

Answers to Questions from Gift Cards, Loyalty Accounts and Grants Webinar

March 21, 2019

Would this account be able to cross all orgs?

It works across all of an organization sub-orgs.

How would you take payment for the amount being posted onto the card?

How would Joe pay for Joe456 gift card?

I missed how the customer buys the gift card?

I would also like to see how customers would make a payment of \$10 on Loyalty and \$40 on their Visa online.

How does a client pay for a gift card you issue to them? Where/how is that payment received? ie, Grandma wants to purchase a gift card for grandson how is the \$1000 paid by the purchaser?

For Phase I, you would create a dues event where they can select the amount they wish to purchase. Then you would create the card and email them the number. We plan to allow you to sell gift cards online or POS where the card is created and the funds loaded, and the receipt contains a link to their card.

***If a person was purchasing a gift card, they are going to give you \$\$\$.* How would you receive those funds? Through POS?**

You can collect them online or on the POS

If someone purchased a gift card and comes in to make a purchase but doesn't have the card, can the card be looked up and used? Or, how to replace lost cards?

If the description of the card contains the person's name, you will be able to look it up.

If Joe456 has \$1,000 loaded on it, how does my organization get those \$1,000? Do we charge it separately? Can we do that through DK?

Yes, you would charge them separately and yes, the payment can be taken in Doubleknot.

I didn't know there was a current gift card option for POS. Please demonstrate how that is "turned on".

Currently we support Worldpay and TenderCard gift cards. Contact Support@doubleknot.com for more information.

[Is this] not an actual gift card that can be used in the credit card processing system?

You can accept the Doubleknot gift card both online and in POS. In both cases, you will type in the number.

Loading a card is not tied to a financial transaction, so there is room for error in this two-step system. It should be gift card product with a loaded amount tied to it.

This is exactly what we are doing in Phase II. Our goal is to have Phase II rollout during the summer.

Is it an electronic gift card?

Yes, it is an electronic gift card.

When will this roll out?

The feature is in quality assurance testing, and we are aiming for rollout some time in April.

Sorry if you have covered this - When a customer purchases a gift card, does Doubleknot automatically send them their card number?

This is a planned Phase II feature.

Hi y'all, we are really hoping to streamline our financial aid process, which provides a dollar-amount towards certain items in the shop. It should apply to the whole cart, but only in a certain dollar amount. Just throwing it out so you know what we are looking for :)

At present, most people have found that Discount codes are best used for financial aid since normally the aid does not apply to specific items.

Can you place an expiration date on a gift card?

Seconding the need for an expiration date. I feel like we would be carrying liability across financial years.

FYI, if we are using the gift card for a product sales incentive, that's when we need an expiration date. Our incentives don't span fiscal years

We will evaluate this, especially on loyalty cards. Many states have laws regarding the lifespan of gift cards.

Yes, we need to talk about this. Discount codes don't work for these incentives. They get \$50 to spend, but they may apply that across several purchases.

Please contact Support at support@doubleknot.com to discuss.

If a customer's total balance is \$20 and they have a \$10 gift card, are they prompted to pay the balance immediately?

If the gift card does not have a sufficient balance to cover the cost, the user is asked to use either another gift card or a credit card to make up the difference.

Can we turn off gift card as a payment method for some things? We only want to offer this for financial-aid approved items.

No. Gift cards cannot be limited to specific items. For this example, discount codes are the right tool.

Yes, we can't use discount codes though because we offer a set amount of assistance, not a percent per item.

Discount codes can be percentages or fixed amounts.

But we need a fixed amount on the cart. They get \$50, and combine items to get it.

Please contact Support at support@doubleknot.com to discuss your needs.

Are we charged to create a gift card or loyalty card?

No.

You may be getting to this but I would like to see how these are reflected in the accounting reports

They show up as online payment in the Revenue Report.

Do they need to check their balance first or would it just take all the monies from the card if the amount needed is more than on the card

They do not need to check their balance as the system will ask for a second payment method to make up the shortfall.

These are council-specific. In the past if wanted to use gift cards we had to get the numbers thru the Doubleknot vendor

With this feature, you can create your own gift card numbers. However, we might auto-generate numbers in Phase II when we implement online and POS gift card sales.

So basically in the accounting world, if gift cards are used only for customer to purchase online. They would pay \$100 dollars with their VS online. This would be counted as Revenue. Then when the gift card is used for an event. The the report will show this as Revenue. We would have to incorporate in our accounting reporting to offset revenue with payments by Gift cards issued by us to prevent double reporting the revenue?

True, both would show up as revenue. That is why it will be important to have the gift card purchases go to their own financial account. This way, you can easily identify those sales.

How is value added to the gift card?

When creating a card, you specify the initial balance. After that, you'll use a reload function to add new monies.

If you do not use... for example loyalty account, will that show up in the dropdown?

The adjustment dropdown on the adjustment page will only contain the items your organization is configured for.

So, just want to make sure I understand...the gift card feature described is different than TenderCard partnership?

Yes.

Expiration date was mentioned...Our accounting department has mentioned that without an expiration date, an organization is obliged "forever" to provide a service. Without an expiration date, the "books" remain "opened" so to speak regarding gift cards. Can an expiration date option be considered?

Different states have different rules. That said we will look at adding expiration dates at least to loyalty cards.

If I sell a gift card and get revenue, why should there be more revenue when the card is used?

We don't support the concept of a liability account, which is what a gift card is. Hence, we recommend that gift card sales be assigned to the own account so that they can easily identified and treated correctly when posting to your accounting system.

Can a gift card be added to an account, like Amazon? Account is a constituent.

We discussed this but decided there was not enough demand for it. But if your interest in doing this is to find a card, you can still search on the order.

Your process for issuing a gift card didn't appear to link a specific payment with a specific gift card. Is that correct? Since you have to enter the amount manually that you theoretically just received?

True, until Phase II.

Do grants need money in the account in order to give it out?

Yes, that is how we ensure you are not exceeding the amount of the grant.

So people can't just purchase a gift card and get an automatic email with a code made by Doubleknot?

That will be available in Phase II.

Is reloading a real transaction?

Initially no, and I'm not sure if this will be addressed in Phase II.