

Gift Cards, **Start to Finish**

| Sell, redeem, and track every card from one screen.

Step-by-step walkthrough ~4 min read Companion to the [6:51 video](#)

Sooner or later a customer walks up to your counter and asks if you sell gift cards. Some call them gift certificates, but it's the same idea. In Rundoo it is simple, because everything lives in one place and the card works like a tender, right alongside cash and card. Here is the whole thing, from selling a card to deactivating a lost one, without leaving the one screen you already know.

THE SHORT VERSION

One tender, one tab

A gift card is a **Gift card** tender, not a special mode. You sell one by ringing up the gift-card product, you redeem one by picking the **Gift card** tender at checkout, and you track every card from **Products** → **Gift cards**. Once your store is set up, that is all there is to it.

Set it up once

Three things get done a single time, usually with your Rundoo guide alongside you. Turn the tender on under **Admin** → **General settings** with **Enable gift cards**. Order your physical cards from one of Rundoo's card vendors. Then load the card numbers into Rundoo (**Generate card numbers** to mint a batch, or **Import card numbers** for a vendor's list) from the **Gift cards** tab. Your guide also helps map the two gift-card accounts once. After that, you are just selling and redeeming.

Save that spreadsheet. When you generate or import card numbers, Rundoo hands you an Excel file of them. Rundoo hides the full card numbers in the app for security, so that spreadsheet is your only complete record. Put it somewhere you will find it again.

DO THIS

A gift card, start to finish

1

Turn on the gift card tender

Go to **Admin** → **General settings** and toggle **Enable gift cards** on. That adds **Gift card** to your tender list, so it shows up at both sale and refund checkout. This is a one-time flip. If you ever turn it back off, cards already in circulation keep working, you just cannot generate or import new ones.

2

Add a Gift Cards product and generate your card numbers

Your physical cards come from a Rundoo card vendor, and the numbers get loaded into Rundoo before you sell any. From **POS** → **Products** → **Gift cards**, click **Generate card numbers**, pick your gift-card product, enter how many you want, and click **Generate**. Rundoo downloads a spreadsheet of fresh numbers in **Pending Activation** status. (If your vendor supplies their own numbers, use **Import card numbers** instead.) Save that spreadsheet somewhere safe, it is your only full record of the numbers.

3

Sell a card and set its starting balance

Selling a card is just a sale. Start a new sale under **Transactions** → **New**, search for your gift-card product, and click **Add**. The **Activate Gift Card** modal opens. Scan the physical card or type its number, click **Look Up Gift Card** to confirm it is a valid unactivated card, then enter the **Initial Balance** the customer is loading. Click **Add** to drop it into the cart, then take payment the usual way. The moment the sale commits, the card flips from **Pending Activation** to **Active**.

The screenshot shows the Rundo POS interface. A modal titled "Activate Gift Card" is open in the center. The modal has two main sections. The first section is titled "Enter manually, or barcode scan" and contains a text input field with the card number "5835 0000 0000 5835" and a "Look Up Gift Card" button below it. The second section is titled "Initial Balance" and contains a text input field with the value "\$ 50.00". Below this field is a checkbox labeled "Charge different price" which is currently unchecked. At the bottom of the modal are two buttons: "Cancel" and "Add". The "Add" button is highlighted with a red circle and the number 3. The background shows the POS interface with a sidebar menu on the left, a top navigation bar, and a main area with a "Customer" section and a "SUBTOTAL" section. The "Add" button in the modal is highlighted with a red circle and the number 3.

The Activate Gift Card modal: look the card up, then set the starting balance.

Charging a different amount than the face value, say a \$50 card sold for \$45 on a promotion? Tick **Charge different price** and enter what you are charging.

4

Redeem it on a purchase

When the card comes back in, ring up the customer's items as normal, then click **Sale** to open the tender panel. Pick **Gift card** from the list, scan or type the card number, and click **Look Up Gift Card**. Rundoo pulls the current balance onto the sale. Click **Accept \$X.XX** to commit, and the amount updates live with what is being applied.

The screenshot shows the Rundoo POS interface. On the left is a sidebar with navigation options: POS, Admin, Inbox, Point of sale, Transactions (selected), Receivables, Cash Drawers, Inventory, Orders, Transfers, Counts, Blocks, Products, Customers, Vendors, Analytics, Dashboards, Reports, and Rundoo AI. At the bottom of the sidebar are 'Change theme' and 'Sign out' links. The main area is titled 'Transactions' and has tabs for New, Drafts (7), Quotes (3), Will call (4), Special orders, Completed, and Voided. The 'New' tab is active. Below the tabs, there's a 'Customer' section with a search bar and a 'Create customer account' button. To the right is the 'Sale' section, which has a 'Split payment' button. Under 'Sale', there are radio buttons for Card, Cash, Check, E-commerce, Pick Up In Store (PUIS) TEST, and Z-Administrative (Cash). The 'Gift card' option is selected and highlighted with a red box and a red circle with the number 1. Below this, there's a section titled 'Enter manually, or barcode scan' with a text input field for 'Enter gift card number' (highlighted with a red box and a red circle with the number 2) and a 'Look Up Gift Card' button. At the bottom right of the 'Sale' section, there's a blue button labeled 'Accept \$8.09' (highlighted with a red box and a red circle with the number 3).

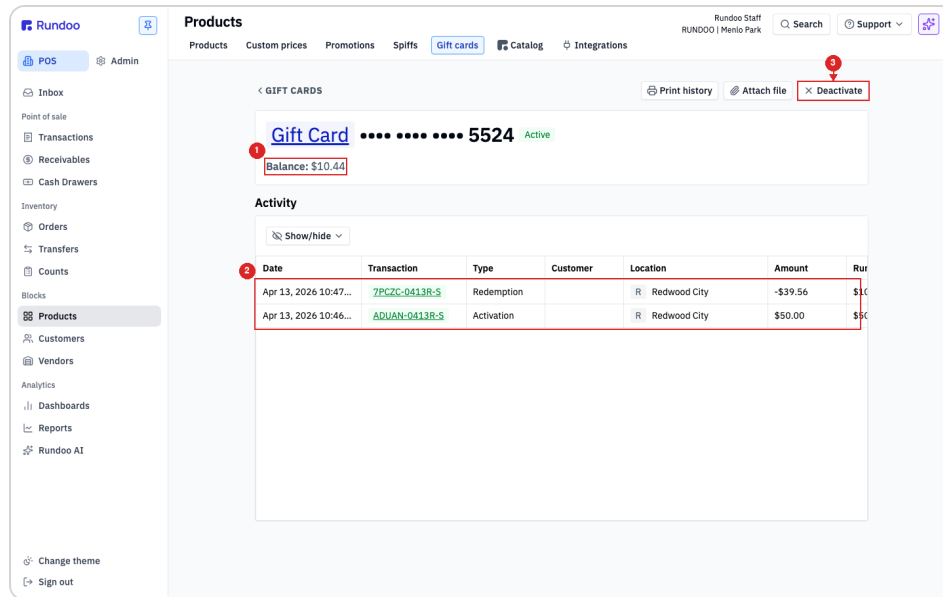
Gift card sits alongside your other tenders. Look it up and Accept.

If the card does not cover the whole sale, the rest stays on the total. Click **Split payment** to add cash or card for the remainder. Gift cards combine with any other tender.

5

Check a card's remaining balance by its number

From **POS** → **Products** → **Gift cards**, the fastest check is **Find Card**: click it, scan or type the number, click **Look Up Gift Card**, and the current balance shows right in the modal. For the full story, click **See Card Page**. (From anywhere else in Rundoo, typing a full card number into the header **Search** jumps straight to that card.) The card page shows status and **Balance** up top, with an **Activity** table below logging every activation and redemption and a running balance, so there is no guesswork.



The screenshot shows the Rundoo POS interface. The left sidebar contains navigation options: POS, Admin, Inbox, Point of sale, Transactions, Receivables, Cash Drawers, Inventory, Orders, Transfers, Counts, Blocks, Products (highlighted), Customers, Vendors, Analytics, Dashboards, Reports, and Rundoo AI. The main content area is titled 'Products' and has tabs for Custom prices, Promotions, Spiffs, Gift cards (selected), Catalog, and Integrations. The 'Gift cards' tab shows a list of gift cards. One card is highlighted with a red box and a red circle labeled '1'. The card details show the card number, balance, and status. Below the card details is an 'Activity' table with columns: Date, Transaction, Type, Customer, Location, Amount, and Run. The table contains two rows of activity, with the first row highlighted by a red box and a red circle labeled '2'. A red box and a red circle labeled '3' highlight the 'Deactivate' button in the top right corner of the card details section.

Gift Card 5524 Active

Balance: \$10.44

Activity

Show/hide

Date	Transaction	Type	Customer	Location	Amount	Run
Apr 13, 2026 10:47...	7PCZC-0413R-S	Redemption		R Redwood City	-\$39.56	\$1.00
Apr 13, 2026 10:46...	ADUAN-0413R-S	Activation		R Redwood City	\$50.00	\$50.00

Deactivate

The card page: status, balance, full activity history, and the Deactivate button.

6

Refund onto a card to keep the money in your store

Gift card works as a refund tender too, which is a great way to keep that money in your store. From a completed sale, click **Return**, set the quantity to return on each line, fill in **Reason for return**, and click **Return** at the bottom. In the return tender panel, pick **Gift card**, scan or type the card to load the balance onto (an **Active** card in your pool, the customer's own or a new one), click **Look Up Gift Card**, then **Refund \$X.XX**. The balance credits onto that card and the sale flips to **Returned**.

The screenshot shows the Rundoo Transactions interface. The left sidebar contains navigation options: POS, Admin, Inbox, Point of sale, Transactions (selected), Receivables, Cash Drawers, Inventory, Orders, Transfers, Counts, Blocks, Products, Customers, Vendors, Analytics, Dashboards, Reports, and Rundoo AI. The main area is titled 'Transactions' and has tabs for New, Drafts (8), Quotes (3), Will call (4), Special orders, Completed, and Voided. The 'Completed' tab is active. A transaction titled 'Customer requested gift card refund' is shown. Below the transaction details, there is a 'Return' section with radio button options: Cash (Previously used payment method), Card, Check, E-commerce, Gift card (selected), and Deposit. Under the 'Gift card' option, there is a text input field labeled 'Enter manually, or barcode scan' with a red circle 1 next to it. Below this is another text input field labeled 'Enter gift card number' with a red circle 2 next to it. A button labeled 'Look Up Gift Card' is below the second input field. To the right of the 'Look Up Gift Card' button is a red circle 3. At the bottom right of the 'Return' section, there is a button labeled 'Refund \$2.00'.

Refund onto a gift card the same way you redeem one: look up, then Refund.

7

Deactivate a lost card, balance frozen, history kept

If a card is ever lost or needs to be voided, lock it down from its card page. Click **Deactivate** in the top-right and confirm. The balance freezes on the spot, no more redemptions or activations on that number, and the card stays in your list as **Deactivated** so its whole history survives for auditing. This one cannot be undone from the app, so be sure before you confirm.

KEEP IT HANDY

Gift cards at a glance

WHERE THEY LIVE Products → Gift cards Every issued card, with status and balance.	SELL & REDEEM It's a tender Sell the product; redeem via the Gift card tender.
CHECK A BALANCE Find Card Or type the card number into header Search.	STATUSES Pending → Active → Deactivated A completed sale flips Pending to Active.

Good to know

- Scan or paste card numbers whenever you can. It is faster than typing sixteen digits, and Rundoo reads the barcode on the card.
- To top up an existing card, run a new sale with the gift-card product and enter the *same* card number. The new balance adds to what is already there.
- Deactivation cannot be reversed in the app. If you do it by mistake, you will need a fresh card number and a manual adjustment to move the balance over.