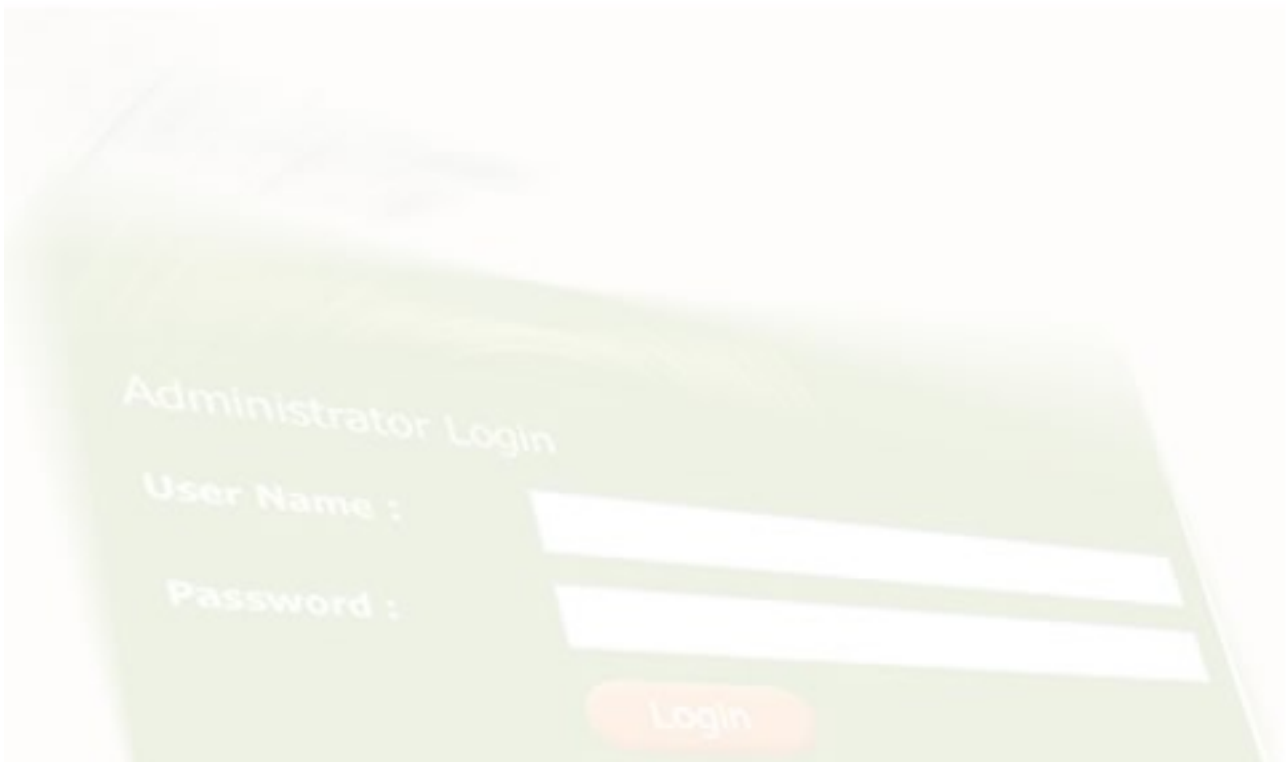


## Gift Certificate Module

### Hosted Ecommerce Service Module Help Document

This module is available as an OPTIONAL ADD ON on a one time small additional Fee of US \$125.00 on all plans available at [ecommercehosted.com](http://ecommercehosted.com)

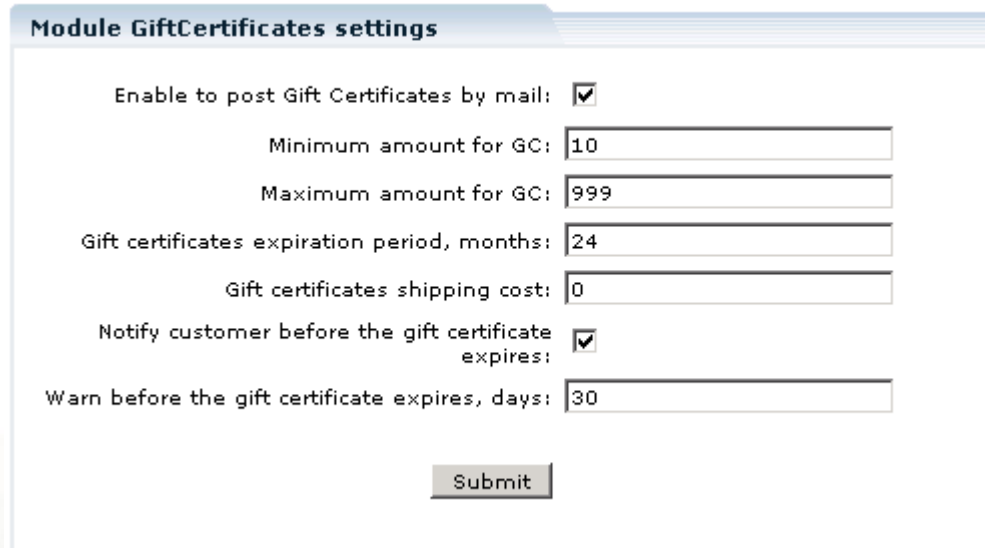


**Gift Certificates** add-on module allows you to sell gift certificates to your customers. A gift certificate is a substitute for currency which can be ordered, given to another person and redeemed later for products at your store. This is an **OPTIONAL** Add On module and does not come activated by default on any plans at <http://www.ecommercehosted.com/>

## Configuring the module

This module is available only as an **OPTIONAL** Add On to enhance the features of your store and can be activated by paying a one time additional fee of US \$45.00 for installation on your store. Once it has been installed and activated, the same would be visible in Admin under Settings > Modules in the modules list. Click on the **Gift Certificates** module link to enter the module's settings page as shown in figure 1 below:

Admin menu :: Modules :: GiftCertificates settings



The screenshot shows the 'Module GiftCertificates settings' page. It contains the following configuration options:

- Enable to post Gift Certificates by mail:
- Minimum amount for GC:
- Maximum amount for GC:
- Gift certificates expiration period, months:
- Gift certificates shipping cost:
- Notify customer before the gift certificate expires:
- Warn before the gift certificate expires, days:

A 'Submit' button is located at the bottom of the form.

Figure 1: Gift Certificate Module Configuration Section.

The following options can be configured:

- **Enable to post Gift Certificates by mail:** clear this check box to prevent your customers from sending Gift Certificates by regular mail. The customer zone section 'Send via Postal mail' disappears if this option is disabled.
- **Minimum amount for GC:** specify a minimum amount a gift certificate can be valid for. In the example a gift certificate cannot be valid for less than 10 dollars (or other monetary units depending on your default currency).
- **Maximum amount for GC:** specify a maximum amount a gift certificate can be valid for. In the example a gift certificate cannot be valid for more than 999 dollars (or other monetary units depending on your default currency).
- **Gift certificates expiration period, months:** define the period after which gift certificates are no longer valid.
- **Gift certificates shipping cost:** define the cost of shipping to be included in the gift certificate price.

- **Notify customer before the gift certificate expires:** select this check box to enable email notifications about gift certificate expiration to your customers.
- **Warn before the gift certificate expires, days:** set when you want the notifications to be sent out: for example 30 days in advance.

Click **Submit** after you have all the options set.

## Managing the module

**Gift Certificates** add-on module is enabled on your store, two items are added to the 'Management' menu: '**Gift certificates**' and '**Gift certificate e-Cards**'. These sections allow the shop admin to create, edit and manage existing gift certificates.

### Gift certificate statuses

A gift certificate is identified by the eight-character gift certificate code. Each gift certificate is assigned one of the following changeable statuses:

- **Pending** - The customer has just ordered a gift certificate. Customers will not be able to pay with this certificate until it is active. If you use real-time credit card processing after the order is processed the gift certificate will be automatically activated.
- **Active** - Use this option to activate the gift certificate. Only if the certificate is active customers can use it to make orders and pay using this certificate.
- **Disabled** - This means one of the following: either the gift certificate was created but was not ordered, or the order failed. Use this option to temporarily disable a gift certificate as well, if necessary.
- **Used** - This status is automatically set when a customer pays for an order with the gift certificate.
- **Expired** - This status is automatically set if a customer tries to redeem the expired gift certificate. You can setup the gift certificate expiration period in the General settings / Gift cert. dialog. The default value is 24 months.

Administrator Login

User Name :

Password :

Login

## Creating a gift certificate

To create a gift certificate directly in the Administrator Zone (for example, as a present for your most valuable clients) go to 'Management' menu - 'Gift Certificates' section - 'Add new certificate' subtitle. In the form provided (as shown in Figure 2 below) specify the sender's and the recipient's name, a message, an amount and a delivery method.

Admin menu :: Gift certificates :: Add gift certificate

### Add gift certificate

Gift certificates are the perfect solution when you just can't find the right gift or you're short of time. Gift Certificates make the perfect present for friends, family, and business associates.

**1. Who are you sending this to?**  
The gift certificate will include the sender's name, the recipient's name and a message.

From \*

To \*

**2. Add a message**

Message:

**3. Choose an amount**  
Specify the amount in currency.

Amount \*  \$ 10.00 - \$ 999.00

Remainder   
*How much remains on the GC account*

**4. Choose a delivery method**

**Send via E-mail**  
Enter the e-mail who you send a Gift Certificate to.

E-mail \*

E-Card

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**5. Select expiration date**  
Specify the date, on which the certificate will expire. Default is in 24 month(s).

Expiration date \*

Figure 2: Adding a Gift Certificate From Admin Interface.

The 'Remainder' field shows the amount left on the gift certificate account if it was partially used to pay for an order. After the order status is changed to Processed, the corresponding sum is subtracted from the GC account.

## Managing e-Cards

An e-Card is a gift certificate, containing an image. To see the list of available e-Cards go to 'Gift certificate e-Cards' section of the 'Management' menu. The figure below shows the page that is displayed after that.

To set up a new e-Card click '**Add new e-Card**'.

1. Select an e-Card thumbnail which is shown in the e-Cards list.
2. Select an e-Card image which is included in the e-mail containing gift certificate.

For these two options an 'Upload to filesystem' check box is available. Select it to save the image files on the file system and leave empty for the images to be stored in the database.

3. Select one of the existing e-Card templates or create a new template.

By default there are two templates: 'center\_image' (the image is centered and the GC info is under it) and 'left\_image' (the image is located to the left from the message body). Both templates are surrounded with image borders. To create a new template, click the 'Create template' link. A new .tpl file will be created under the skins/mail/en/modules/Gift Certificates/ecards directory.

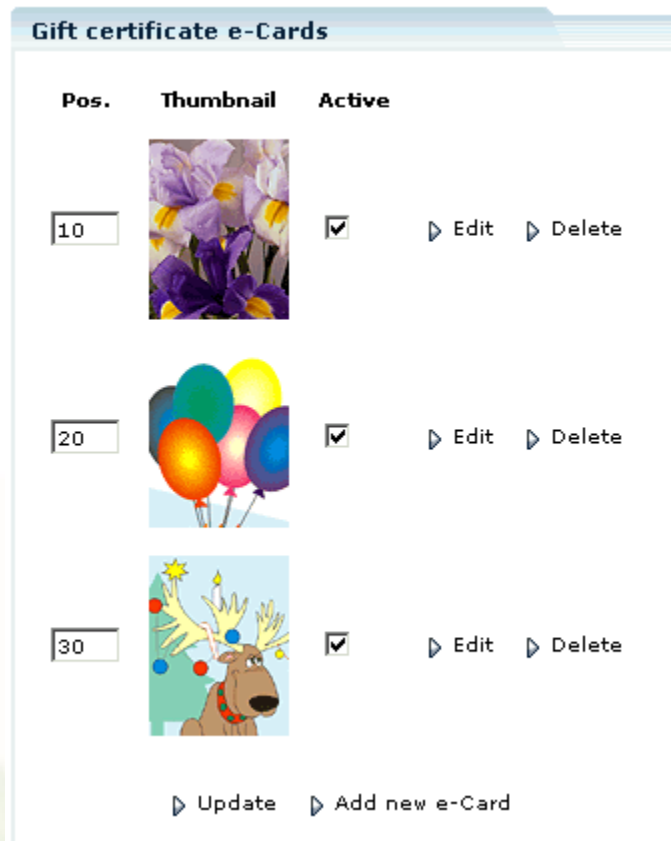
To create a new border image, create two files: `bordername.gif` and `bordername_bottom.gif` under the skins/mail/en/modules/Gift Certificates/ecards/border directory, where 'bordername' is a valid file name. If a gift certificate does not contain an e-Card, the skins/mail/en/modules/Gift Certificates/body.tpl mail template is used.




4. Enter the position number to define the position of the e-Card in the list of e-Cards.
5. Leave the 'Show in the customer zone' check box empty to keep the e-Card invisible for the customers.

Click on the '**Edit**' link next to the e-Card's name to change the e-Card's properties.

Click '**Delete**' to delete the e-Card.

Admin menu :: Gift certificate e-Cards



Pos.	Thumbnail	Active		
10		<input checked="" type="checkbox"/>	<a href="#">▶ Edit</a>	<a href="#">▶ Delete</a>
20		<input checked="" type="checkbox"/>	<a href="#">▶ Edit</a>	<a href="#">▶ Delete</a>
30		<input checked="" type="checkbox"/>	<a href="#">▶ Edit</a>	<a href="#">▶ Delete</a>

[▶ Update](#) [▶ Add new e-Card](#)

## Managing gift certificates

To manage existing gift certificates go to 'Management' menu - 'Gift certificates' section. Here you see the list of all gift certificates with corresponding statuses, remainders/amounts and issue dates.

[Admin menu](#) :: Gift certificates

Gift certificate	Status	Rem./Amount	Issue date	Expiration date	Owner		
1XO67RF3	Active	\$ 251.00/\$ 100.00	07/02/2007	06/21/2009	N/A	▶ Delete	▶ Edit
9IK2SNEE	Active	\$ 500.00/\$ 500.00	08/03/2006	07/23/2008	N/A	▶ Delete	▶ Edit
5K16GUMD	Used	\$ 0.00/\$ 100.00	08/03/2006	07/23/2008	N/A	▶ Delete	▶ Edit

*\* - these certificates will expire sooner than in 30 day(s).*

▶ Add new certificate

Click on the 8-character ID code of a gift certificate to view its properties. To modify a gift certificate, click **Edit** on the same line.

[Admin menu](#) :: Gift certificate info

Gift certificate	
ID:	<b>Q77KQ8LO</b>
From:	<b>John Smith</b>
To:	<b>Jane Smith</b>
Message:	Happy Birthday!!!
Amount:	<b>\$ 100.00</b>
E-mail:	<b>jane_smith@example.com</b>
▶ Go back	

To remove a gift certificate from the list, click **Delete**.

It is also possible to remove only used, expired or disabled gift certificates by clicking the corresponding buttons.

## Customer zone

The "Gift certificates" menu appears in the customer zone when you install the Gift Certificates module. There are two options there: 'add to cart' and 'verify gift certificate'. 'Add to cart' is used to create a gift certificate and add it to the shopping cart. 'Verify gift certificate' is used to check the remainder and status of a gift certificate by its code. The exact placement would depend on the template design but a sample is as shown in the figure on right.



## Ordering a gift certificate

To buy a gift certificate a customer has to click on 'Add to cart' link in the 'Gift certificates' menu. In the form provided the sender's and the recipient's name, a message, an amount and a delivery method have to be specified. Also an e-Card can be selected.

### 1. Who are you sending this to?

The gift certificate will include the sender's name, the recipient's name and a message.

From \*   
To \*

### 2. Add a message

Message:

### 3. Choose an amount

Specify the amount in currency.

Amount \*  \$ 10.00 - \$ 999.00

### 4. Choose a delivery method

#### Send via E-mail

Enter the e-mail who you send a Gift Certificate to.

E-mail \*

E-Card

When your customer orders a gift certificate and the order becomes 'Processed' or 'Complete', the gift certificate status is automatically changed to 'Active'. You can also activate a gift certificate manually by changing its status to 'Active'. If the gift certificate is to be sent by e-mail, the corresponding e-mail is sent to the recipient when the gift certificate becomes 'Active'. Note that the gift certificate status is automatically set to 'Disabled' when the corresponding order is failed or declined.

Customers can view active gift certificates which they have bought, on their profile page by clicking on the '**View Gift Certificates**' button in the 'Active Gift Certificates' section and would be shown as in figure below:

### Active Gift Certificates

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Gift certificate	Rem./Amount	Issue date	Expiration date
STAPQNQA	\$ 50.00/\$ 50.00	06/05/2010	05/25/2012
LENGXJW2	\$ 99.00/\$ 99.00	06/06/2010	05/26/2012

*\* - these certificates will expire sooner than in 30 day(s).*

Thus the customers (buyers of Gift Certificates) can check whether the gift certificate has been spent by the recipient or not.

### Verifying a gift certificate

A customer can check the current amount and status of an existing gift certificate. To verify a gift certificate in the Customer Zone - Gift Certificates menu select 'Verify certificate' link. In the opening page enter the 8-character gift certificate ID into the text field and click **Find**.

#### Verify gift certificate

If you have an existing Gift certificate you can check its current amount and status using the form below.

Gift certificate:

If the ID is valid, you see the initial certificate amount, currently available amount (how much is left if the certificate has already been used to pay for products) and the current status.

### Verify gift certificate

If you have an existing Gift certificate you can check its current amount and status using the form below.

Gift certificate:

**Gift Certificate ID:** 5K16GUMD  
**Amount:** \$ 100.00  
**Available:** \$ 0.00  
**Status:** Used

If the ID is not valid, you see a corresponding message as shown in figure below:

### Verify gift certificate

If you have an existing Gift certificate you can check its current amount and status using the form below.

**The specified Gift certificate is not found.**

Gift certificate:

## Paying with a gift certificate

To pay for an order with a gift certificate a customer has to take the following steps:

1. Enable Gift Certificate payment method on checkout.

### Payment method

- Credit Card**      Visa, Mastercard, American Express
- Purchase Order**
- Phone Ordering**      Phone: (555) 555-5555
- Fax Ordering**      Fax: (555) 555-5555
- Money Order**      US Banks Only
- Check**      Check payment
- COD**      Cash On Delivery
- Gift certificate**

2. Enter the eight-character gift certificate code into the field provided:

Please enter the eight-character gift certificate code \*

By clicking "SUBMIT" you agree with our ["Terms & Conditions"](#) and ["Privacy statement"](#).

If the gift certificate used is valid only for a part of the total sum of the order, the corresponding amount is subtracted from the total like this:

#### Shopping cart

Qty	SKU	Product	Price	Total
<input type="text" value="1"/>	SKU42	14k Bold Pear Citrine Drop...	\$ 149.00	\$ 149.00

Delivery:

**Subtotal:** \$ 149.00

**Shipping:** \$ 0.00

**Tax:** \$ 0.00

**Paid with GC:** \$ 100.00

**Order total:** \$ 49.00

The customer can then choose another payment method or use another gift certificate. When the full order total has been paid, the order is placed. It gets 'Processed' status if paid by a gift certificate only.

If a customer tries to pay for a product with a used gift certificate, he is redirected to payment method selection page. If a customer tries to use an expired gift certificate, a corresponding message is displayed and he or she is asked to enter another gift certificate code.

Admin  
Password :

Login

**Additional Note: With respect to this “OPTIONAL” add on module please note following:**

1. If ordered right in the beginning before template integration starts then only charges payable are US \$125.00 on time.
2. If this is ordered once the template customization has been completed then US \$45 would be charged additional to do the template customization changes which have to be done as a result of this module being activated after completing the design integration.
3. **Charges noted in (1) and (2) above are one time only.**

