## **Re-Issuing a Gift Certificate**

Last Modified on 16/12/2024 3:31 pm AEDT

Step 1: Login to your BigCommerce Shop backend

## Step 2: Click on ORDERS > GIFT CERTIFICATES



Step 3: Use the Search bar and enter the Gift Certificate Code or enter the customers name to find the certificate you need to re-issue

🖬 View Store	All Gift Certificates Custom Views				
🔒 Home					
Q Search	20 gift certificates matched your search criteria and are shown below.				
< Orders	Filter by Keyword 🖵 Filter Advanced search				

## Step 4: Click RESEND

				View 20 v
nce	Date Purchased	Status		Action
00	6th Sep 2020	Active	~	3
				Resend Certificate

This will automatically send the gift certificate card again to the email address entered in the "SENT TO" address curing the customer's checkout process. This SENT TO email address cannot be changed by a store admin. Please contact Game Day for assistance.