tracks detailed activity on every card, so if a customer contests the balance on a card, you can verify it.

ENTERING CARD NUMBERS MANUALLY

If you manually enter a card number, be careful not to transpose numbers, as you may accidentally be altering the balance on a different card. A safeguard check-digit formula is applied to each card's barcode to reduce the chance of transposing numbers, but again, even with transposing, there is a slim possibility of recalling a different balance.

POSSIBLE ABUSE

A gift card is issued in one transaction, and then redeemed in another transaction. If the first transaction is part of a current day's sales, it can be voided just like any sale. This action will result in the card now having a negative (over-redeemed) balance.

The end-of-day POS totalling report will identify any cards that have a negative balance from the day's activity. It is important to determine the cause of this situation and remedy it.

A gift card could also be redeemed at an Offsite event, and before the Offsite sales have been transfered back to the main system, that same card could be used again at the main store. Once Offsite sales are transfered, the totalling report would identify that card as having a negative balance, so you could once again remedy or at least be aware of the situation.

CLOSING GIFT CARD BATCHES

When you total the POS, Bookmanager will automatically compare your local and online gift card balances, and if they match, send a command to our servers to close the online batch.

Once an online (remote) batch has been closed, none of the transactions within the batch can ever be modified again. Again, the end-of-day report compares the local and remote activity to ensure they balance, so any issues will be displayed immediately. It is your responsibility to identify, find and rectify any differences between local and online records.

If it was not possible to close the remote batch at the same time as the local one (e.g. Internet was down), then the next end-of-day closing will discover that the local and remote closing totals do not match (e.g. the remote batch included two days of activity). However, adding the two-day local records should compare with the remote batch total, so Bookmanager will rectify the issue on its own.

EXPIRING CARDS

Depending on provincial/state laws, gift cards may not be allowed to expire. In fact, most provinces in Canada no longer allow gift cards to have an expiration. If your area allows expiry dates, and you decide to implement them, make certain your policy is displayed on the physical cards. Cards can be designed with an "expiry date" space to hand write the date upon issuing. Bookmanager does not provide a means to automatically expire cards, but you can get a list of cards inactive for a specified amount of time. You can then use the report and create a POS transaction that redeems (zeros) the balances on selected cards.

DELETING GIFT CARD HISTORY

At the end of each month (month-end), gift card balances are tallied, and those with a zero balance that were last redeemed at least as far back as you keep sales data will be deleted from the system (and not before). For example, if your sale records are not deleted until they are three years old, a gift card issued five years ago and redeemed three years ago will only now be deleted. If the card never reaches a zero balance, the transactions associated with it will never be deleted from the system.

LOST AND STOLEN CARDS

If a customer reports a card lost or stolen, there is little you can do unless the customer purchased or used the card and provided their name at the time of transaction. We recommend that stores attach a name and phone number to the purchase of gift cards as an added safety net for situations like this. If the gift card is indeed a gift, we recommend attaching the gift card recipient's name and/or phone number to the initial transaction.

If a card was purchased or partially redeemed on a transaction linked to a customer, then you can look up the customer's sales history to locate the gift card number. You can verify the balance on the card by checking its history.

With the card number and balance noted, you can begin a new POS transaction, scan a fresh replacement gift card, and type the amount to transfer into the **Amount to issue on card** field. Then enter the old card number on the next line and redeem its value. The tendering screen should show a zero balance, allowing you to complete the transaction. All redeem/reissue transactions should be linked to a customer in case the old card is later found and the balance (now zero) is challenged. For maximum security, the customer could sign a printed receipt of the transaction for your records.

NOTE: Printed receipts of any gift card transaction show the card's new balance but do not disclose the card's full number. This is to discourage fraudulent use of the card's balance.
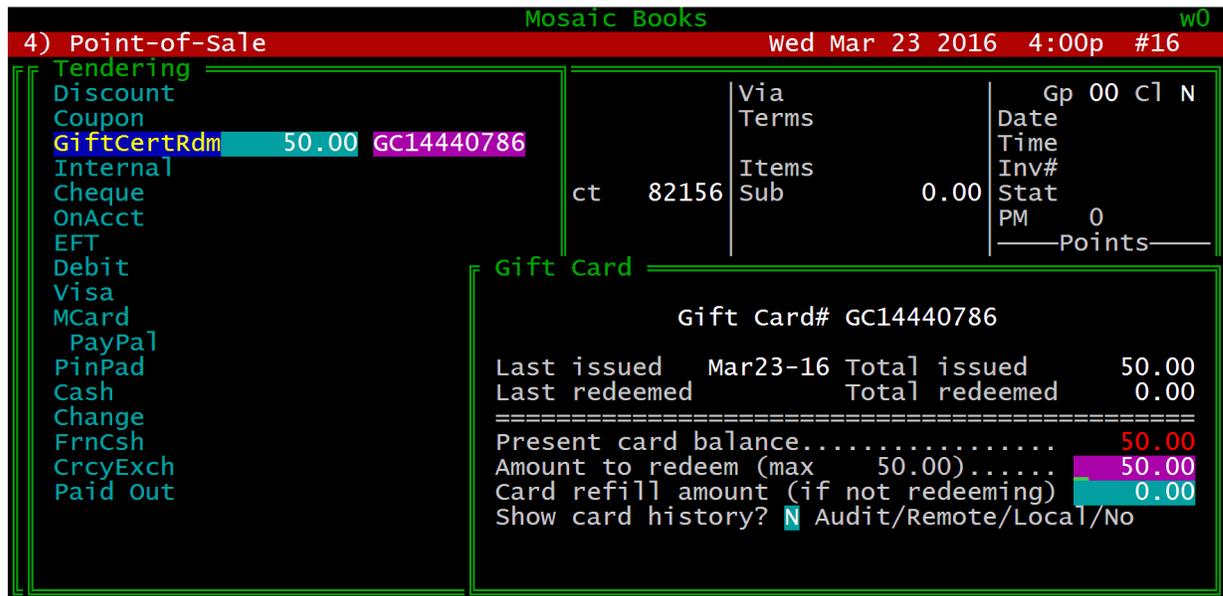
If a customer reports a card lost and you are unable to find a card sale associated with their name, then it is virtually impossible to help them unless they have the original sales receipt, which you could use to obtain the invoice number. Be suspicious if they only provide you with the card's number, be-

cause it is very unlikely for people to go to the trouble of recording those numbers. Are they guessing and possibly providing the number from another person's active card?

Whatever measure you take, when you redeem a card's balance and do not have the card in your possession, it may show up months later only to be contested.

Transferring a gift card's balance to On Account

It is possible to take the balance of a gift card and transfer it as a credit on a customer's account. This is a handy feature for small balances remaining where you do not allow cash back, or if a customer insists on not wanting to carry around the physical card.

```
                              Mosaic Books                                  w0
 4) Point-of-Sale                           Wed Mar 23 2016   4:00p   #16
 ┌─Tendering ──────────────────────┐
 │ Discount                        │      │Via            │       Gp 00 Cl N
 │ Coupon                          │      │Terms          │Date
 │ GiftCertRdm      50.00 GC14440786│     │               │Time
 │ Internal                        │      │Items          │Inv#
 │ Cheque                          │   ct   82156│Sub           0.00│Stat
 │ OnAcct                          │      │               │PM      0
 │ EFT                             │      │               │────Points────
 │ Debit                           │  ┌─Gift Card ────────────────────────┐
 │ Visa                            │  │                                    │
 │ MCard                           │  │        Gift Card# GC14440786       │
 │  PayPal                         │  │                                    │
 │ PinPad                          │  │ Last issued    Mar23-16 Total issued      50.00│
 │ Cash                            │  │ Last redeemed           Total redeemed     0.00│
 │ Change                          │  │ ================================================│
 │ FrnCsh                          │  │ Present card balance................     50.00 │
 │ CrcyExch                        │  │ Amount to redeem (max    50.00)......     50.00 │
 │ Paid Out                        │  │ Card refill amount (if not redeeming)     0.00  │
 │                                 │  │ Show card history? N Audit/Remote/Local/No      │
 └─────────────────────────────────┘  └────────────────────────────────────┘
```

Start a new transaction, input the customer's name, and enter through to the tendering screen. Do not sell anything or scan the card in the ISBN field of the previous screen. ⬆ up to the **GiftCertRdm** tendering option. As soon as you highlight it, the system will change the tender to **GiftCertIss**, which is not what we want for this situation. Instead, press the **-** (minus) key to toggle the tender to **Gift-CertRdm** (redeem). Type in the full balance on the gift card, press [Enter ↵], and either type or scan the gift card number into the field next to the amount (the tender note field). The familiar gift card redemption window will appear and allow you to redeem the balance. Press [PgDn]. By default, your cursor will now highlight **Cash Ref** (refund), so ⬆ to select **PmntOnAcct** instead and press [PgDn] to finalize. The balance on the card will now be zeroed, and this customer's account will have a credit amount in their A/R.

"Zeroing" a card

Occasionally, you may want to "zero" a card's balance, or effectively wipe it of any value. This is similar to the above process of transferring a card's balance to On Account. The only difference is instead of tendering the transaction as **PmntOnAcct**, you will select your **Cash Clearing** or **Internal** tendering option, to have the funds transfered to a GL holding account. Depending on your local legislation, this process may not be legal, as many provinces/states have now ruled that gift cards cannot expire.

LOCAL VS. REMOTE CARD TRACKING

Bookmanager uses an online **Remote** service for storing all gift card activity. Gift card activity and card balances are also stored in your **Local** copy of Bookmanager in the same manner all other Bookmanager data is stored. The online service can be viewed as a backup system (or vice versa) in case your local records become damaged. Bookmanager uses the two sets of data to ensure balances are not being altered without proper reporting. The End-of-day POS totalling routine compares activity and there are reports to test and audit balances.

The online service requires an internet connection. Each time a gift card is scanned or settled, there is a slight delay while the remotely stored balance is obtained. If the request fails due to technical or internet problems, the online service is automatically disabled so that you can continue transactions.

From this point on, card balances are now being obtained from your local records (offline). This information *should* be the same as the online data, provided that you have performed periodic checks to verify that the two are in balance, and that you are Totalling Sales and performing Month-End.

When the technical/internet problems are solved, the **Gift Cards** menu in **4 POS**, **M**iscellaneous has an option to re-enable online tracking, simply by selecting **8) Resume online mode (Internet now working)** and typing **Y**es:

```
                              Play (Test)           F3:1-NotSent Online:1 w0
4) Point-of-Sale                            Thu Mar 24 2016 10:07a  #16
 Gift Cards

  Remote storage is offline (storage suspended Mar24-16)

  1) Gift Card inquiry (or scan a card at any time in BM)
  2) Get open batch DETAILS (online & local)
  3) Get closed-batch TOTALS (online)
  4) OUTSTANDING Gift Card reports (excludes open batches)
  5) GiftCard usage analysis
  6) Close an online open batch (usually automatic when totalling end-of-day)
  7) Re-post any local transactions that are mssing from your online records
  8) Resume online mode (Internet now working)
  9) Compare local and online GiftCards for integrity.
  N) Get cards with negative balances (online).
  Z) Re-post any online transactions that are missing from your local records
```

Once back online, all of the local activity will be submitted to the remote system. If you do an end-of-day total while offline, Bookmanager will first attempt to restore the connection and upload the local transactions prior to closing the day. However, if it is unable to connect, the day's sales are still closed, but the remote records are not. The sales tape will warn of this condition.

RELYING ONLY ON LOCAL RECORDS

WARNING: We highly recommend you do not use Local gift card storage as your permanent setting. Local mode is only meant as a temporary solution while experiencing internet issues. Bookmanager is not accountable or responsible for any data loss that could occur if you choose to rely on local records only.

Before using the local gift card tracking system, carefully consider the liability you are faced with to

maintain proper card balances at all times. A daily and tested backup system becomes even more essential. A system crash, program flaw, or accidental deletion without a recent backup causes considerable inconvenience for things like lost orders and receiving, but a partial or complete loss of gift card balances is virtually impossible to recover from. When loyal customers return to your store to use their cards, how will you know how much to give them?

We have provided the Local gift card mode as a standby for technical issues. If you choose to use Local mode as your primary storage mode, with proper backup you will *reduce* your risks considerably. However, our experience shows that, even with sincere intentions, backups have failed due to lackadaisical testing.

MULTI-STORE GIFT CARD TRACKING

It is not possible to rely on local data for card balances if you operate multiple stores and permit customers to use gift cards at different locations. Each store locally retains only the activity generated at the store. Therefore, when offline, the sum of a card's local activity only determines the current balance on the card.

For example, if a customer purchases a gift card at one store, then redeems it elsewhere, if they come back to the original store **and you are working offline** for some reason, they will be able to redeem the card again for possibly more than what is left on the card. This is unlikely if the card was fully redeemed (e.g. the other store would have retained the physical card) but partial redemptions could pose a problem.

It is therefore not wise to use the Local mode in a multi-store situation unless you are prepared to accept unlikely but possible overuse of cards. There will be times when this is unavoidable (e.g.: your internet access goes down), but it must be kept to a minimum.

GIFT CARDS AT OFFSITE BOOKMANAGER SALES

It is possible to accept and sell gift cards on a computer running **Offsite** Bookmanager. If internet is available, remote balances can be obtained to ensure that the correct card balances are used. Otherwise, make sure your local data is as up to date as possible. Any and all remote posting of gift card activity is disabled without internet. As well, the end-of-day total routine from the Offiste POS will not close online batches. The gift card sales are included in the data to be transferred back to the main system, and in that process they are posted to the local and online gift card tracking systems.

HOME COPIES OF BOOKMANAGER AND GIFT CARDS

Owners who take a backup copy of Bookmanager and reinstall it on their home computer should be aware of the consequences from any gift card activity or end-of-day totalling done from the home system. Our server will accept all requests from the home system, which could send "bogus" records and close gift card batches unintentionally. Your home system should be set to "Local mode" for gift cards to prevent this from happening.

TIP: We recommend you do not use a backup copy of Bookmanager for home use, rather, set up a **Remote Desktop** application to connect to your live copy of Bookmanager at your store. This is how most stores (Bookmanager staff included) work from home. Call us for advice on this matter.

GENERAL LEDGER AND GIFT CARDS

In Bookmanager's **General Ledger**, account **324** is used to track the running total for all outstanding gift cards. You can change this account number by going into the **= General Ledger** and then pressing **Account Codes** and pressing ⌜Enter←⌟. From here you can ⌜↓⌟ or ⌜↑⌟ to highlight the field you wish to edit and press **E**dit.

Each time the POS is totalled off (closing the current batch), a record is added to the General Ledger with the net amount of activity for the day (e.g. Issued amounts – Redeemed amounts = Net activity). Whenever a financial statement or account **T**otal is generated, account 324 will indicate the grand total of all gift cards that have balances. If you use another accounting system, you should be making daily entries of the activity so that the same total can be obtained.

Online totals (or local totals if you do not use the online service) are also being maintained by a separate filing system. You can obtain this balance at any time by entering **4 POS**, pressing **M**isc, ⌜↓⌟ and selecting the **Gift Cards** menu. Select option **4) OUTSTANDING Gift Card reports (excludes open batches)**. Comparing the totals from each of these sources is the most accurate way to verify that data has not been lost, damaged, or altered without your knowledge.

Example: If a system crash resulted in data loss or corruption in the POS transaction file, there could be gift cards transactions lost and this would alter the total of outstanding gift cards and the balances on some cards. The balances on the General Ledger and the outstanding cards report would now be different, indicating a problem.

Our online gift card services were built with strict integrity rules, however, it is your responsibility to ensure that the online totals are always in agreement with your accounting totals.

INCOME TAX LIABILITY ON GIFT CARDS

A heads up on this growing phenomenon. If your accounting system treats unredeemed gift cards as a liability (they are), then you likely have not reported any of it as revenue. Each year this liability grows (the 11% mentioned earlier) but in fact will never have to be fully repaid with goods. This means that when you sell or close your business, the final income statement must retire this liability, which requires 100% of the outstanding cards to be deemed as taxable income (even though you spent the "tax-free" cash long ago). To avoid a sudden income tax bill, each year your accountant can claim a percentage of unredeemed cards as income so that you pay the taxman a bit every year instead of some obscene amount decades later. Better still, report a larger amount in a year when you have little or no profit (it may not cost you any tax).

GIFT CARD SETUP

The ⌜Alt⌟ **S**etup, **u) Gift Cards** has only one option to change, toggling either **Local**, **Remote**, or **TemporaryLocal** tracking. Set this to the desired option when you first start using gift cards. We highly recommend you use **Remote**. When you first enable **R**emote tracking, Bookmanager must scan your local records for any gift cards that may have been issued locally and then send those records to our servers.

The **T**emporaryLocal option is the option used when your internet goes down, or if you know you are

going to be experiencing a lapse in internet connectivity. This option is also set from the **Gift Cards Misc** menu from **4 POS**, by toggling **8) Switch to offline mode (Internet problems)**. If you wish to **temporarily** change from Remote to Local tracking (e.g.: your internet is down), **do not** select the **L**ocal option. Be sure to use the **T**emporaryLocal option, otherwise all of your local transactions will be resent to our server upon switching back to Remote, potentially causing your remote and local systems to go out of sync.

THE GIFT CARD MENU

In **4 POS**, **M**isc, choose **Gift Cards** from the menu. All gift card auditing, settings, and analysis are done from here. Because of the sensitive nature of gift cards, if you at all unsure of any process or routine being run here, please contact Bookmanager support for assistance.

1) GIFT CARD INQUIRY (OR SCAN A CARD AT ANY TIME IN BM)

This option provides a screen to enter or scan a gift card and check the card's balance and history.

TIP: You can scan a gift card from almost anywhere in Bookmanager to get the same information.

After scanning/entering a card to see its balance, you have the option to see a detail of the card's activity. **L**ocal history will list what your local records have on file for the card, and **R**emote will show the activity according to our server. In a single store operation these two should always agree, but in a multi-store operation they may differ if the card was being used at more than one location; therefore only the Remote balances should be considered complete. The **A**udit option is the same as **R**emote except it provides more details about each transaction including the IP address of the computer that did the transaction.

2) GET OPEN BATCH DETAILS (ONLINE & LOCAL)

Use this report to see the gift card activity that has occurred since you last totalled off the POS. With both local and remote activity shown, it can be used to reconcile the two (they should always agree).

```
4) Point-of-Sale                        Thu Mar 24 2016 12:36p  #16 N
┌ Gift Card Batch Details ════════════════════════════════════════════
Online Gift Card details for batch: open
Date        Time    Cl Inv#    CardNumber    Amount GP StoreID IP Address
═══════════════════════════════════════════════════════════════════════
Mar24-16 10:14am S   990038 GC14449338      -22.88 00 1677004 184.71.101.42
Mar24-16 10:45am E   990050 GC14443909      -20.00 00 1677004 184.71.101.42
Mar24-16 11:08am E   990065 GC14471766      -15.00 00 1677004 184.71.101.42
Mar24-16 12:22pm E   990085 GC14478659       20.00 00 1677004 184.71.101.42
Mar24-16 12:32pm N   990090 GC14471339       75.00 00 1677004 184.71.101.42
Mar24-16 12:33pm N   990092 GC14471339       -8.40 00 1677004 184.71.101.42
-----------------------------------------------------------------------
Issued  :    2     95.00
Redeemed:    4    -66.28
Total   :    6     28.72

Offline (local) Gift Card details for batch: open
Date        Time    Cl Inv#    CardNumber    Amount GP
═══════════════════════════════════════════════════════════════════════
Mar24-16 10:14am S   990038 GC14449338      -22.88 00
Mar24-16 10:45am E   990050 GC14443909      -20.00 00
Mar24-16 11:08am E   990065 GC14471766      -15.00 00
└ AgainSrch Prt Srch ═══════════════════════════════════════════════════
```

3) GET CLOSED-BATCH TOTALS (ONLINE)

You can choose a year or a year + month and you will get a list of all batches that have been closed (at all locations). If you have problems reconciling your bookkeeping to the online totals, this may be helpful because each closed batch should have appeared on a corresponding end-of-day total report. Use the **D**etail command to show a listing of individual transactions for the batch

4) OUTSTANDING GIFT CARD REPORTS

This report has several options and is designed to help you reconcile gift cards. It may be especially useful in a multi-store environment.

```
Outstanding Gift Cards
R Data Source <L>ocal or <R>emote or <B>oth
T <T>otals or <D>etails
Include only cards inactive since: 03/24/16
```

The **D**etails report can be very long if you choose all active gift cards. If you plan to expire cards that have not been used for a long period, [↓] to **Include only cards inactive since** and choose a date to get only cards that are now very old. From this report you may choose to expire certain cards by creating a POS transaction that fully redeems each one. You can use the **P**rint command from this report to export all the cards to a file, to then import back into the POS for easier data entry. Call Bookmanager support for more information on expiring gift cards in the POS.

5) GIFTCARD USAGE ANALYSIS

This report will give a monthly breakdown of card use. For multi-stores, the report can only make financial sense if all locations are included. Use the single store-level report when you want to know how much gift card activity is happening at each location.

```
Gift Cards Analysis
Gift Card Analysis
-----------------
Issues       :The number and amount of Issue transactions done.
NeverUsed    :The number of cards/amount Issued that were never redeemed.
Redeemptions :The number and amount of Redemption transactions done.
Aged_Balances:The number of cards with balances and the amount on them.
             (balances are aged based on the last time they were used)

Report generated: 2016-03-24 12:46:28 for chain/store: 1677004 / 1677004

YYYY-MM----#-----issued----#--neverused----#redemptions----#-aged_balances
2005-10   38   1236.00    2     25.00     7     60.87     3      25.13
2005-11   54   1434.84    4     40.00    21    441.66     7      54.98
2005-12  484  13209.40   59   1185.00   141   3010.73    70    1231.45
2006-01   47   1654.37    8    110.00   126   2319.54    19     174.11
2006-02   44    895.00    5     75.00    90   1557.82     8      93.75
2006-03  108   2940.00   11    220.00   114   1878.78    20     259.41
2006-04   49   1314.00    2     40.00    96   1374.05     8      68.06
2006-05  112   2335.00   21    430.00    81   1354.40    27     494.43
2006-06  191   6735.00   17    385.00   103   1647.49    23     395.28
 AgainSrch Prt Srch
```

6) CLOSE AN ONLINE OPEN BATCH

You should **never need to use this option** because the end-of-day totalling closes open batches au-

tomatically. The option is provided for very unusual cases. Please contact Bookmanager if you think you need to use this setting.

7) RE-POST ANY LOCAL TRANSACTIONS THAT ARE MISSING FROM YOUR ONLINE RECORDS

In the rare case where our server's records do not match your individual card sales, this routine will send every gift card transaction done on or after the date your specify. The server compares its records and adds ones that were not on the server. If the record is found but it is part of a closed batch, changes will be ignored because closed batches cannot be altered under any circumstances.

Records that are added will become part of the current open batch regardless of the date the transaction occurred. This means that special handling may be required when you close the batch and reconcile it against accounting records. Run an open batch inquiry to see the transactions that were added.

WARNING: Please consult Bookmanager support before running this routine, as it is rare it is ever needed, and may be a symptom of other issues within your system.

8) SWITCH TO OFFLINE MODE (INTERNET PROBLEMS)

This is a toggle option that can be used to switch your storage mode from Remote to TemporaryLocal. It is most often used when you know you will be soon experiencing a lapse in internet connectivity, or restore your Remote mode after internet becomes available again. This toggle is similar to the ⎡Alt⎤ **S**etup, **u) Gift Cards** option.

9) COMPARE LOCAL AND ONLINE GIFT CARDS FOR INTEGRITY

This report may take a while to complete because it must compare each gift card to see that the local and online records match. In a multi-store situation, it compares only the activity done by the store doing the report. This means that if any cards are found with mismatched balances, the card balance shown may not be the card's real balance because it may have been used at other locations. That said, if there are any cards listed on this report it means that you have some disagreement between your records and those online.

Stores with a single location are recommended to use this report a few times a year to make sure both Local and Remote records agree. If there is a difference discovered, running either **7) Re-post any local transactions that are missing from your online records** or **Z) Re-post any online transactions that are missing from your local records** will often remedy the disagreements. Consult Bookmanager support if you are unsure which option to use.

N) GET CARDS WITH NEGATIVE BALANCES

This report will show any cards that have been redeemed for more than total value issued on the card. The POS has safeguards to prevent this from happening, but there are rare situations where it is possible.

Z) RE-POST ANY ONLINE TRANSACTIONS THAT ARE MISSING FROM YOUR LOCAL RECORDS

If you have found any discrepancies in your local and online transactions, you can enter into this option and re-post to make corrections.

WARNING: Please consult Bookmanager support before running this routine, as it is rare it is ever needed, and may be a symptom of other issues within your system.

BOOKMANAGER SUPPORT

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