

VAST: Creating & Redeeming A Gift Certificate – Best Practice Guide

PURPOSE

The purpose of this guide is to provide Critical to Quality callouts as well as Best Practice process steps and guidance to enable store employees involved in **Creating & Redeeming a Gift Certificate in VAST**.

By following this guide, you will be able to accurately create and redeem gift certificates at the store they were purchased.

SAFETY & QUALITY FIRST



CRITICAL TO QUALITY



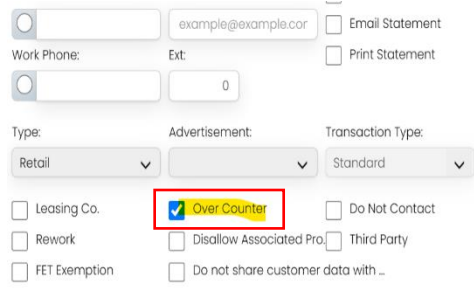
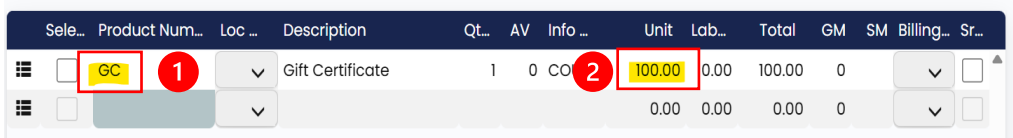
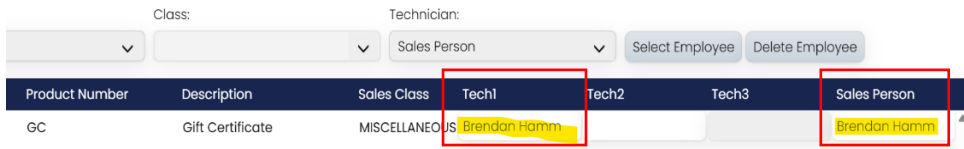
- Always input the original invoice number for the purchase of the certificate in the 'Work Order Comments/Forms' section when claiming the gift certificate.
- Always input the balance of the certificate amount in the Work Order Comments/Forms' section even if the balance is \$0.
- Select Over Counter in the 'Customer Contact' section. This will ensure that no additional charges/services are auto populated for DMSI, shop fees ETC.
- 1. Gift certificates must be purchased on a dedicated work order, written under the name of the person the certificate is for.
- Gift certificates must be redeemed at the store of purchase.

BEST PRACTICE PROCESS STEPS

The following provides step-by-step instructions for creating and redeeming a gift certificate.

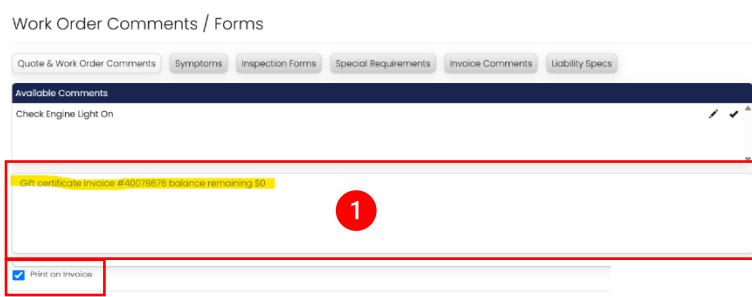
Creating a Gift Certificate Work Order

Step	Action
1	Click the 'Home' icon in the left-side navigation menu.
2	Click Customer Contact under 'POS.'

Step	Action
3	In the 'Customer Contact' section: - Create a new work order under the customer's name for whom the gift certificate is for. - Select the Over Counter checkbox. 
4	1. Add the code "GC" to the 'Product Number' column of the work order. 2. Change the Unit dollar amount to the requested amount. 
5	Assign the Sales Associate to both the 'Tech1' and 'Sales Person' columns. 
7	Finish the work order and charge the customer.

Redeeming a Gift Certificate

IMPORTANT: Gift certificates must be redeemed at the store of purchase.

Step	Action
1	1. Apply the GC code to any work order with the appropriate dollar amount. 2. Change the quantity of the GC code to "-1" to apply the gift certificate balance. 
2	1. Document the original invoice number used to purchase the gift certificate in the 'Work Order Comments / Forms' section. Note: Document any remaining balance of the certificate amount even if it is \$0. 2. Select the Print on Invoice checkbox so the notes are displayed. 
3	Finish billing the customer out as you normally would.