

RESENDING ONLINE GIFT CARD

1. Login to Givex Portal - <https://gportal.givex.com/portal/login.py>
2. In the menu go to CUSTOMER WEBSUITE – ADMINISTRATION – VIEW ORDERS
3. Enter gift card info provided by guest (this can either be ORDER ID, NAME, EMAIL)
4. Make sure DATE FROM is changed to 2021.
5. For ORDER TYPE make sure both boxes are checked.
6. Find the correct order and select the SHIPPING ORDER ID connected to it.
7. You will be redirected to a page including the ORDER INFORMATION
8. Select the RE-SEND E-CERT ORDER button at the bottom of the page under TOOLS
9. Enter the email address the customer would like the gift certificate to be sent to and click RESEND E-CERT ORDER.