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
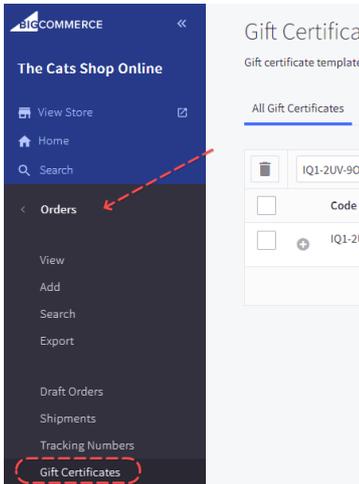
Step 3: Use the Search bar and enter the Gift Certificate Code or enter the customers name to find the certificate you need to re-issue
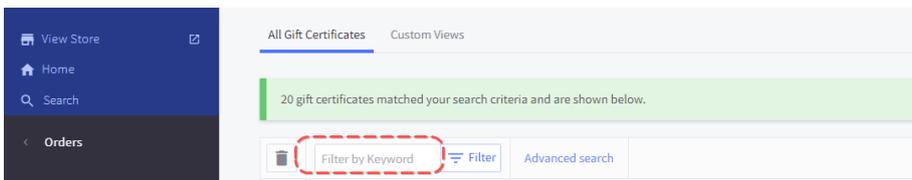
Step 4: Click RESEND
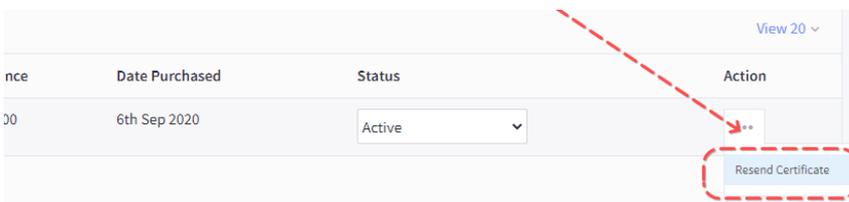
This will automatically send the gift certificate card again to the email address entered in the "SENT TO" address curing the customer's checkout process. This SENT TO email address cannot be changed by a store admin. Please contact Game Day for assistance.