

Gift Certificates | Redeem

When Gift Certificate is sold, the sale is recorded in the House Accounts. See [Gift Certificates | Sell](#)

When the Gift Certificate is redeemed, it is presented as a payment method by the guest at the time of check out. This means that it is applied to the Guest Folio as any other payment would be applied. In this case, using the Receipt Type "Gift Certificate Redeemed" or whatever you choose to call it. See [Gift Certificates | Setup](#)

Since the two transactions (Sold and Redeemed) are recorded in different folios and on different dates, the best way to "match" a Gift Certificate to sold and when it is redeemed is to use the **transaction description** record details like purchaser name, folio #, gift certificate #, expiry dates, etc.. If you already have a Gift Certificate system set up and have tracking #, then you can use these in the transaction description.

Gift Certificates

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Redeem a Gift Certificate as payment in a Guest Folio

- You will need the Name or the number of the Gift Certificate that is being redeemed. If the guest does not have the receipt and you need to locate the Gift Certificate, go to **FRONT DESK | HOUSE ACCOUNTS**
 - If you have one House Account Folio for Gift Certificates, go to the Folio and locate the Gift Certificate.
 - If you set up an individual folio for the Gift Certificate Sale, click on the "Search Folio" Tab in House Accounts to search for the folio. Enter the name of the folio and it will appear in the list. To see the Folio details, click on the "pencil" icon.

The screenshot shows the 'House Accounts' section of a software interface. At the top, there are tabs for 'Front Desk', 'Booking', 'Reports', 'Arrivals', 'In House', and 'Departures'. Below these, there are more specific tabs: 'Front Desk', 'Phone List', 'Housekeeping', 'AR Accounts', 'House Accounts' (which is highlighted), 'Pass On Log', and 'Night Audit'. Under the 'House Accounts' tab, there are links for 'Edit Folio Setup', 'Add New Charge', and 'Add Payment'. A search bar is present with 'Folio #' and 'Folio Name' fields. Below the search bar, a table lists folios. The first row is highlighted: Folio # 4603377, Name Ben Smith, Status CLOSED, Balance Amount \$0.00. To the right of this row is a pencil icon. Below the table, a pop-up window shows details for Folio # 4603377. It includes a description: 'Gift Certificate Purchase for friends, Brad Willis'. Below this is a table with columns: Date, Site Date, User, Type, Description, Qty, Charges, and Payments. The table has two rows: one for a gift certificate purchase on 24-OCT-2016 for \$100.00, and another for a cash payment on 24-OCT-2016 for \$100.00. The total is \$100.00 and the balance is \$0.00. At the bottom of the pop-up, there are fields for 'Unit Price', 'Amount', 'Date', and 'Folio', along with 'Apply Charge' and 'Apply Payment' buttons. A yellow callout box points to the description field with the text: 'These are the notes entered when the folio was set up in Add Folio.'

- Open the **Booking** to which you will apply the Payment.
- Go to the **Folio Tab**
- **Add Payment:** Go to Add Payment and choose the Payment type you created for Gift Certificates, ie. "Gift Certificate Redeemed". and apply payment.
 - In the Description, enter the name, GC#, expiry date, etc. Be sure that that the description matches the description in Add Charge. Remember the Transaction Type will only say the payment type ie "Visa" so add "Gift Certificate" to the description. For example, "Gift Certificate: Kim Johnson. #101116 Expires 10/31/17"

Add Payment Type "Gift Certificate Redeemed"

Front Desk | **Booking** | Reports | Arrivals | In House | Departures | Search | System Date: 11-OCT-2016

Booking by Inquiry | Booking by Availability | Tape Chart | Group Booking Wizard | Search Bookings | Group Bookings

Load Last Booking

85507 - Willis Brad

# Guests: 1/0/0	Booking for: 09-OCT-2016-10-OCT-2016	Room Type: SUITE - 2 Bedroom	Room: 220	Status: Active
Projected Inc: \$714.00	Projected Inc + Charges: \$714.00	Projected Bal: \$714.00	Folio Bal: \$714.00	

Booking Date | Folio | Edit | Room Assignment | Guest History | Letters | Log

Choose Folio: (Primary Folio: \$714.00) | Add New Folio | Folio Setup

Primary Folio: \$714.00

Folio #: 457803

ID	Date	Rate	Type	Description	Qty	Charges	Payments
11-OCT-2016	10-OCT-2016	NAudit BC	Room Rent	Room Rent 220--Occupancy Tax	1	\$57.00	
11-OCT-2016	10-OCT-2016	NAudit BC	Room Rent	Room Rent 220--Occupancy Tax	1	\$57.00	
11-OCT-2016	10-OCT-2016	NAudit BC	Room Rent	Room Rent 220--Occupancy Tax	1	\$57.00	
11-OCT-2016	10-OCT-2016	NAudit BC	Room Rent	Room Rent 220--Occupancy Tax	1	\$57.00	
Transfer checked items to: Select From List					Total:	\$714.00	\$0.00
					Balance:	\$714.00	

Add Charge

* Add Charge: Select From List

Description:

* Quantity: 1

* Unit Price: \$

* Amount: \$

* Date: 11-OCT-2016

Apply Charge

Add Payment

Manage Credit Cards

* Type: Gift Certificate Redeemed

Description: Ben Smith #102816 Expires 10/29/17 Gift Certificate Redeemed

* Amount: \$100.00

* Folio: Primary Folio

Apply Payment

Payment added to Folio

Front Desk | **Booking** | Reports | Arrivals | In House | Departures | Search | System Date: 11-OCT-2016

Booking by Inquiry | Booking by Availability | Tape Chart | Group Booking Wizard | Search Bookings | Group Bookings

Load Last Booking

85507 - Willis Brad

# Guests: 1/0/0	Booking for: 09-OCT-2016-11-OCT-2016	Room Type: SUITE - 2 Bedroom	Room: 220	Status: Active
Projected Inc: \$714.00	Projected Inc + Charges: \$714.00	Projected Bal: \$614.00	Folio Bal: \$614.00	

Booking Date | Folio | Edit | Room Assignment | Guest History | Letters | Log

Choose Folio: (Primary Folio: \$614.00) | Add New Folio | Folio Setup

Primary Folio: \$614.00

Folio #: 457803

ID	Date	Rate	Type	Description	Qty	Charges	Payments
11-OCT-2016	10-OCT-2016	NAudit BC	Room Rent	Room Rent 220--Occupancy Tax	1	\$57.00	
11-OCT-2016	09-OCT-2016	NAudit BC	Room Rent	Room Rent 220--Occupancy Tax	1	\$300.00	
11-OCT-2016	09-OCT-2016	NAudit BC	Room Rent	Room Rent 220--Occupancy Tax	1	\$57.00	
24-OCT-2016	11-OCT-2016	BC	Gift Certificate Redeemed	Ben Smith #102816 Expires 10/29/17 Gift Certificate Redeemed	1	\$100.00	
Transfer checked items to: Select From List					Total:	\$714.00	\$100.00
					Balance:	\$614.00	

Add Charge

* Add Charge: Select From List

Description:

* Quantity: 1

* Unit Price: \$

* Amount: \$

* Date: 11-OCT-2016

Apply Charge

Add Payment

Manage Credit Cards

* Type: Select From List

Description:

* Amount: \$614.00

* Folio: Primary Folio

Apply Payment

- The Payments will appear on the Manager's Report under Non-Credit Cards and the Transactions Report. See [Gift Certificates | Reports](#)