

Execu/Tech Systems Gift Processing System

Initial Setup:

Modify the MENUINI.FIL file with the following line information:

HOTEL-GIFT-CERT-INFO=3008,GCS,GCH,GCR,DGCR

In the above line each value represents a code in the Execu/Tech System

3008 = Should be setup as the Gift Certificate Master Folio.

(this number does not have to be 3008, simply replace the correct number in the MENUINI.FIL for the correct Master Folio)

GCS =	CHARGE CODE	“Gift Certificate Sold”
GCH =	CHARGE CODE	“Gift Certificate Handling Charge”
GCR =	PAYMENT CODE	“Gift Certificate Redeemed”
DGCR =	PAYMENT CODE	“Donated Gift Certificate Redeemed”

Program Operations

This section will describe, in order of operations, the Gift Processing software system.

- Creating a Gift Certificate
- Posting Payments to a Gift Certificate
- Modifying a Gift Certificate
- Closing a Gift Certificate

Creating a Gift Certificate

The Default mode of entry when entering the gift certificate program is for Adding a New Gift Certificate. The system will generate an un-used number automatically, and allow for the user to begin creating a new record. If you select the Find Certificate button, you can swipe a card or enter a gift certificate number in the box. If the record is not found, you will be prompted to add a new certificate.

The Entry Screen is setup with the certificate information at the top of the screen and a grid of Purchase and redemption use on the bottom of the screen. In most cases the user should never have to use the Manual Detail Entry button that has been provided on the screen.

However, this button does give the ability to make a Manual entry in the Gift Certificate program without affecting the Master Folio and Charge/Payment codes in HOTEL. This button should only be used by Supervisors and Administrations, as it is recommended that only those types of users be allowed to have access to the gift certificate program.

Following through the flow of the screen will allow creation of a new record in the database. Please note, beside the “TO” record there is a check box for [Profile Link], by default this is enabled but can be turned off by unchecking the box. By unchecking the box, the information entered into the To: Field will not be entered into the Guest Profile System of Execu/Tech. We recommend always using the profile system for recording guest records but have included this option for the user to choose whether or not they wish to use the guest profile system. If they choose not to, it is not recommended but will speed data entry though the screen.

NOTE: If the [Profile Link] box is unchecked after initial entry, the field must be cleared before re-checking the box. This will enable use of the GET NAME button to Add or Modify Guest Profile records.

After entering a To and Purchaser name the memo lines provided can be used to add any additional information about the certificate. This information is stored in this program module and is useful for research purposes later on.

Reporting Exit

0000021424 Find Certificate Open Date: 01/02/2006

TO: BEIER, BRYAN AND MICHELE Get Name Profile Link

Purchaser: BEIER, KEVEN AND DINA Get Name

Memo:

Beginning Balance: 175.00
 Current Balance: 175.00
 Status: ACTIVE
 Expiration Date: 01/02/2007

Add Balance Gold Seal

Manual Detail Entry Print Screen Save Exit

Transaction Seq.	C/D	Trans Amt.	Trans Ref.	Payment/Posting Data				
20060102164917	C	175.00		175.00	15.00		GIFT-CERTWMC	SSA

Posting Payments

The [Add Balance] button will become enabled after entering in the To/Purchaser name on the certificate. When enabled, enough information has been completed to store the certificate and take payment from the customer.

This option allows entry of the Amount of the gift certificate. Other amount entry options are a service charge if the property

charges for a processing fee and a mailing fee that can be charged to the purchaser to mail the certificate to the guest.

Once the desired information has been filled in, press the [Post Charges] button on the screen.

This screen should be familiar to HOTEL users. For simplicity, we used the existing Post Charges and Payment interface to add payments to a gift certificate.

Code	Description	Code	Description	Code	Description
FAX	OUT GOING FAX	MISC	MISC CHARGE	DC	DINER'S CLUB
FBER	RESTAURANT BEE	MOV	MOVIE CHARGE	DGCR	PAYMENT-GIFT CE
FBEV	RESTAURANT BEV	RC	ROOM CHARGE	DS	DISCOVER CARD
FLQ	RESTAURANT LIQ	RCNS	NO SHOW ROOM C	GCR	GIFT CERT REDEE
FOOD	RESTAURANT FOC	RCTE	ROOM CHARGE -T	MC	MASTER CARD
FRMS	ROOM SERVICE	RT	STATE SALES TAX	TA	TRADE ACCOUNTS
FTAX	RESTAURANT SAL	RT2	PARISH SALES TAX	VS	VISA PAYMENT
FTIP	RESTAURANT TIP	RT3	ROOM TAX		
FWIN	RESTAURANT WIN	ST	SALES TAX		
GCS	GIFT CERT SOLD	TRAN	TRANSPORTATION		
GRAT	18% GRATUITY	AX	AMERICAN EXPRE		
LAUN	LAUNDRY-VALET	CA	CASH PAYMENT		
LC	LOCAL CALL	CK	CHECK		
LD	LONG DISTANCE C	DB	DIRECT BILL		

If the system is configured correctly with the information detailed at the start of this documentation; “Gift Certificate Master Folio” should be visible to the right of the Room No. entry field. This means the amount that the customer pays will be posted to the Master Folio until the time that the recipient of the Gift Certificate redeems it.

The cursor should be blinking on the [CODE:] field. In this field, the payment type for the charge will be entered. AMEX, MC, VS, CH, CASH : based on is setup in the HOTEL system. After entering the payment information answer “Y” at the bottom of the screen and be returned to the Gift Certificate Program.

Transaction Seq	C/D	Trans Amt	Trans Ref	Payment/Posting Data
20060920145319	C	100.00	REF:2343	FedEx Overnight 1100.00 125.00

The message “Transaction Posted” should be shown as it is in the images here. Also visible will be the transaction information on the “Certificate History” display on the screen.

Finally, Click [SAVE] and the record will be saved. Because the system is integrated with HOTEL and EXECU/TOUCH; the certificate number can now be used anywhere in the Execu/Tech suite of products on property....Instantly.

NOTES: If a customer is using multiple payment types, simply use the [Post Payment] option multiple times in the creation process. Each use would be in the amount of the payment type they are using.

Using a Gift Certificate

Both the HOTEL and EXECU/TOUCH systems should have a “GCR” code and a “DGCR” code setup. These codes are used to let the system know that the payment type being accepted is from a Gift Certificate. When using those codes the user will be prompted for the Gift Certificate number, this number can be entered or swiped in to allow the system to lookup and verify the available funds on the account. The system will return a message if there is a problem with the account.

NOTE: 365 Days is the default length of time a certificate can be used in the system before receiving an EXPIRED message. Please contact Execu/Tech for expanding this time to your company’s desired expiration period.

NOTE: Gift Certificates will automatically close when completely used. Donated Gift Certificates will be closed upon the first use of the Gift Certificate.

FAQ:

What is a donated Gift Certificate?

The Execu/Tech System allows the creation of a gift certificate with a value of ZERO. Any certificate created with a value of ZERO can be used ONE time for any amount and is closed after use. Certificates can be created in any amount and still use the DGCR code; these certificates will just be closed after the first use.

Reporting:



From the top of the Gift Certificate program menu Reporting can be selected. This reporting has 4, date driven, reports available for printing. These reports are setup to allow printing or previewing to screen to view the information requested before printing. (Requires Internet Explorer 5.5 or later)