Your gift certificate - print it, check it, spend it

What this page is for

A gift certificate from a store on Listrak Converse is money you can spend in that store or on its website, a little at a time if you like. This guide shows you how to print it, how to see what is left on it, how to pass it on as a gift and how to spend it.

Your certificate never expires and carries no fees. Its code is spent like cash: whoever holds the code can spend it, so keep it safe the way you would keep cash safe.

What you see

- *In your wallet.* The certificate shows what is left on it out of what it started with, who it is to and from, the message, the last four characters of its code and its reference. The whole code appears only on the printed certificate and on the certificate's own pass in your phone's wallet.
- *The printed certificate.* Its own page with the store's name, the amount in figures and in words, who it is to and from, the message, the whole code with a barcode and a QR code the till can scan, how to use it and its terms.

What you can do

Print your certificate

1. Open your wallet on the store's website, or the certificate in the chat on your phone.
2. Select **Print the certificate**. The certificate opens on its own page.
3. Select **Print**. To keep a copy on your device instead, choose Save as PDF in the print window.

Keep it in your phone's wallet

1. Open the certificate in your wallet on the store's website.
2. Under **Print the certificate**, select **Add to Apple Wallet** or **Add to Google Wallet** - your device shows the one it uses. The pass shows what is left on the certificate.
3. On the printed certificate's page, **Put it in my phone's wallet** opens your wallet on that certificate in a new tab. Sign in with a code there and select the button. The page shows this link only when the store's passes are ready for your device and its program is on its website.

The pass carries the certificate's whole code, which spends like cash, so add it only to your own phone. When the store hasn't set up phone wallet passes yet, the certificate says so instead of showing the buttons.

Check what is left on a certificate

1. On the store's gift certificates page, find **Check a balance**.
2. Type the code from the certificate and select **Check**. The page tells you how much is left on it.

The balance check never shows who holds the certificate, so anyone with the paper can check it.

Give a certificate to someone

1. Open the certificate in your wallet and select **Send it as a gift**.
2. Send the link the way you like, from your phone's share sheet or by copying it.

When your friend claims it, the certificate moves to their wallet with a new code, and the code you had stops working. A paper copy you printed before it moved no longer works either, so print a fresh one for them if they want paper.

Spend it

1. In the store, show the printed certificate or the code in your wallet at the till. The till scans the barcode or QR code, or types the code.
2. Say how much to take from it, or let the till take the amount you owe. Whatever is left stays on the certificate for next time.
3. Online, enter the code where the store's checkout asks for a gift certificate.

How it fits

Stores sell gift certificates in a chat on your phone or from their website, and they land in your wallet. Printing, passing one on and spending it all work from the same certificate, so you can buy one for yourself, give one away or keep it for later without anything running out.

Good to know

- A gift certificate does not earn points when you spend it. If you are a member, scan your own member card at the till as well to collect your points.
- If you lose the paper, the certificate is still in the wallet of the person who holds it, and the store can print a fresh copy.
- If a certificate is refunded to the person who bought it, its code stops working.

Related pages

- Loyalty on your website - the add-ins: the gifts add-in and your wallet on a store's website.
- The till on your phone: how store teams take an amount from a certificate.