

Tips on Using Gift Cards

Checking Gift Card Balances

1. Call the 800 number on the back of the card and enter in your card numbers to get balance.
If you need more information or history usage of the card, wait for the appropriate # prompt and speak directly to a customer representative. The customer service rep can give you all the details pertaining to each card:
 - A) Original dollar amount loaded on the card
 - B) Date the card purchased
 - C) Date card was activated
 - D) At what store location/s it was used
 - E) Merchandise or product purchased and the price
 - F) Remaining balance on the card
2. Go to the store website and put in your card number (you may also have to scratch off your PIN number if one is included on the back of the card).
3. Sometimes the store can check the balance by scanning it before you use the card. You can also write the balance on the card or receipt or keep the receipt banded to the card so you can figure the balance.
4. If a customer brings a gift card back to you saying that it has not been loaded and it carries no balance, always check the card balance online or by calling before accepting it back.

Difficulty Using a Card

If you have presented a card to purchase something and the store rep has difficulty with a card that you KNOW to be loaded and active, ask to speak to a store manager. Frequently, new or seasonal clerks may not know how to solve issues and need advise on how to run a card through the reader or check a card balance. If you use two cards together for one purchase, and deplete one, ALWAYS make sure you get the card back that still has value on it. Call 1-800 number on the back of the card to check card balance---or write it on the card. Some people wraps their receipts around the card and write the balance on the receipt.

Handling a Dispute

If there is a dispute regarding a card balance, some stores can also run the day's receipt tape and locate any discrepancy. This is a lengthy process and would require an appointment for the process. Many stores record video tape of all transactions, so if it is necessary they can identify who presented the cards at a particular time.

Cards Can Be Registered for Safety

Some stores offer a card registration location on their website where you can register your card from that store. This is particularly a good idea if you have a large denomination card and want to link your identity to that card serial number.

Lost or stolen cards cannot be replaced, but you have a a chance at replacement if you have registered your card number. Please check the fine print on your card and read about card registration on their website.