

Order Fulfillment

The Order Fulfillment page contains a listing and a brief invoice of physical and electronic gift card orders received through an It's Your Card® (IYC) website. Orders may be processed directly through Lighthouse Transaction Manager. (Please refer to the use case descriptions at the end of this document for more information about the typical process.)



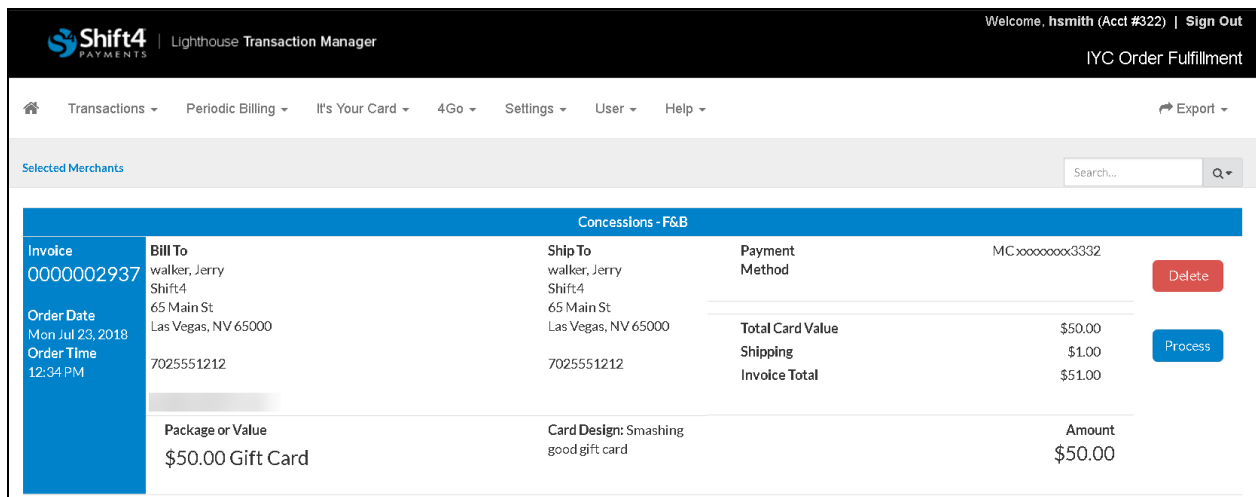
Note: The term “IYC website” refers to a gift card website built with IYC SiteBuilder.



Note: Electronic gift cards must be manually fulfilled using Order Fulfillment in Lighthouse Transaction Manager. They are not automatically fulfilled and should not be included in packages.

To access the IYC Order Fulfillment page, complete the following steps:

1. From the menu, select **It's Your Card > Order Fulfillment**.
2. The IYC Order Fulfillment page includes basic order information:



The screenshot displays the Lighthouse Transaction Manager interface for IYC Order Fulfillment. The page title is 'IYC Order Fulfillment' and the user is logged in as 'hsmith (Acct #322)'. The navigation menu includes 'Transactions', 'Periodic Billing', 'It's Your Card', '4Go', 'Settings', 'User', and 'Help'. A search bar is located in the top right corner.

The main content area shows a table of order details for 'Concessions - F&B'. The table is organized into columns for 'Invoice', 'Bill To', 'Ship To', 'Payment Method', and 'Amount'. The 'Invoice' column contains the invoice number '0000002937', the order date 'Mon Jul 23, 2018', and the order time '12:34 PM'. The 'Bill To' column lists the recipient as 'walker, Jerry' at 'Shift4, 65 Main St, Las Vegas, NV 65000'. The 'Ship To' column lists the shipping address as 'walker, Jerry' at 'Shift4, 65 Main St, Las Vegas, NV 65000'. The 'Payment Method' column shows 'MCxxxxxxxx3332'. The 'Amount' column shows the total card value of '\$50.00', shipping of '\$1.00', and an invoice total of '\$51.00'. There are 'Delete' and 'Process' buttons next to the payment method and invoice total, respectively.

Invoice	Bill To	Ship To	Payment Method	Amount
0000002937	walker, Jerry Shift4 65 Main St Las Vegas, NV 65000	walker, Jerry Shift4 65 Main St Las Vegas, NV 65000	MCxxxxxxxx3332	
Order Date Mon Jul 23, 2018			Total Card Value	\$50.00
Order Time 12:34 PM			Shipping	\$1.00
			Invoice Total	\$51.00
	Package or Value \$50.00 Gift Card	Card Design: Smashing good gift card		Amount \$50.00

Export Orders

To export all orders on the IYC Order Fulfillment page for creating shipping labels, complete the following steps:

1. In the upper right corner of the IYC Order Fulfillment page, select **Export** and select a file type:
 - CSV
 - TAB
 - XML
2. Depending on your web browser, follow the prompts to download, open, and save the file.

Processing an Order

Once a gift card order has been placed, it may be processed. After an order has been processed, the transaction displays as a sale on the Current Transactions page. You may also delete a duplicate transaction by clicking **Delete** instead of Process on the IYC Order Fulfillment page.

Physical Cards

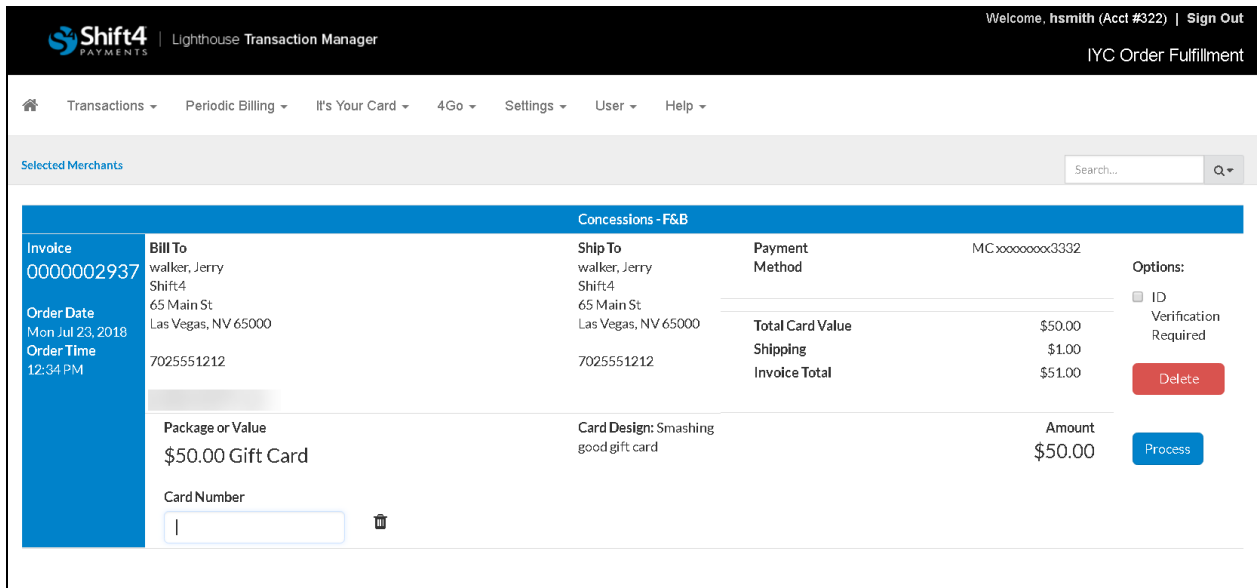
To process a physical gift card order, complete the following steps:



Requirement: Complete the steps in the *Export Orders* section first if you need to create shipping labels.

1. On the IYC Order Fulfillment page, click **Process** next to the order you want to process.
2. *(Optional)* You may select **ID Verification Required**. This selection loads the card with the purchased amount but requires activation at the merchant site by requiring cardholder ID verification.

3. In the Card Number field, swipe an issued card or enter an issued card number. This should be the number on the card that will be shipped.



The screenshot shows the 'Concessions - F&B' section of the Lighthouse Transaction Manager. It displays order details for a \$50.00 gift card. The interface includes a navigation menu at the top, a search bar, and a summary table with the following data:

Invoice		Bill To		Ship To		Payment Method		Total Card Value		Shipping		Invoice Total	
0000002937		walker, Jerry	Shift4	walker, Jerry	Shift4	MCxxxxxxxx3332		\$50.00		\$1.00		\$51.00	
Order Date	Mon Jul 23, 2018	65 Main St	Las Vegas, NV 65000	65 Main St	Las Vegas, NV 65000								
Order Time	12:34 PM	7025551212		7025551212									
Package or Value		\$50.00 Gift Card		Card Design: Smashing good gift card		Amount		\$50.00					
Card Number		<input type="text"/>											

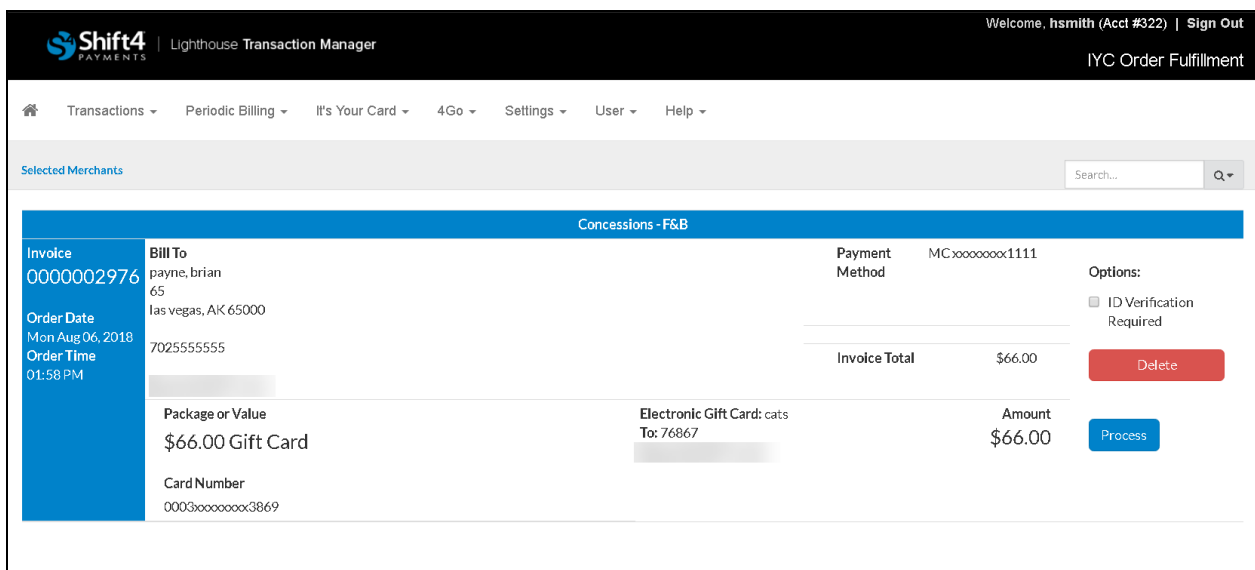
Additional options include 'ID Verification Required' (checkbox) and buttons for 'Delete' and 'Process'.

4. Click **Process**. The transaction will be recorded in Lighthouse Transaction Manager and a confirmation email will be sent to the gift card purchaser.
5. Click **DONE--Continue** to continue processing orders.

Electronic Cards

To process an electronic gift card order, complete the following steps:

1. On the IYC Order Fulfillment page, click **Process** next to the order you want to process.
2. The Card Number field will already be populated from a batch of electronic gift cards that were already created. (When the available number of issued electronic gift cards is less than 50, a warning message is displayed.)
3. *(Optional)* You may select **ID Verification Required**. This selection loads the card with the purchased amount but requires activation at the merchant site by requiring cardholder ID verification.
4. Click **Process**.



The screenshot shows the Shift4 Lighthouse Transaction Manager interface. At the top, it says 'Welcome, hsmith (Acct #322) | Sign Out' and 'IYC Order Fulfillment'. The main content area displays details for an order from 'Concessions - F&B'. On the left, there is a blue sidebar with 'Invoice 0000002976', 'Order Date Mon Aug 06, 2018', and 'Order Time 01:58 PM'. The main area shows 'Bill To' information for 'payne, brian 65 las vegas, AK 65000' and '7025555555'. The 'Payment Method' is 'MCxxxxxxxx1111'. There are 'Options' including 'ID Verification Required' (unchecked) and a 'Delete' button. Below this, it shows 'Invoice Total \$66.00' and 'Package or Value \$66.00 Gift Card'. The 'Electronic Gift Card' section shows 'cats To: 76867' and 'Amount \$66.00' with a 'Process' button. At the bottom, the 'Card Number' is '0003xxxxxxxx3869'.

5. The transaction will be recorded in Lighthouse Transaction Manager and an email will be sent to both the gift card purchaser and the gift card recipient.



Note: Both the card purchaser and the gift card recipient will be able to access the gift card data. This insures that if the gift card recipient does not receive the email, the purchaser may forward the gift card information to the correct email address.

Use Case Scenarios for IYC Order Fulfillment

Use Case #1: Flow for Physical Cards

Actors: Merchant, Gift Card Manufacturer, and Customer

Main Flow:

1. The merchant creates an IYC website.
2. The merchant sets up the site with packages and physical gift cards that can either have a fixed value or a customer-determined value.
3. The merchant issues a batch of cards and sends the CSV file with the card data to the gift card manufacturer for production.
4. The gift card manufacturer produces the IYC gift cards and ships them to the merchant.
5. Customers visit the merchant's IYC website and complete purchases of packages and/or physical gift cards.
6. The merchant views the IYC Order Fulfillment page, selects an export format (CSV, TAB, or XML), and exports the file to create shipping labels.
7. Those responsible for order fulfillment process the order(s) by preparing the packages and swiping or manually entering the physical gift card numbers. Then, items are mailed using the shipping labels.
8. A confirmation email is sent to each gift card purchaser once the order is fulfilled.

Use Case #2: Flow for Electronic Gift Cards

Actors: Merchant and Customer

Main Flow:

1. The merchant creates an IYC website.
2. The merchant sets up the site with electronic gift cards.
3. The merchant issues a batch of gift cards in Lighthouse Transaction Manager and selects **e-Card** as the Gift Card Type.
4. Customers visit the merchant's IYC website and purchase electronic gift cards.
5. The merchant views the IYC Order Fulfillment page and processes the orders. (Gift card numbers are automatically supplied from the issued batch.)
6. The e-Card purchaser receives a confirmation email, as well as a link to retrieve the card data.
7. The e-Card recipient receives a link to retrieve the card data.
8. The merchant creates new batches of e-Cards in Lighthouse Transaction Manager as needed.