# MyGCOnline Quick Reference Guide

This guide is a reference for the MyGCOnline online gift card service, created by Everything But The Food, for the onePOS point-of-sale software.

Version 3.2 Released April 6<sup>th</sup>, 2020

## Customer Usage (eGift Card)



As the client, you will have a customized subdomain on the MyGCOnline website (e.g. restaurantname.mygconline.com). You can link to this page from your restaurant's website with a button/link or from social media platforms to market this to your customers. Customers will not be able to find your customized site from the main MyGCOnline website. You can link directly to an eGift Card form or a Physical Gift Card form using URL Query Encoding. For example, restaurantname.mygconline.com?type=physical will take you directly to the Physical Gift Card form.

For eGift Cards, customers will navigate to the site, input the desired amount of the gift card, the e-mail address of the gift card recipient (if applicable), a custom message to the recipient (if applicable), and their credit card/contact information. After they fill this out and agree to the 'Terms & Conditions', they will press 'Buy'. The system will automatically charge their card the selected amount, sell an eGift Card for the same amount and return the information to the customer on the screen and in an email receipt. If recipient information is filled out, the recipient will receive a copy of their eGift Card.

# **Customer Usage (Physical Gift Card)**



For physical gift cards, the customer will select the 'Physical' gift card type. The recipient name, message and email fields will disappear and the 'Shipping Information' fields will appear. They will be required to fill out ALL billing and shipping information before accepting the 'Terms & Conditions' and clicking 'Buy'.

At this point, the system will send an emailed receipt to both the customer and the restaurant with the shipping information they inputted. This shipping information is also passed to the USAePay payment portal.

NOTE: The client is responsible for shipping the Physical Gift Cards to the purchaser! MyGCOnline does not ship, mail or handle Physical Gift Cards.

## Server/Manager Usage



Here is the receipt for your Acme Co gift card from MyGCOnline!

Amount Added to Gift Card: \$12.00 Service Fee: \$1.00 Total: \$13.00



To redeem this gift card: You can either print out this email or pull it up on your mobile device. After that, just show it to your server.

#### ALL SALES ARE FINAL!

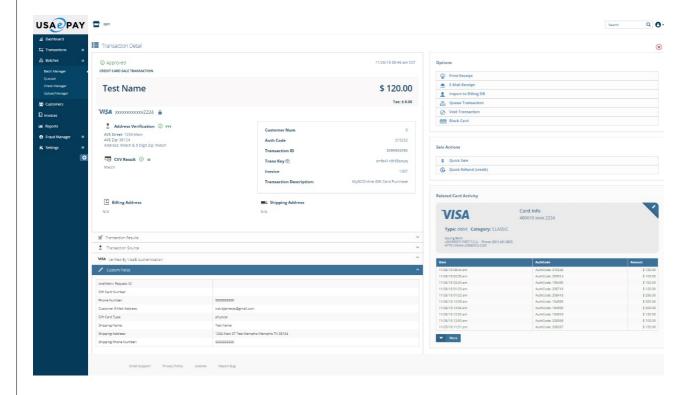
If you have any problems with your order, please contact Acme Co at 901-867-5309.

Once the eGift Card has been sold, the recipient (if applicable) and/or the customer will receive an email receipt with the above information. This will include the gift card number, amount added to card, a unique identifier called a RequestID, a scannable barcode(if applicable) and any other pertinent information. You will receive a copy of all three emails that have been sent out. This is not only for your records, but to be able to resend the eGift or Physical gift card receipts to customers to lose track of them. In the future, this will no longer be necessary as the USAePay Payment Portal is replaced by our own

When the customer brings this in, the server will take the printed paper or the customer's mobile device, then they will go to "Close Check" -> select the Gift Card payment type and manually enter the gift card number. If you are using a barcode scanner, the process will be the same except for you will scan the barcode after you select "Manual Entry".

If there is value left on the eGift Card, we suggest selling a physical gift card for the remainder of the eGift Card amount and using the eGift Card to pay for it then giving the physical gift card to the customer.

# **USAePay Payment Portal Usage**

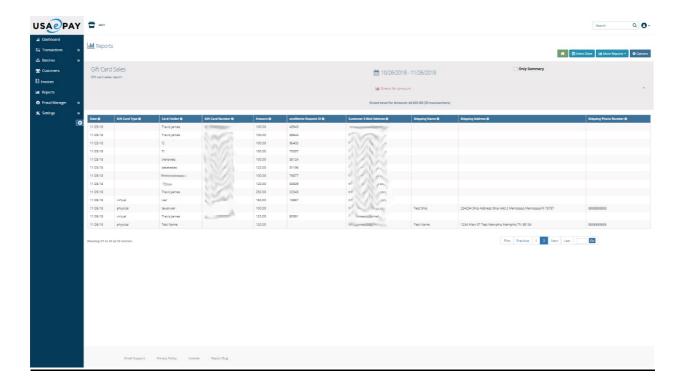


With the USAePay Payment Portal credentials that are provided to you, you will have access to all types of information for the online gift card transactions.

Under 'Batches', then 'Batch Manager' you will see individual transaction information. By clicking on an individual transaction, you will see the screen above. On the left, you will have a drop-down named 'Custom Fields'. These fields include:

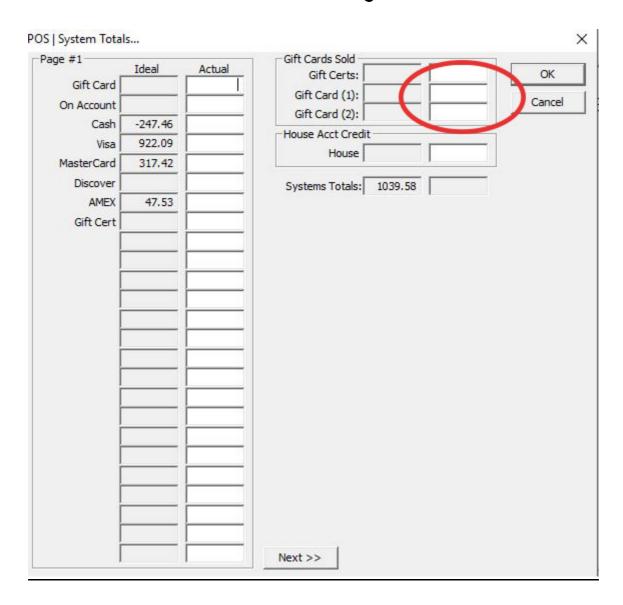
- -Gift Card Number (if eGift Card)
- -oneMetrix Request ID
- -Phone Number (purchaser phone number)
- -Customer E-Mail Address (purchaser e-mail address)
- -Gift Card Type (Physical Gift Card or EGift Card)
- -Shipping Name (if 'Physical' gift card)
- -Shipping Address (if 'Physical' gift card)
- -Shipping Phone Number (if 'Physical' gift card, recipient phone number)
- -Service Fee

# **USAePay Payment Portal Usage (cont'd)**



Also available with the USAePay Payment Portal is the Gift Card Sales By Date' report available under 'Reports'. This report can be run for any period of time and will display the same information and fields as the individual transactions.

## onePOS Usage



While the online gift card site will not directly interfere with your End of Day process on your onePOS Manager Console, you will notice that your Gift Card 'Actual' sales will reflect purchases from the online gift card site. You may notice that you start seeing an error message during the 'System Totals' part of your End of Day process, stating that your 'Gift Card Totals are excessively off.' Please select 'Cancel' NOT 'OK' on this screen for the system to ignore the mismatch.

## **Settings**

As the client, you can specify quite a few features of the online gift card system, including:

- Gift Card Maximum\* the maximum amount the customer can purchase
- Gift Card Minimum\* the minimum amount the customer can purchase
- Logo\* the logo that appears at the top of your gift card site
- Email Logo\* the logo that appears at the top of all sent emails
- Receipt Email Address\* the email address all eGift Card site receipts are sent to
- Physical Card Receipt Email Address\* the email address all physical card receipts are sent to
- Site Background Color a HEX color code for the primary site background color
- Form Background Color a HEX color code for the form background color
- Header Text Color a HEX color code for "Buy A Gift Card" and "Fill out the form below...." text displayed above the form
- Header Background Color a HEX color code for the header(logo and site info) background color
- Text Color Scheme Choice of either "Light" or "Dark" text color for the site
- E-Gift and Physical the ability to add the purchase of Physical Gift Cards to your site\*\*
- Site Website URL\* The URL for your website
- Site Address\* The address for your site
- Site Phone Number\* The phone number displayed for your site
- eGift Card Service Fee A 'Service Fee' for selling eGift Cards. This is passed onto the restaurant.
- Physical Gift Card Service Fee A 'Service Fee' for selling Physical Gift Cards. This is passed onto the restaurant.

\*NOTE: Settings marked with a red asterisk(\*) are required settings for the setup of your MyGCOnline site.

\*\*NOTE: This works by the customer also filling out shipping information for the physical card. This information is emailed to your site via the "Physical Card Receipt Email Address" you provided, for YOU to ship to the customer. We do not handle shipping your physical gift cards.

We can customize any of these options for your site upon request by emailing <a href="mailto:support@mygconline.com">support@mygconline.com</a>. Please allow 1-2 business days for these types of requests.

If you have any questions, comments, improvements, features you would like to see, or concerns about this service, please feel free to email <a href="mailto:support@mygconline.com">support@mygconline.com</a>.

If you would like further training on this service or the included USAePay payment portal, please contact us at <a href="mailto:support@mygconline.com">support@mygconline.com</a> to request this.

If you are having issues with processing gift cards, please reach out to your onePOS reseller.