

# **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)

123 Main St  
Memphis, TN 38000  
901-867-5555 Press F11 to exit full screen  
https://demo.mygconline.com

## acme co

### Buy A Gift Card!

Fill out the form below to purchase a Acme Co gift card!

#### Gift Card Information

First, select the type of Gift Card you want to purchase and how much will be loaded on it!

Gift Card Type\*

eGift Card

Would you like an eGift Card e-mailed or physical gift card mailed to the recipient?

Gift Card Amount(in USD)\*

Minimum: \$10.00 Maximum: \$500.00

Your Email Address\*

example@example.com

We'll never share your email with anyone else. We use this to send you a receipt of your purchase.

Next →

For assistance with your order or information about refunds and returns, please contact Acme Co.

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As the client, you will have a customized subdomain on the MyGCOOnline 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 MyGCOOnline 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)

123 Main St  
Memphis, TN 38103  
901-887-5555 Press **F11** to exit full screen  
<https://demo.mygconline.com>

## Buy A Gift Card!

Fill out the form below to purchase a Acme Co gift card!

### Gift Card Information

First, select the type of Gift Card you want to purchase and how much will be loaded on it!

Gift Card Type\*

eGift Card

Would you like an eGift Card e-mailed or physical gift card mailed to the recipient?

Gift Card Amount(in USD)\*

Minimum: \$10.00 Maximum: \$200.00

Your Email Address\*

example@example.com

We'll never share your email with anyone else. We use this to send you a receipt of your purchase.

Next →

For assistance with your order or information about refunds and returns, please contact Acme Co.

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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 MyGCOOnline!

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Gift Card Number: 00000000000000000000  
RequestID: 2224  
oneMetrix Transaction ID: 123  
AuthCode: 000000  
Payment Method Used: \*\*\*\*\*2224

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



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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

The screenshot displays the USAePay Payment Portal interface. The main content area shows a transaction detail for a 'CREDIT CARD SALE TRANSACTION' on 11/26/18 at 08:46 am CST. The transaction is approved and for a total amount of \$120.00, with a tax of \$0.00. The merchant name is 'Test Name'. The card used is a VISA ending in 2224. The transaction includes address verification details, a CVV result of 'Match', and a transaction ID of 3099483590. The transaction description is 'MyGOnline Gift Card Purchase'. On the right, there are options for printing receipts, importing to billing, and voiding transactions. Below that, there are sale actions for quick sale and quick refund. A 'Related Card Activity' section shows a VISA card with a debit type and classic category, with a list of recent transactions including dates, auth codes, and amounts.

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)

**USAePAY** Reports

Gift Card Sales  
Gift Card sales report

10/26/2018 - 11/26/2018  Only Summary

Grand for Amount

Grand total for Amount: \$4,022.80 (33 transactions)

Date	Gift Card Type	Card Holder	Gift Card Number	Amount	enrollment Request ID	Customer E-Mail Address	Shipping Name	Shipping Address	Shipping Phone Number
11/25/18		Travis James		100.00	437543				
11/25/18		Travis James		100.00	38464				
11/25/18		TJ		100.00	95405				
11/25/18		TJ		100.00	70097				
11/25/18		travisjames		100.00	35124				
11/25/18		jakoleciak		120.00	31196				
11/25/18				100.00	76877				
11/25/18				120.00	02629				
11/25/18		Travis James		250.00	22343				
11/26/18	virtual	user		180.00	18887				
11/26/18	physical	testdriver		100.00			Test Ship	224234 Shp Address Ship Add 2 Memphis Memphis TN 38184	888888888
11/26/18	virtual	Travis James		120.00	80951				
11/26/18	physical	Test Name		120.00			Test Name	1234 Main St Test Memphis Memphis TN 38184	888888888

Showing 21 of 33 entries.

Print Previous 1 Next Last

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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.



## 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 MyGCOOnline 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 [support@mygconline.com](mailto:support@mygconline.com). 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 [support@mygconline.com](mailto:support@mygconline.com).

If you would like further training on this service or the included USAePay payment portal, please contact us at [support@mygconline.com](mailto:support@mygconline.com) to request this.

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