



**UNITED STATES MARINE CORPS**  
MARINE CORPS COMMUNITY SERVICES  
MARINE AIR GROUND TASK FORCE TRAINING COMMAND  
MARINE CORPS AIR GROUND COMBAT CENTER  
BOX 788150  
TWENTYNINE PALMS, CALIFORNIA 92278-8100

MCCSINST 1700.1

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**AUG 29 2006**

MARINE CORPS COMMUNITY SERVICES INSTRUCTION 1700

From: Director  
To: Distribution List

Subj: SALE AND ACCEPTANCE OF GIFT CARDS AND GIFT CERTIFICATES

1. Situation. To establish procedures for the sale and acceptance of gift cards and to revise the procedures for the sale and acceptance of gift certificates.

2. Cancellation. MWR Instruction 1700.

3. Mission. The Exchange offers MCCS gift cards, which have replaced gift certificates for sale to authorized patrons in Essentus sites. Gift certificates are only to be utilized by non-Essentus sites within MCCS.

4. Execution.

a. Gift Card Sales

(1) Gift cards are available for purchase at the cash register of any Essentus (retail) site. Gift cards can be purchased for any amount between \$5.00 and \$1500.00 inclusive. A supervisor or manager must approve any gift card purchased for \$300.00 or greater.

(2) Gift cards may be purchased using these tender methods: cash, check, Visa, Master Card, Discover, American Express, Military Star Card, MCCS Gift Certificate and MCCS Gift Card.

(3) As gift cards have no real value until activated by a sales associate at the point of sale, they need to be secured only as a low cost expense item.

(4) Gift cards lost by the customer are not reimbursable. Gift cards are to be treated as cash once activated. It states on the back of the card that, "The Marine Corps Exchange is not responsible for lost or stolen gift cards."

(5) A customer may inquire on the remaining balance on a gift card at any electronic point of sale (EPOS) register or by calling 1-877-839-7114.

(6) If EPOS experiences a "downtime" situation, no gift card transactions are authorized. The register response will be "Off Line - gift card transaction not available".

(7) The gift card account has a life span of approximately 9 years. This is a system requirement of our contract provider. However, there is a non-use fee that applies after 24 months of non-use. After 24 consecutive months of non-use, a \$2.00 monthly fee will be deducted from the balance of a gift card until the card is used or depleted.

b. Accepting Gift Cards.

(1) Gift cards can be redeemed at any Essentus site.

(2) When a gift card is redeemed in full, with no remaining balance, they are not to be recycled for use. These gift cards are to be destroyed by cutting them in half. All gift cards issued at any facility should be taken from new gift card stock only.

(3) Non-Essentus sites do not have the capability to accept gift cards as a form of tender.

(4) A customer must present a gift card when making a purchase. No MCCS personnel are authorized to manually enter a gift card number if the gift card is not present. The sales associate may key the gift card number in manually if the magnetic strip on the back of the gift card is not readable.

(5) After use, if the gift card still has a balance, that balance can be "cashed out" by a manager at the customer's request. This would take place at the discretion of the manager.

c. Sale of Gift Certificates. The use of gift certificates should be limited to those facilities which are incapable of utilizing the gift cards. Whenever possible, gift cards should be used as prizes in lieu of gift certificates.

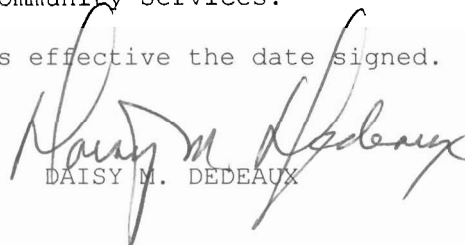
d. Accepting Gift Certificates. All MCCS facilities can accept gift certificates as tender. If a gift certificate is used in an Essentus site, but the entire balance is not used, a gift card will be issued in place of cash for the remaining balance. At non-Essentus sites customer will purchase as close to value of gift certificate as possible and change will be issued up to \$1.00 only.

5. Administration and Logistics. Distribution Statement A Instructions issued by the Director is distributed via email. This instruction can be viewed at <\\tnpnas01\mccsinstructions\MCCSInstructions>.

6. Command and Signal.

a. Command. This Instruction is applicable to Division, Branches and Facilities within the Marine Corps Community Services.

b. Signal. This Instruction is effective the date signed.



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DISTRIBUTION: A