



Globe e-Gift cards Training Document

An e-gift card is an electronic version of a gift card that will be delivered to customers via email. Customers can order e-gift cards through Mitre10 and Home Hardware websites. They can view the e-gift card online, on their mobile phones, and save it to their Apple wallet (Google wallet is not available yet). The e-gift card can be redeemed in store and online.

PDF



Mobile wallet

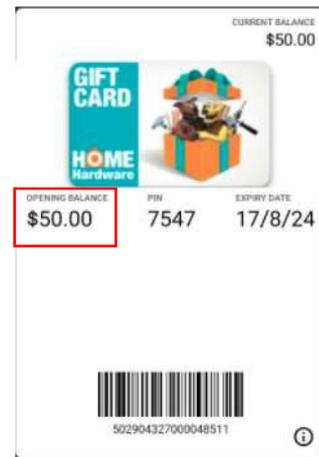


General information

1. Yes, the minimum amount is \$5 and the maximum amount is \$1000.
2. Customers can't use e-gift cards to purchase physical gift cards (or vice versa).
3. The recipient should receive the e-gift card email within 10 minutes from confirmation of the payment, however times may vary up to 48 hours subject to public holidays, peak periods and order verification.
4. E-gift cards are valid for 3 years after the issue date. The expiry date can be seen on the e-gift card.
5. E-gift cards can be used as payment methods to purchase goods on the <https://www.mitre10.com.au/> and <https://www.homehardware.com.au/> websites. See instructions for refunding an online purchase (below).

To Redeem

1. Log in to the Vii (pronounced “vee”) portal by clicking on the icon in the Globe Team portal and enter the Globe username and password.
2. Click on **Redeem Gift Card** from the left-hand menu. Your store will appear in the Redeeming Store drop down
3. Enter the Gift Card Number and PIN located on the gift card - enter your Reference Number and the Amount to redeem and click submit
4. Adjust the remaining sale amount in POS.
5. No. If the e-gift card is not redeemed in full the remaining value will remain on the card. Customers can see this remaining value when they open their e-gift card (see example)



How do I refund e-gift cards?

If a purchase has been made in store using an e-gift card, you need to refund the funds into a physical gift card in store.

For online orders, e-gift card refunds will be managed by IHG until the functionality will be developed for stores to manage these refunds.

Check the value of an e-gift card?

1. Log in to the Vii (pronounced “vee”) management interface from the Globe Team portal.
2. Click on Check Balance & Transaction History from the left menu and enter the card number and submit. This will show all details for the gift card number.

Balance Details:	
Gift Card Program:	Mitre 10 Gift Cards
Available Balance:	\$20.06
Current Balance:	\$70.05
Opening Balance:	\$100.00
Balance Status:	Active
Issuance Date:	17/08/2021
Expiry Date:	27/08/2024

Gift Card Number:	Serial Number:	Card Status:	Track 2 Expiry:
50290432800060456	604	Active	2907

[Display Card Replacement History](#)

Outstanding Pre-Auths:				
Date:	Description:	Store:	Pre Auth Code:	Amount:
17-Aug-2021	PreAuthRequest -	Sunrite Mitre 10	595166	-\$49.99

Transaction History:					
Date:	Description:	Store:	Vii Receipt Number:	Amount:	Current Balance:
17-Aug-2021	Issuance - BO:205628	Metcash Gift Card Hub	16943880	\$100.00	\$100.00
17-Aug-2021	Redemption - S/O 12345	Mitre 10 Store	16944080	-\$29.95	\$70.05

- a. **Available Balance** - The amount that is currently available that can be redeemed from the gift card (*This amount may be different from the Current Balance if a Pre Auth is holding funds on the gift card*)
- b. **Current Balance** – The amount that has not yet been redeemed from the gift card
- c. **Opening Balance** – The amount originally loaded onto the card
- d. **Issuance Date** – The date the original funds were loaded onto the card
- e. **Expiry Date** - The expiry date of the card (*Standard gift cards have a 3-year validity and a 30-day grace period. Promotional gift cards have a short validity and no grace period*)
- f. **Card Status** – Shows if a card is Active, Suspended, Cancelled or Expired (*Funds cannot be redeemed if a card is suspended, cancelled, or expired*)

New – 6th October, 2021