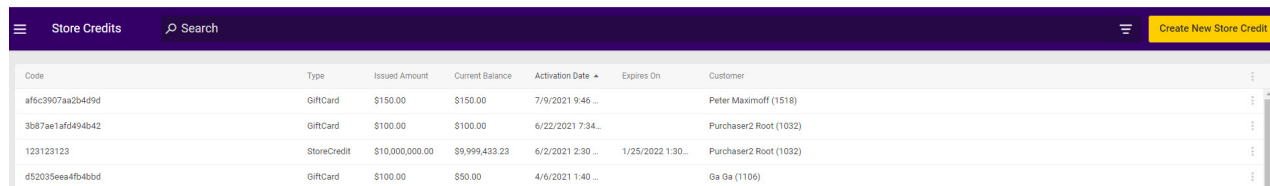


Store Credit and Gift Cards

View existing store credit and gift cards in the **Store Credit** page located at **Main > Customers > Store Credit**. Expand the drop-down menu on the far right of a store credit code in the table to perform actions on them.



The screenshot shows a table with the following columns: Code, Type, Issued Amount, Current Balance, Activation Date, Expires On, and Customer. There are four rows of data.

Code	Type	Issued Amount	Current Balance	Activation Date	Expires On	Customer
af6c9907aa2b4d9d	GiftCard	\$150.00	\$150.00	7/9/2021 9:46 ...		Peter Maximoff (1518)
3b87ae1af1d494b42	GiftCard	\$100.00	\$100.00	6/22/2021 7:34...		Purchaser2 Root (1032)
123123123	StoreCredit	\$10,000,000.00	\$9,999,433.23	6/2/2021 2:30 ...	1/25/2022 1:30...	Purchaser2 Root (1032)
d52035eea4fb4bbd	GiftCard	\$100.00	\$50.00	4/6/2021 1:40 ...		Ga Ga (1106)



The store gift cards referenced here are different from [gateway gift cards](#). Store gift cards can only be used at the merchant that they originate from and function similarly to store credit. Gateway gift cards are created and managed from a payment gateway and are not tied to a particular merchant.

To Credit or Not to Credit

You can also perform a "credit" as an appeasement directly on an order payment to return that money to the customer. The key distinction between credits and refunds on returns is that credits affect the order balance, whereas refunds do not:

- Use [credits](#) to fix accounting issues by returning money to the customer and reducing the order balance.
- Use [refunds](#) to provide appeasements by giving money to the customer without changing the accounting and order balance.

See those links for more information about crediting as an order payment action and performing refunds. The next section of this guide assumes you simply want to provide store credit to the customer.

Create a Credit or Gift Card

To create a new store credit or gift card for a customer:

1. Go to **Main > Customers > Store Credit**.
2. Click **Create New Store Credit**.
3. Specify a store credit or a gift card in the **Credit Type** drop-down menu.
4. Enter a unique code to identify the store credit or gift card.
5. Select an activation date and expiration date for the store credit or gift card.



If you leave these fields blank, the activation date assumes the current date and the expiration date assumes a date one year from the current date minus a day.

6. Enter an **Amount** for the value of the store credit or gift card.

7. (**Optional**) Select a shopper to apply the store credit or gift card to using the **Customer** drop-down menu.
8. Click **Save**.

Processing Store Credit and Gift Cards

Gateway gift cards are processed in the same workflow as [standard credit cards](#), while store credit and store gift cards follow the below process. They simply move through the **New**, **Collected**, and **Credited** steps as well as **Voided** if applicable.

