

Troubleshooting EQ Gifting Order Issues from your APM

If you are experiencing problems with EQ Gifting orders not displaying in your EQ Gift Tracker account or appearing as cancelled, there may be some configuration items that are not completely setup at your kiosk(s) offering EQ Gift products.

The most common reasons these issues occur are the following:

1. Store Information is not complete in the APM Setup Wizard and/or does not match the information specified in your EQ Gift Tracker account.
2. Required customer information is not complete in the order or was left blank.
3. Items required for shipping settings as specified in the Gift Configuration section of the Setup Wizard are not properly configured to match the order fulfillment settings.

To address these potential problems, please do the following:

1. Confirm all store information fields are complete and that they match from kiosk to kiosk.
 - At each kiosk, access the **APM Setup Wizard > Kiosk Settings > Location Settings**, and confirm all store information fields have been completed. All kiosks should use the same address and store name information.
2. If you are offering gift products as store-pickup only, confirm that the customer's *first name*, *last name*, and *phone number* are required fields in all fulfillments for which you offer EQ Gifting.
 - In the Setup Wizard, click on each fulfillment for which you have enabled EQ Gifts then click on **Order Settings** in the **Primary Navigation Pane**. Confirm that at a minimum the customer *First Name*, *Last Name*, and *Phone Number* are specified as being required information.
 - If you aren't sure for which fulfillments you have enabled gift ordering, confirm by accessing the Gift Settings screen via **APM Setup Wizard > APM Add-On Components > Gift Settings**.
3. If you are offering gift products as store-pickup or mail shipment to the customer, you will need to confirm that **ALL** customer information fields are required in all fulfillments for which you offer EQ Gifting.
 - In the Setup Wizard, click on each fulfillment for which you have enabled EQ Gifts then click on **Order Settings** in the **Primary Navigation Pane**. Confirm that all customer information fields are specified as being required information.
 - If you aren't sure for which fulfillments you have enabled gift ordering, confirm by accessing the Gift Settings screen via **APM Setup Wizard > APM Add-On Components > Gift Settings**.

Location Settings

Store Name: Location

Store Number: 123

Address: 3456 Some Blvd

City: Some

State/Province: CA

ZIP/Postal Code: 90001

Country: United States

Phone: 703-004-0400

Main Contact Name: Location Support

Main Contact Email: support@location.com

APM Setup Wizard > Kiosk Settings > Location Settings

Gift Settings

Settings

☒ Enable Gifts from Cx ☒ Enable Approval for Gift Orders

Fulfillments in which you offer gift products:

☒ Fulfillment B1: Buyout ☒ Loc. As Default ☐ Customer Delivery Method:

☒ Fulfillment B2: Pickup ☒ Loc. As Default

☒ Fulfillment B3: Mail ☒ Loc. As Default

Shipping Options (optional):

☒ Do Not Ship to PO Boxes

☒ Charge carrier's insurance fee for all items shipped (not for select items)

☒ Charge flat fee for in-store pickup

In-Store Delivery Charge:

APM Setup Wizard > APM Add-On Components > Gift Settings

Order Settings

☒ Prompt customer to enter a return address

Required Fields:

☒ First Name

☒ Last Name

☒ Address

☒ City

☒ State / Province

☒ ZIP / Postal Code

☒ Phone Number

☒ Email Address

Quick Order Options:

☒ Choose Radio Ship

☒ Choose Radio and Mail

Optional Settings:

☐ Offer customer choice of product bundle

APM Setup Wizard > Fulfillment > Order Settings