

MANUAL GIFT CARD REDEMPTION PROCESS

(This process is applicable to guest rooms only)

Making the Reservation

(Skip to **Confirming Gift Card Balance** if Guest redeems at Check In or Check Out. Once Gift Card balance is confirmed apply redemption directly to guest folio)

1. If guest has an online gift card obtain 21 digit number and desired amount to be redeemed then enter as a **Trace**. (verify number twice to avoid miscommunication)
2. Make sure to link reservation to Givex as the Source for reconciliation purposes.
3. Once reservation is completed proceed to next step.
(No need to stay on the phone with guest for following steps)

20965522 - Reservation 196002409 DUE IN

Name: Elarabi
First Name: Sedek Title: Mr.
Address: 1 Memorial Rd
City: West Hartford State: CT Postal Code: 06107 Country: US
Phone: 0 Email: selarabi@thedelamar.com Agent: Company: Group: Source: Givex-DWH Party:
VIP: CMP Beaumonde No.:
More Fi... Last Stay: 04-17-2 Total stays: 5 Last Room: 335 Pref Room: Last Rate: 0.00

Arrival: 08-23-22 Tuesday ETA
Nights: 1
Departure: 08-24-22 Wednesday ETD
Adults: 1 Child: 0
No. of Rms: 1
Room Type: DLX RTC: DLX
Room: 510 DNM
Rate Code: DAILY Print R...
Rate: 379.00 Fixed Rate
Packages:
Block Code: Confirmation:
Suite With: Comments:

Res. Type: DEP Deposit Re: Best Availa
Market: BAR Best Availa
Source: HTL Hotel Direc
Origin: HTL Hotel Direc
Booked By: Telephone:
Payment: CA Swiped
Credit Card No.: Exp. Date: Name on Card: Approval Code: Approval Amt:
Guest Balance: -40.00
Disc. Amt: %
Reason:
Features:
Specials:
Item Inv.:
CRS No.:
Pet Name: Weight: Type:
Custom Ref.:

Traces Comments Deposit/Cxl No Post

Created By: SELARABI@ On: 08-23-22 10:48 Updated By: SELARABI@ On: 08-23-22 10:50

Save OK Options Close

Must link Givex as the source.

Amount of redemption

Enter Gift Card number & dollar amount as a Trace

Confirming Gift Card Balance

1. Go to Gift Cards section on Delamar website to confirm Gift Card balance.
<https://wwws-usa1.givex.com/cws4.0/delamar/check-balance/>
(Should bookmark for Front Desk Agents)
2. Enter the Gift Card number or scan if available (See Below)
3. Get Balance (if different than reservation make sure to modify the amount entered in **Trace** section)

The screenshot shows the Delamar website interface for checking a gift card balance. At the top, there are navigation links for 'SEND E-GIFT' and 'CHECK BALANCE'. Below this is a banner image with the text 'Check Card Balance'. The main form includes a text input field for the card number, a CAPTCHA with the text 'I'm not a robot', and a 'Get Balance' button.

Redemption

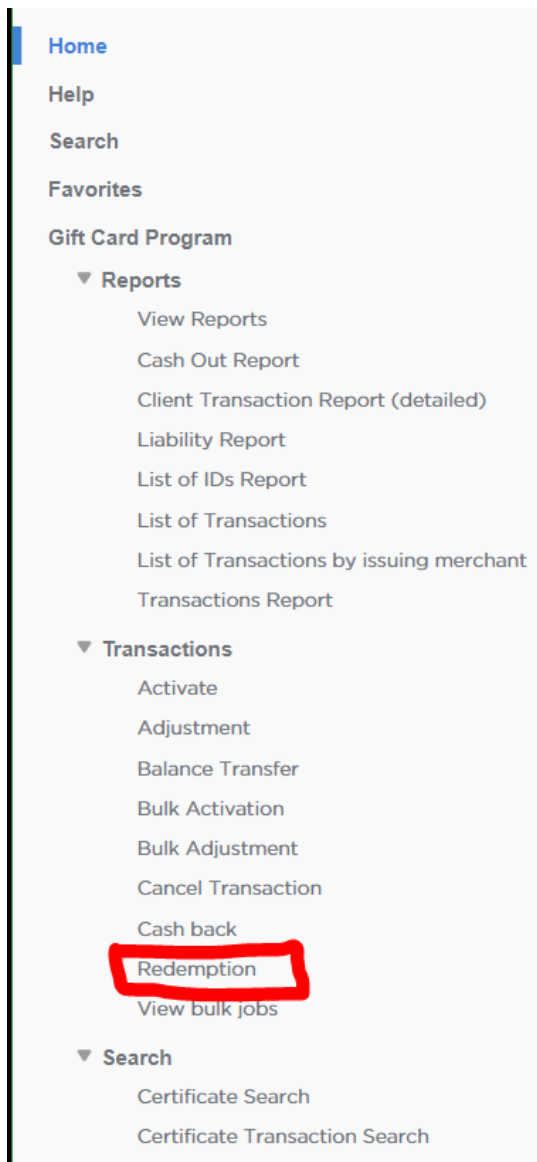
1. In Opera go to *Options*→*Deposit*→*Payment*.
2. At **Payment** select your properties Gift Card option as redemption method.
3. Enter Gift Card number into Reference & Comments (Scan if available)
4. Add dollar amount and hit **OK**
5. If asked to change Payment Method select **NO**
(This will save initial payment method)

The screenshot shows the Opera software interface for a 'Deposit Cancellation' window. The window title is '20965522 - Deposit Cancellation'. It has two tabs: 'Deposit' and 'Cancellation'. The 'Cancellation' tab is active, showing a '20965522 - Reservation Deposit Payments' window. This window has a 'Payment' dropdown set to 'Gift Certificate/Card Payment', an 'Amount' of '100.00', and a currency of 'USD'. The 'Reference' and 'Comments' fields both contain the number '60362865582076123384'. A red arrow points from a box labeled 'Gift Card Number' to these fields. The 'Res. Type' is 'DEP REC' and the status is 'Deposit Received'. There are 'OK' and 'Close' buttons at the bottom of the window.

Gift Card Number

Redeeming in Givex

1. Once Gift Card is used in Opera it will need to be redeemed in the Givex Portal. (Any redemption will be tied to the Delamar Hotels ID along with the user currently logged in.)
2. Login to the Givex Portal <https://gportal.givex.com/portal/login.py> (If you don't have a Login inform someone who does that a Gift Card has been used)
3. Navigate the menu on the left to “**Redemption**” under TRANSACTIONS Tab



- Redemption Screen will show -5 boxes to enter information. Please leave Operator ID BLANK. Fill in **USER ID** with 1285050 – Delamar Hotels. Enter the **Givex Card Number** presented by the guest, the **Amount** they would like to redeem off of the card. In the **Comments** section please fill in the **date, guest first and last name and the property** (DSP, DGH, DWH).

Gift Certificate Redemption

Enter the following data to redeem a gift certificate.

Operator ID:

User ID:

Givex Number

Amount:

Comment:

[Redeem now](#) [Reset values](#)

*Warning: Using the BACK button on your web browser to perform repeated transactions will not guarantee a successful transaction. Please begin a new transaction by selecting the desired transaction type on the left menu bar.

- Click **REDEEM NOW**
- You will be taken to a redeem receipt. You may save this for your record or if the guest requests a redemption confirmation. All transactions can be viewed in **REPORTS** in the Givex Portal.

Certificate profile

[E-Certificate Transactions](#) | [Pre-Authorized Transactions](#) | [Gift Card Events](#) | [Gifts](#)

E-Certificate Balance: 0.00
Status: Active
Program Type:
Order Number: 101290525
Serial Number: 237644891
Merchant Name: Delamar Hotels
Currency: USD

E-Certificate Transactions

Dates are expressed in the local time of the operator which entered the transaction.
 Display Pocket Breakdown

Date	Auth #	Transaction ID	Action	Amount	Operator Name	User ID	User description	Store Name	Comments	Transaction Reference	
2022-08-22 09:16:44	68327495	6821327495	Redeem	-165.00		1285050	Head Office - Portal Web ID	Delamar Hotels - Head Office	Redeemed 08.19 DSP		
2022-08-07 09:24:41	17044146	1754044146	Sale	165.00		1284539	CWS Default User ID (DO NOT TOUCH)	CWS Store			
E-Certificate Balance:				0.00							

E-Certificate Events

Date	Entered by	Comment/Description
2022-08-22 09:16:44	sellott	Redeemed 08.19 DSP