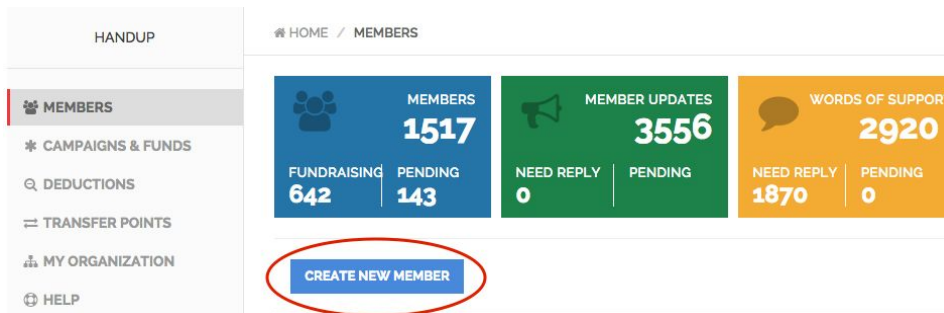


HandUp Gift Card - How to redeem

1. Login to your HandUp account via: <https://handup.org/admin>
2. From the Admin Dashboard click “Create New Member” button



3. In the pop up window select “Quick Gift Code Redemption” Proceed to enter in the gift code on the same pop-up screen, and the person’s first and last name. Then click blue “Create New Member” button to proceed.

The screenshot shows a 'Create New Member' pop-up window. Under 'INTENDED PROFILE TYPE', 'QUICK GIFT CODE REDEMPTION' is selected and circled in red. The 'REDEEM GIFT CODE' field contains 'U7N7Q6'. The 'FIRST NAME' field contains 'Katrina' and the 'LAST NAME' field contains 'Smith'. A red arrow points from the gift code field to the last name field, with the text 'Enter Gift Code + Full Name'. Below the name fields, it says 'Last name is private but is needed for identity.' The 'PROFILE URL' is 'https://test.handup.org/members/katrina4' with a 'CUSTOMIZE' button. The 'EMAIL ADDRESS' is 'john.doe@gmail.com' and the 'PHONE NUMBER' is '(415) 555-5555'. At the bottom are 'CANCEL' and 'CREATE NEW MEMBER' buttons.

Note: If you enter contact info and get an error message saying “a member with this info already exists” Then just delete the contact information.

4. You will now be on the screen where you track which gift card you will give out. Fill out the full form accordingly. Then click 'Next'

Redeem Points Member Update Finish

What is Katrina fundraising for?
I'm raising money for basic needs.

Why is Katrina using HandUp for basic needs?

What is Katrina redeeming their points for today? *Enter Value of the Retail Gift Card here*

For each item being purchased, please enter the category, description, price, and proof of purchase notes.

WHAT IS IT? CATEGORY? HOW MUCH IS IT?

Target Gift Card *Enter in the type of gift card here* Personal Care Items 25

PROOF OF PURCHASE NOTES *Find out what they plan to use the card for and choose the category here*

Target gift card #123

+ Add Another Item

Admin notes are for your internal tracking if you have a system or way of tracking gift cards, use this field to enter any necessary notes

Items Total	25.00 points
Available Points	25 points
Balance After Transaction	0.00 points

Cancel **NEXT**

5. Now you can send a Thank You note to the donor, ask the client if they want to say a thanks to the person who gave them the card, and in the “personal note” area you can write the message. When you are done click, “Finish”



Post an update to donors to let them know what the member is able to get or do with their points and share why this is important. Updates appear publicly on the member's profile page and are emailed to donors.

Subject Line

Katrina used their donations for personal care items

This will appear in the subject line of the email that Katrina's donors receive.

Staff Update from Staff at HandUp

Share an update letting donors know what the member is able to get or do with their points and share why this is important. [Tips for writing a strong update.](#)

Example: Jen got a pair of shoes and a jacket thanks to your support! These items will allow her to stay warm and healthy and walk to appointments without hurting her feet so she can continue to look for part time work.

Enter in any message the person wants to tell the donor here

A Personal Note from Katrina

Katrina's note should be written in the first person, in Katrina's words.



Thank you for the help, this will really help me keep up with my hygiene and health. |

Add a Photo ← Want to add a photo of the person? Go ahead!

This photo will appear with Katrina's update and be emailed to their donors.


No file chosen

Skip providing an update to Katrina's donors

← Person wants to skip this? Check this box

Cancel

6. Click Finish and You are done! Now you should dispose of the HandUp Gift card.

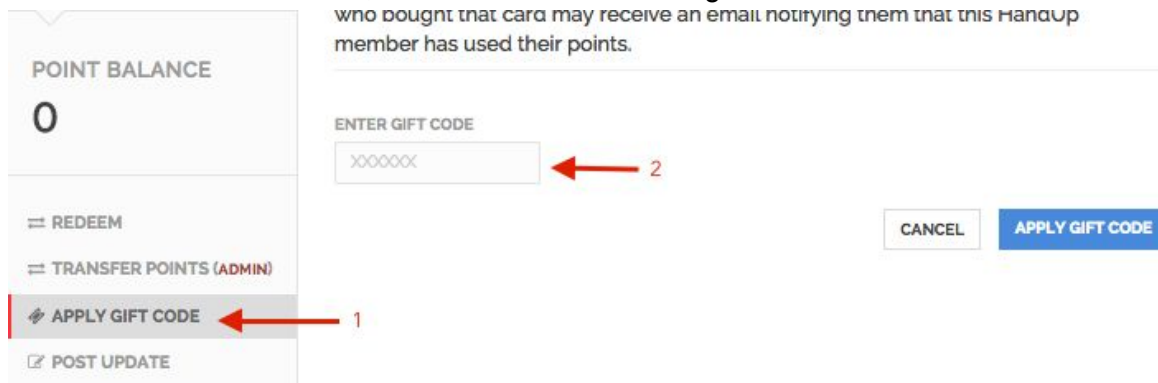


Redeem Points Member Update Finish

✔ **CONFIRMED! KATRINA HAS REDEEMED THEIR POINTS!**
Katrina has successfully redeemed 25 points for Target Gift Card.

What if the person has multiple gift cards?

If the person has multiple gift cards, on this last screen shown in step 6. Click the “Apply Gift Code” button on the left side menu, then enter the additional gift code there.



POINT BALANCE
0

REDEEM
TRANSFER POINTS (ADMIN)
APPLY GIFT CODE ← 1
POST UPDATE

who bought that card may receive an email notifying them that this HandUp member has used their points.

ENTER GIFT CODE
XXXXXX ← 2

CANCEL APPLY GIFT CODE