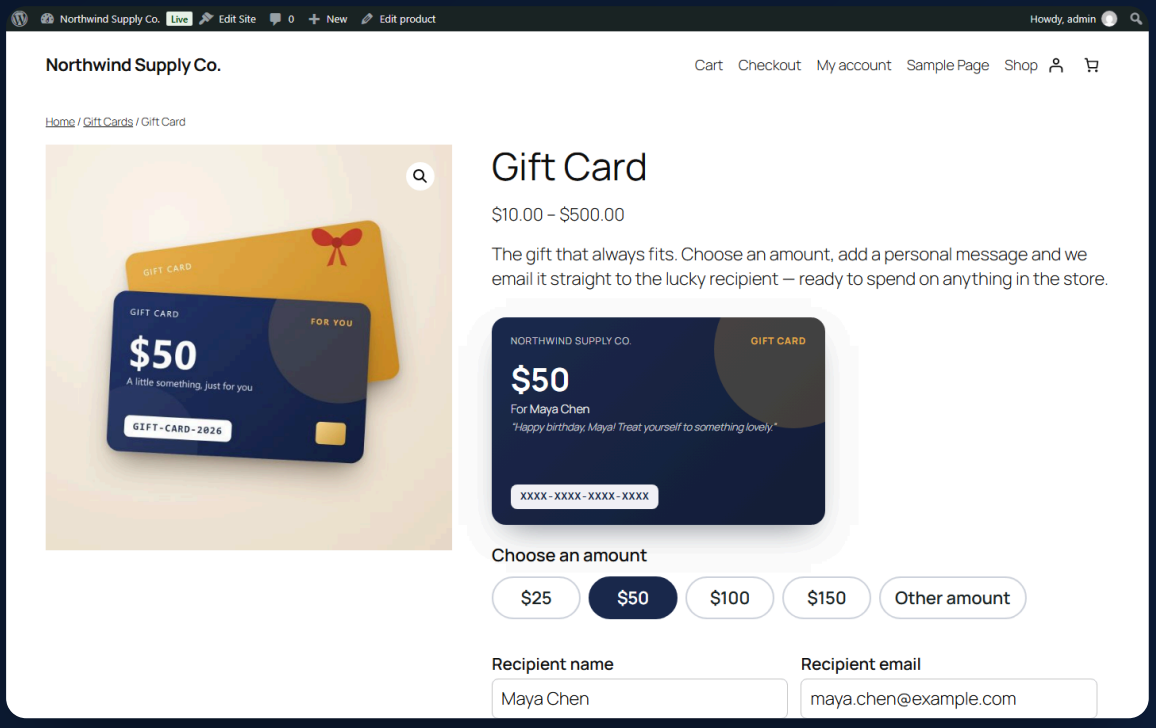
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WOOCOMMERCE PLUGIN · USER GUIDE

Giftlark — Gift Cards & PDF Vouchers for WooCommerce

Version 1.0.0 · Installation, licence activation, every setting explained, FAQ and troubleshooting.



coodecraft.com/market/product/woo-gift-cards · support: coodecraft.com/contact

Giftlark — Gift Cards & PDF Vouchers for WooCommerce

User guide · version 1.0.0 · by Code Craft (https://coodecraft.com)

Giftlark lets your WooCommerce store sell gift cards. A shopper picks an amount, writes a message and pays. Once the payment is confirmed, the recipient gets an email with a unique code that they type into the normal coupon field at checkout. With Giftlark Pro the email also carries a printable PDF voucher with a QR code that your staff can scan in the shop.

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1. Requirements

- WordPress 6.4 or newer, PHP 7.4 or newer
- WooCommerce 8.8 or newer (tested up to 11.2), with or without HPOS
- Coupons enabled in **WooCommerce → Settings → General → Enable the use of coupon codes** (the gift card code is entered in the coupon field)
- Works with the block-based cart and checkout and with the classic shortcode cart and checkout

2. Installation

1. In WordPress go to **Plugins → Add New → Upload Plugin** and upload `woo-gift-cards-free.zip` (Free) or `woo-gift-cards.zip` (Pro).
2. Click **Activate**. A new **Gift Cards** menu appears in the admin sidebar.
3. Go to **Gift Cards → Settings** and check the options (see section 5).

Upgrading from Free to Pro

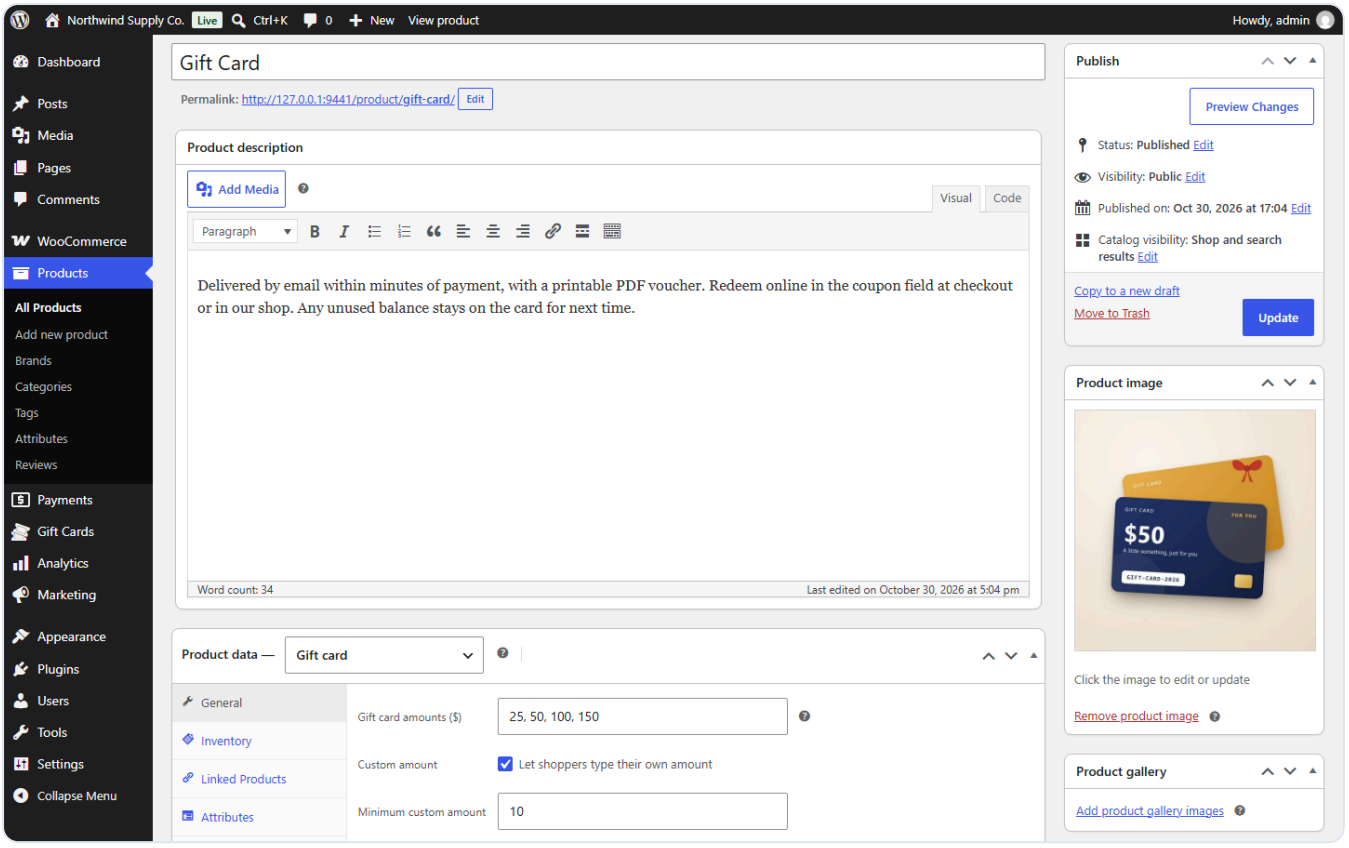
Upload the Pro zip over the Free plugin (WordPress asks to replace it — confirm). All gift cards, balances and settings stay. Do **not** tick "Delete all plugin data" before switching.

3. Licence activation (Pro)

1. Open **Gift Cards → Licence**.
2. Paste the licence key from your Code Craft purchase email and click **Activate licence**.
3. The Pro screens (Voucher designer, Generate & import, Redeem in store) and Pro settings unlock immediately.

To move the licence to another site, click **Deactivate on this site** first.

4. Create a gift card product

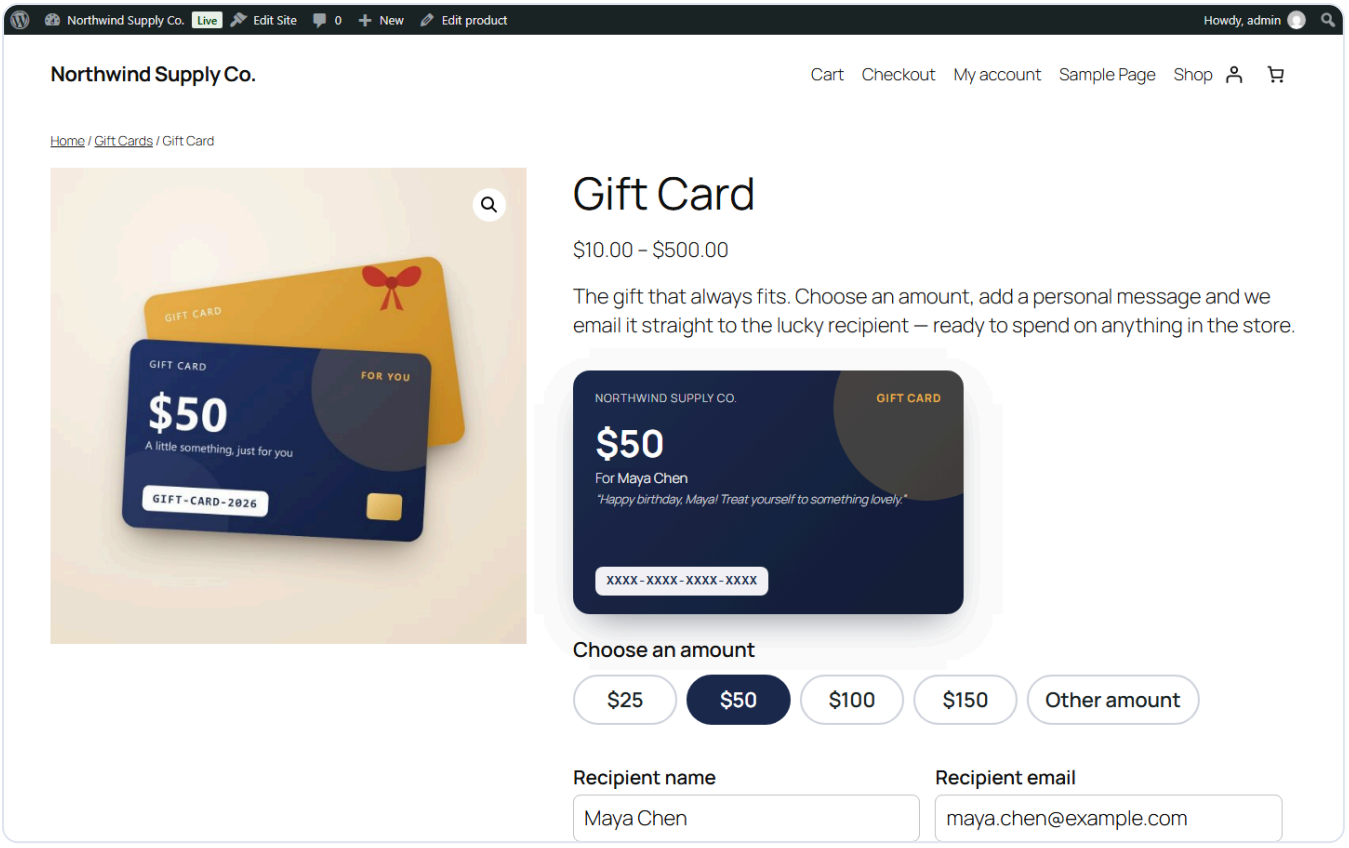


Gift card product editor

1. Go to **Products** → **Add New**.
2. In **Product data**, choose **Gift card** as the product type.
3. In **Gift card amounts**, enter the amounts you sell, separated by commas — for example `25, 50, 100, 150`.
4. **Pro:** tick **Custom amount** and set the minimum and maximum to let shoppers type their own amount.
5. Add a product image and description, then **Publish**.

Gift card products are always virtual (no shipping) and not taxable. The price shown in the shop is the range of amounts you offer.

5. What the shopper sees



Gift card product page

On the product page the shopper:

- picks an amount (or, in Pro, "Other amount");
- enters the recipient's name and email — leaving the email empty sends the card to the buyer;
- adds their own name and a personal message (up to 300 characters);
- **Pro:** optionally chooses a **delivery date** (today up to one year ahead).

A live card preview updates as they type. Each gift card goes into the cart as its own line showing who it is for.

6. When codes are created and sent

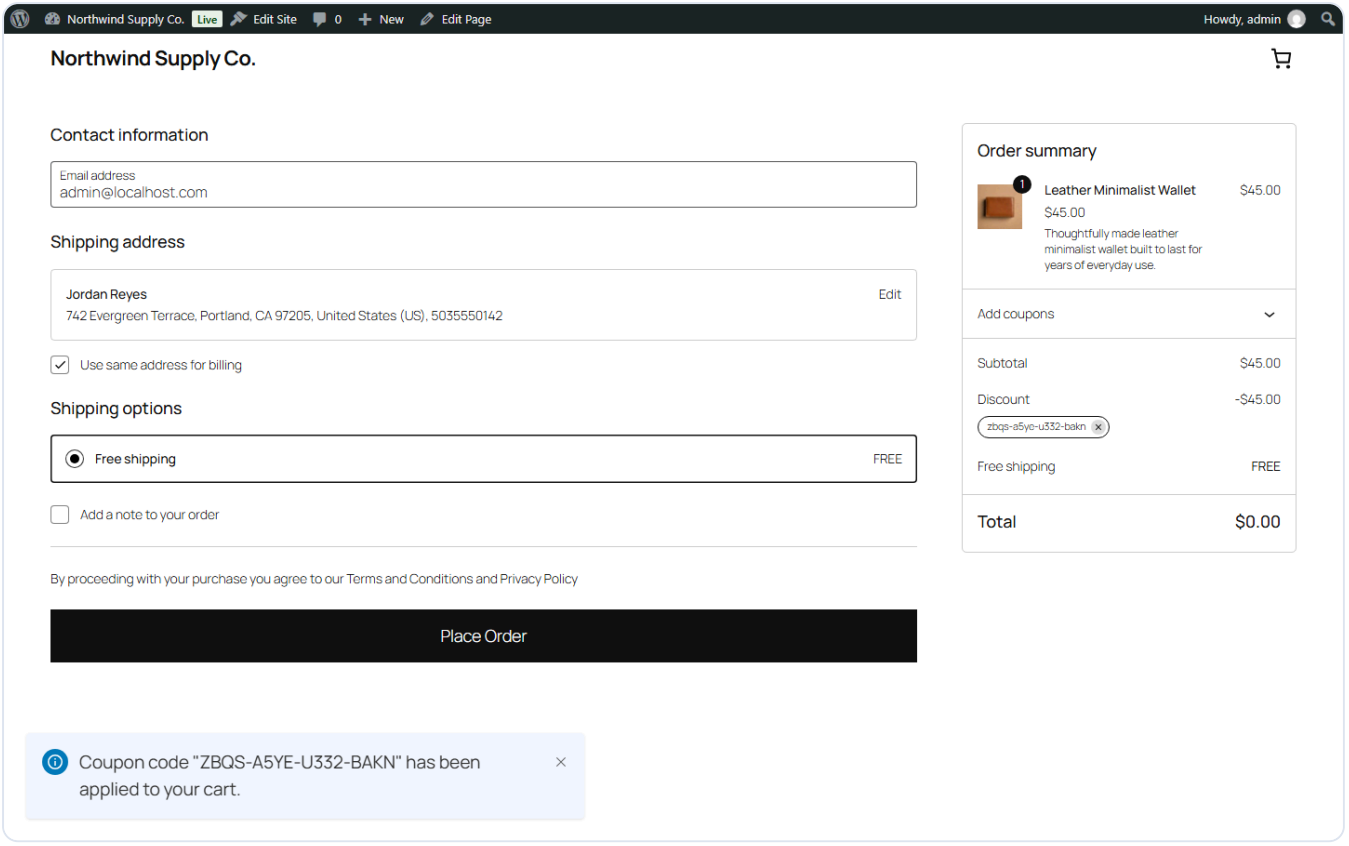
Codes are created only when an order is paid:

- **Processing (payment received)** — default — or **Completed**, depending on the setting **Send gift cards when the order is**.
- Codes are never created for pending, on-hold or failed orders.
- **Cash on delivery:** with the setting **Put cash-on-delivery orders with gift cards on hold** turned on (default), such orders wait on hold until you change them to Processing in **WooCommerce → Orders**. This stops codes being sent before you have the money.

When the code is created, the recipient gets the email **Gift card received**. You can edit its subject, heading and text, or turn it off, under **WooCommerce → Settings → Emails**. The theme can override the template by copying `templates/emails/gift-card.php` to `yourtheme/woo-gift-cards/emails/gift-card.php`.

In the order screen, the issued code and its live balance are listed under the gift card line. If an order that bought gift cards is cancelled or refunded, its cards are disabled automatically.

7. Redeeming a gift card



Redeeming at the block checkout

The recipient enters the code in the coupon field (**Add coupons** in the block checkout). The card value is taken off the order:

- The discount is never larger than the card balance or the products in the cart.
- Gift cards cannot be used to buy other gift cards.
- Shipping and fees are not covered by the card (it works like a WooCommerce fixed-cart coupon).
- Several gift cards can be used on one order.
- Codes are not case-sensitive, and 16-character codes work with or without dashes.

The value is deducted from the card when the order is placed for real — **on hold, processing or completed**. It is put back automatically if the order is **cancelled, refunded or failed**. Partial refunds are not reversed automatically: adjust the balance on the card screen if needed.

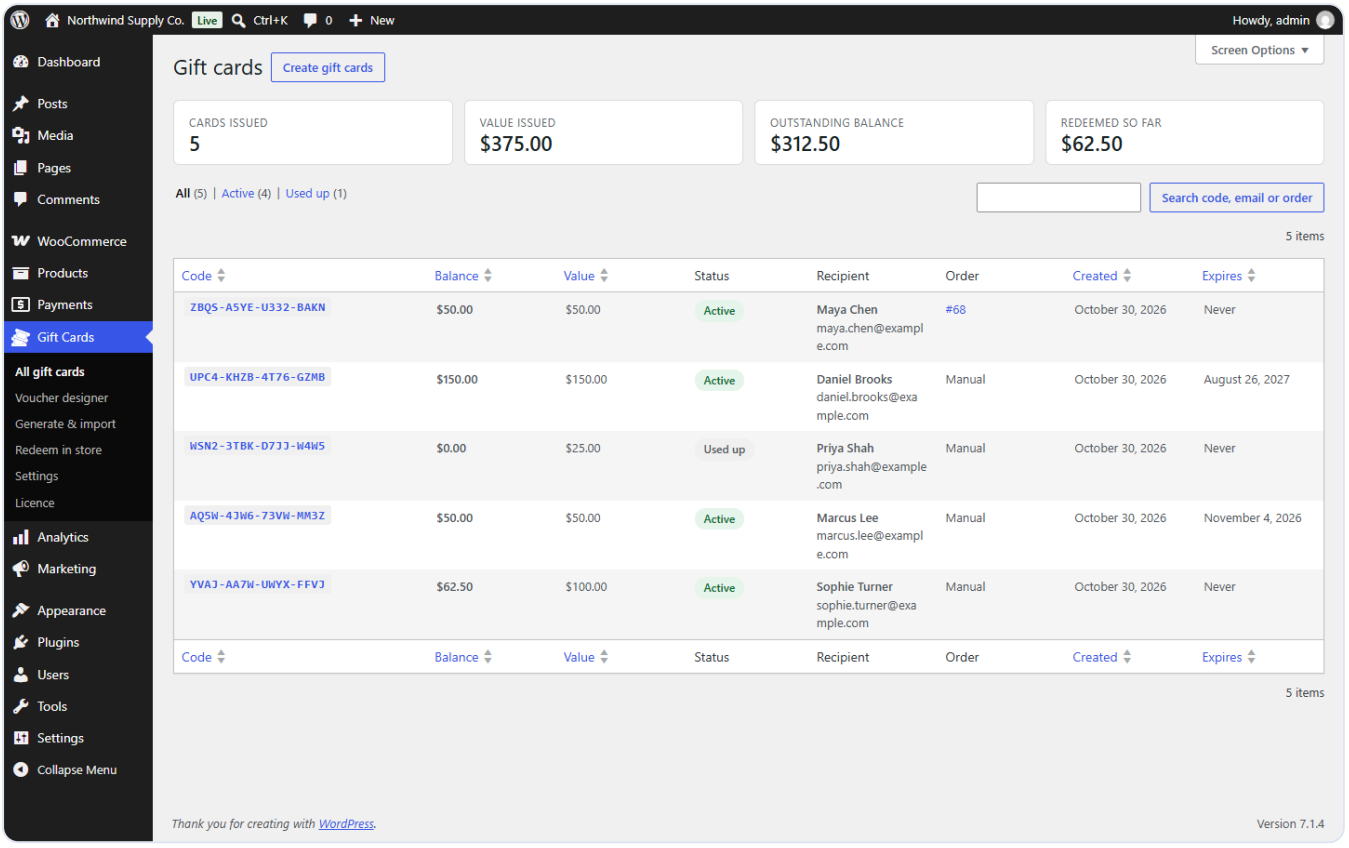
Free edition: a card is used for one order. If the order is smaller than the card value, the rest is closed (the email tells the recipient this). **Pro — partial redemption:** with **Keep the remaining balance on the card** turned on (default in Pro), the rest stays on the card for later orders.

Protection against guessing

Codes are 16 random characters (about 79 bits). After 10 wrong codes from the same IP address within 15 minutes, further gift card codes from that IP are refused for a while. Change the number under **Settings → Code guessing protection**. Store managers are never blocked. If your site is behind a proxy or CDN that hides visitor IPs, a developer can supply the real IP with the `gvgc_client_ip` filter.

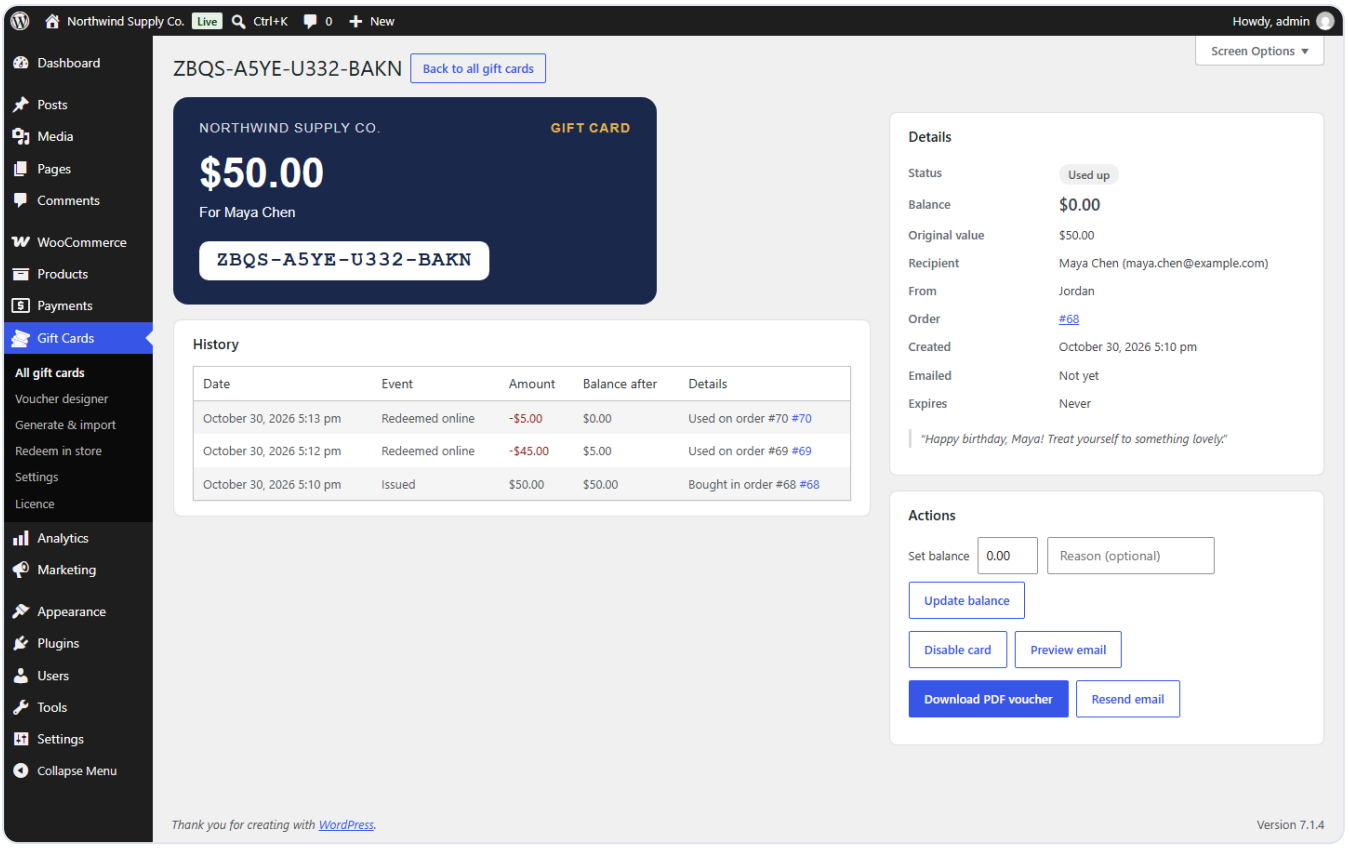
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8. Managing gift cards



Gift card list

Gift Cards → All gift cards shows totals (cards issued, value issued, outstanding balance, redeemed so far) and every card with its balance, original value, status, recipient, order, created and expiry dates. Filter by **Active / Used up / Expired / Disabled**, or search by code, email or order number.

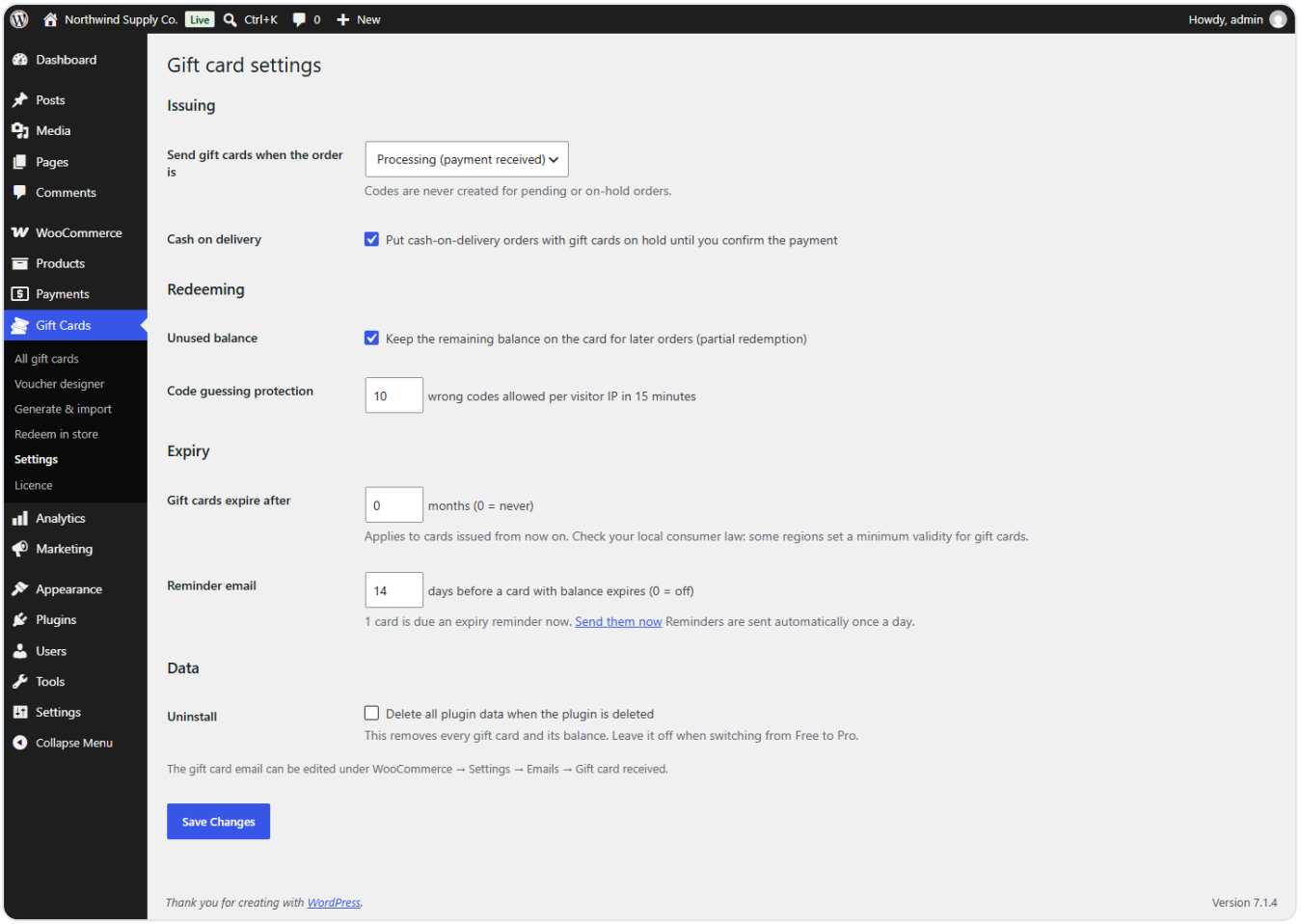


Single gift card

Click a code to open the card:

- **History:** every issue, redemption (online or in store), return, adjustment and email.
- **Set balance:** change the balance, with an optional reason (logged in the history).
- **Disable / Enable card.** A disabled card cannot be redeemed.
- **Preview email:** see the gift card email exactly as the recipient gets it, without sending it.
- **Pro: Download PDF voucher**, **Resend email**, and (for cards with an expiry date) **Preview expiry reminder**.

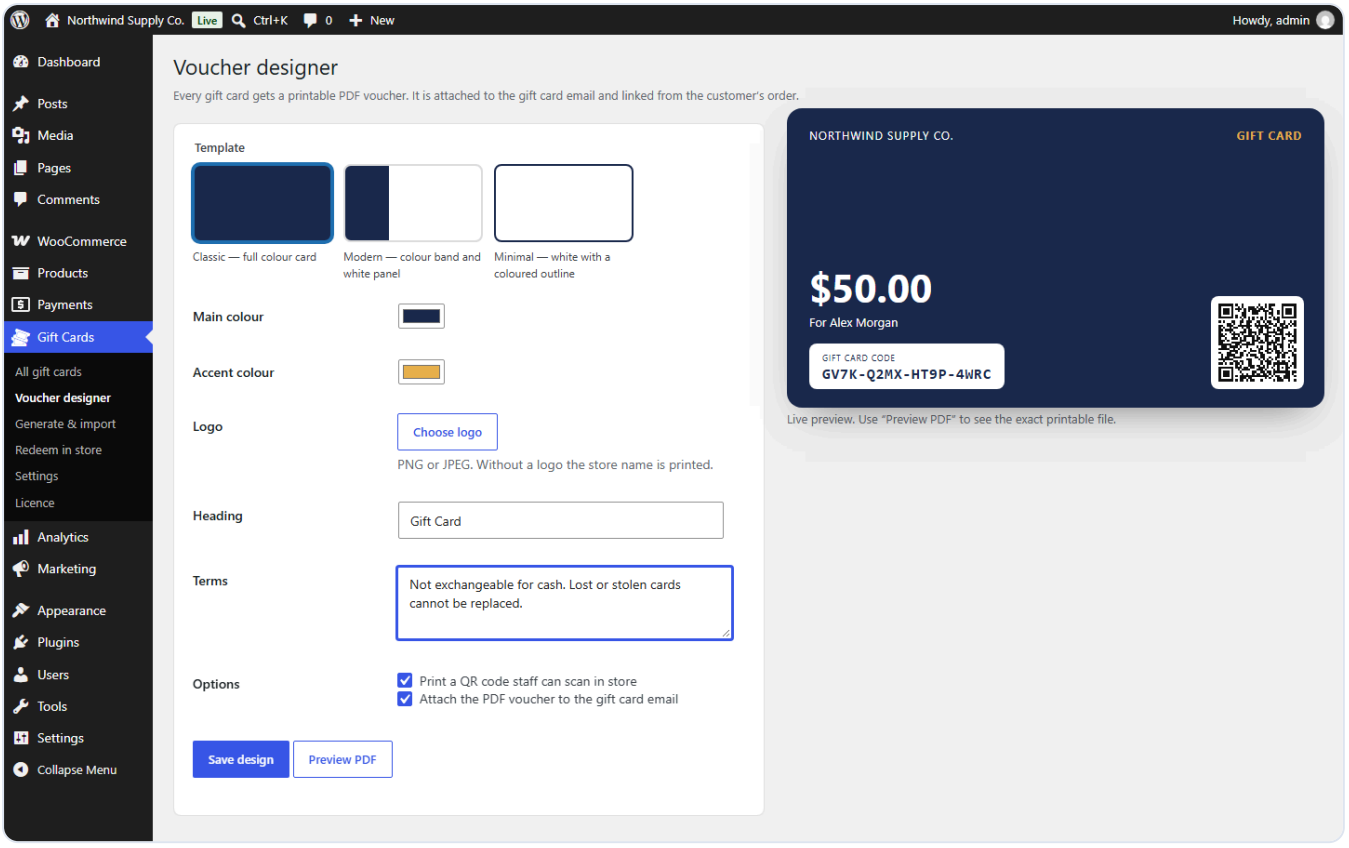
9. Settings



Settings

Setting	What it does
Send gift cards when the order is	Processing (default) or Completed.
Cash on delivery	Holds COD orders containing gift cards until you confirm payment.
Unused balance (Pro)	Keep the remaining balance for later orders (partial redemption).
Code guessing protection	Wrong codes allowed per IP in 15 minutes (default 10).
Gift cards expire after (Pro)	Months until new cards expire; 0 = never. Check local law — some regions require a minimum validity.
Reminder email (Pro)	Days before expiry to email the recipient if the card still has balance; 0 = off. Shows how many cards are due now, with a "Send them now" link. Reminders also go out automatically once a day (WP-Cron).
Uninstall	Delete all Giftlark data when the plugin is deleted. Off by default.

10. Voucher designer (Pro)

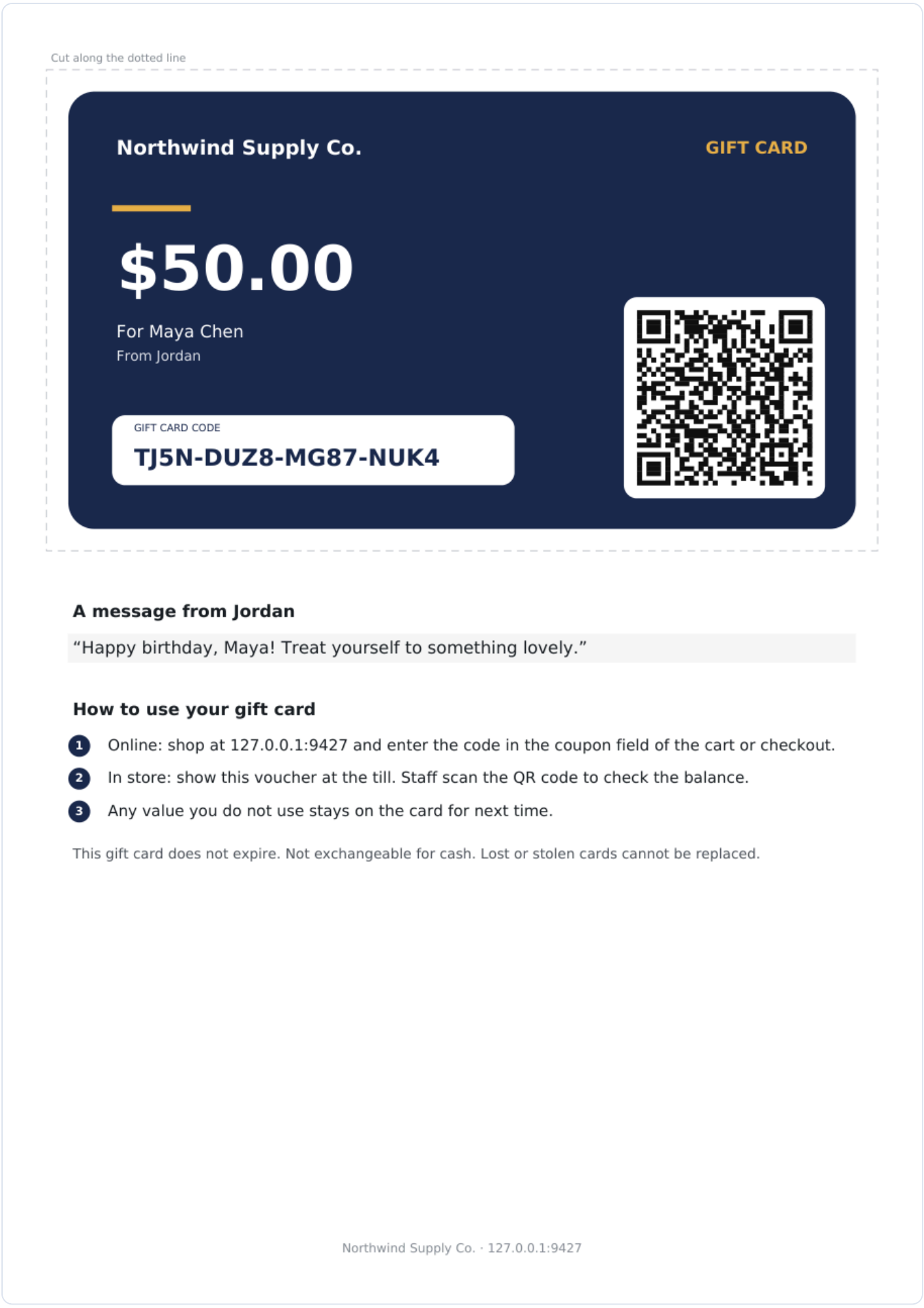


Voucher designer

Gift Cards → Voucher designer controls the printable PDF:

- **Template:** Classic (full colour), Modern (colour band and white panel) or Minimal (white with a coloured outline).
- **Main colour** and **Accent colour.**
- **Logo:** PNG or JPEG from the media library. Without a logo the store name is printed.
- **Heading** (default "Gift Card") and **Terms** printed under the card.
- **Print a QR code** for in-store redemption.
- **Attach the PDF voucher to the gift card email.**

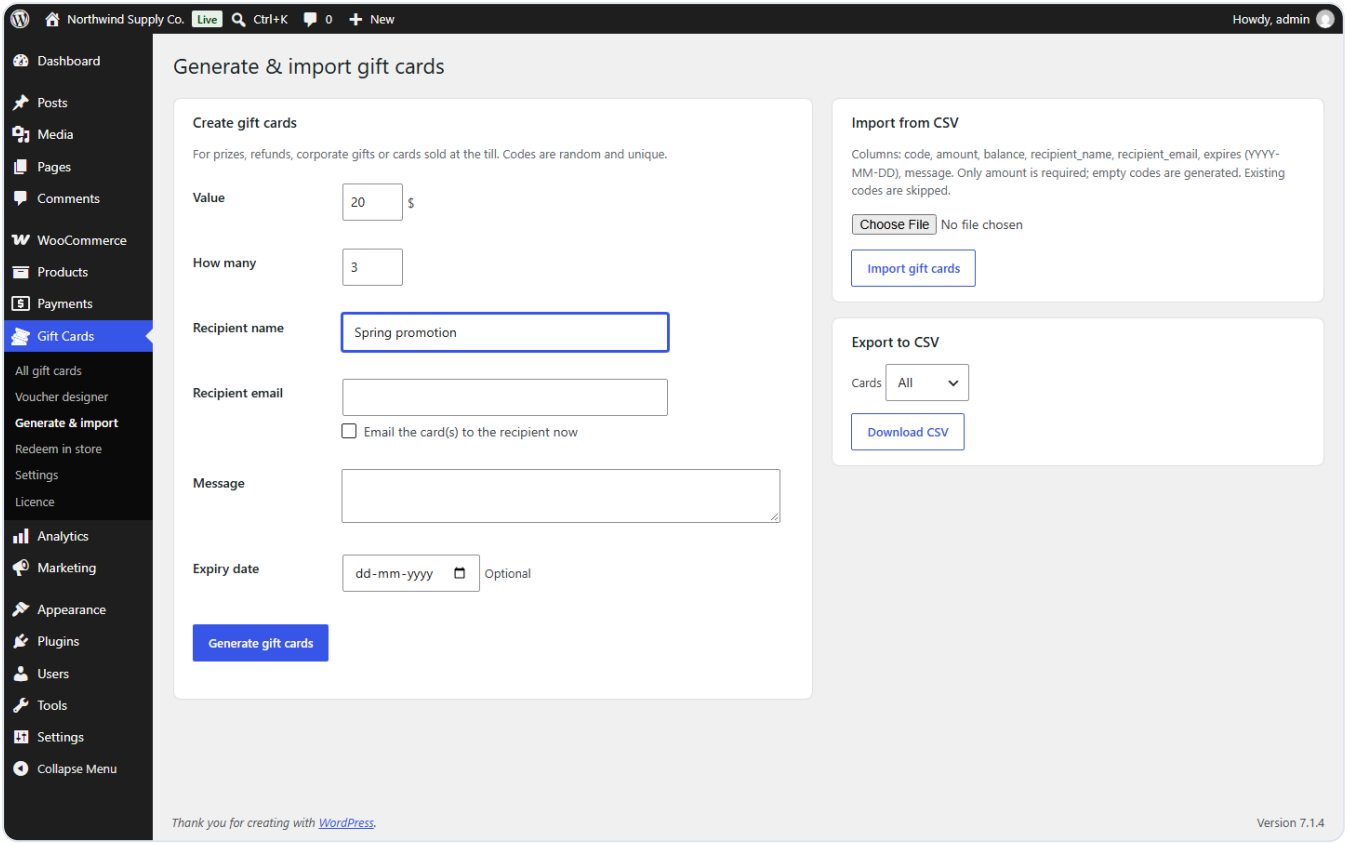
The live preview updates as you change options; **Preview PDF** opens the real file with sample data. The same colours are used for the card in the email.


Cut along the dotted line
Northwind Supply Co.
GIFT CARD
$50.00
For Maya Chen
From Jordan
GIFT CARD CODE
TJ5N-DUZ8-MG87-NUK4
A message from Jordan
“Happy birthday, Maya! Treat yourself to something lovely.”
How to use your gift card
1 Online: shop at 127.0.0.1:9427 and enter the code in the coupon field of the cart or checkout.
2 In store: show this voucher at the till. Staff scan the QR code to check the balance.
3 Any value you do not use stays on the card for next time.
This gift card does not expire. Not exchangeable for cash. Lost or stolen cards cannot be replaced.
Northwind Supply Co. · 127.0.0.1:9427

PDF voucher

The A4 PDF has a cut-out card with the amount, recipient, code and QR code, the personal message, how-to-use steps, validity and your terms. Buyers can also download it from their order in **My account** (a secret link per card), so they can print it and hand it over in person.

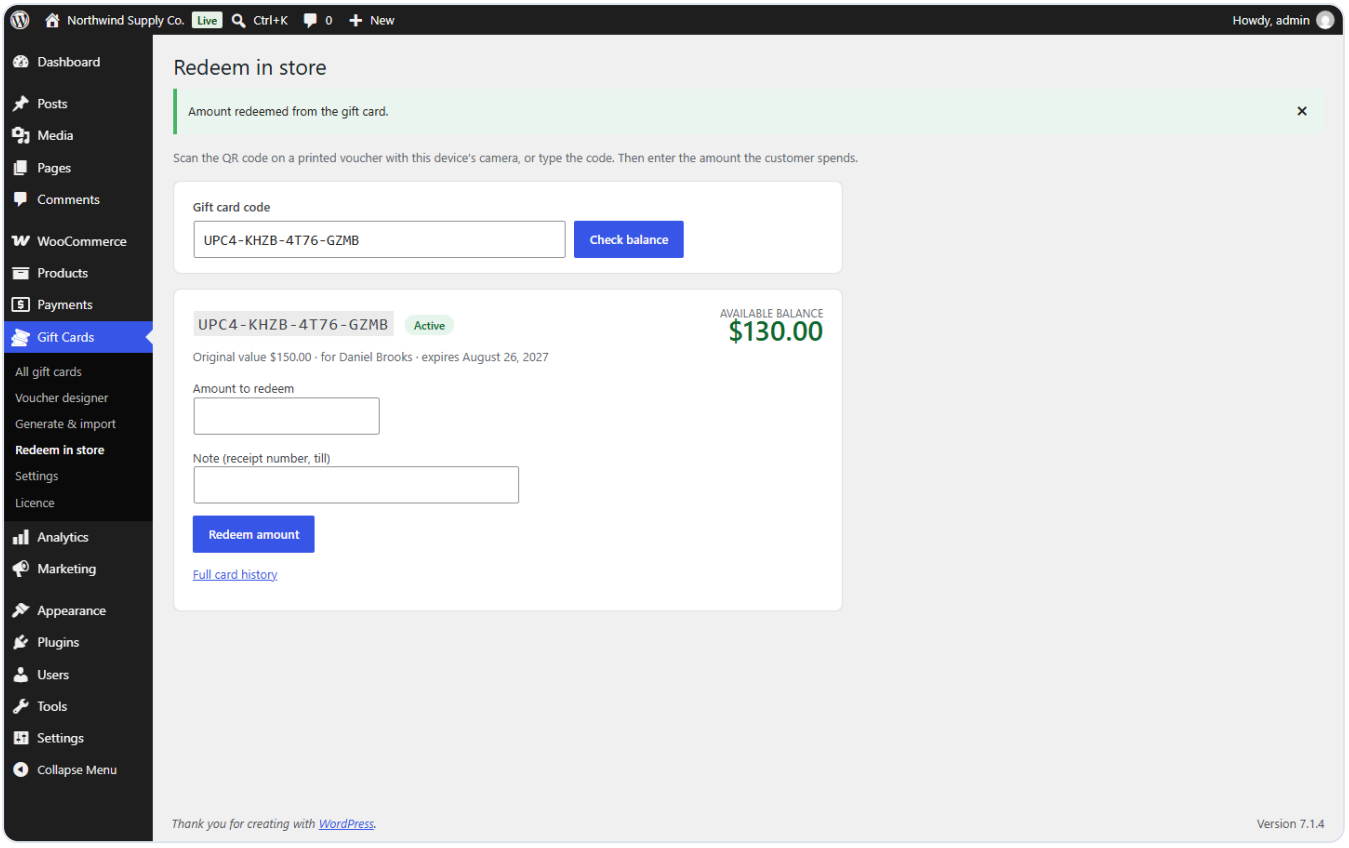
11. Generate & import (Pro)



Generate and import

- **Create gift cards:** value, how many (up to 500 at once), optional recipient name/email, message and expiry date. Tick **Email the card(s) to the recipient now** to send them straight away. Use it for prizes, refunds, corporate gifts or cards sold at the till.
- **Import from CSV:** columns `code, amount, balance, recipient_name, recipient_email, expires, message` (a header row is recommended; only `amount` is required). Empty codes are generated, `balance` sets an opening balance for cards moved from another system, `expires` uses `YYYY-MM-DD`. Codes that already exist (as a gift card or a WooCommerce coupon) are skipped and reported. Max 2 MB / 5,000 rows.
- **Export to CSV:** all cards or one status. Values that could be read as spreadsheet formulas are neutralised.

12. Redeem in store (Pro)



Redeem in store

1. Staff (any user who can manage WooCommerce, e.g. Shop Manager) scan the QR code on the voucher with a phone or tablet camera. It opens **Gift Cards → Redeem in store** with the code filled in (they must be logged in to WordPress). They can also type the code.
2. The screen shows the balance, status, original value and expiry.
3. Enter the amount the customer spends and an optional note (receipt number, till), then **Redeem amount**. The deduction is recorded in the card history with the staff member's name.

13. FAQ

The coupon field is missing at checkout. Enable coupons in WooCommerce → Settings → General. Giftlark's settings screen shows a warning when they are off.

The recipient did not get the email. Check WooCommerce → Settings → Emails → Gift card received is enabled and that your site can send email (an SMTP plugin is recommended). Then open the card and click **Resend email** (Pro) — or copy the code from the card screen and send it yourself. The order notes record failed sends.

Can the buyer see the code? The buyer sees who the card was sent to. In Pro they can download the PDF voucher from their order, which contains the code.

Can a gift card pay for shipping? No — it covers products only, like a fixed-cart coupon.

What if two orders use the same card at the same time? Balance updates are atomic. If the second order finds less balance than expected, only what is left is taken and an order note tells you how much was not covered.

Does it work with multi-currency plugins? Cards are stored in the currency they were bought in and can only be redeemed while the store shows that currency.

Is my data kept when I delete the plugin? Yes, unless you tick **Delete all plugin data when the plugin is deleted**.

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14. Troubleshooting

Problem	Fix
"Coupon does not exist" for a valid code	The visitor may be temporarily blocked after many wrong codes; wait 15 minutes. Check the card is not disabled or expired on the card screen.
"Gift cards cannot be used to buy other gift cards"	The cart only contains gift cards. Add other products.
No code after payment	Check the order status matches the **Send gift cards when** setting. COD orders stay on hold until you set them to Processing.
PDF logo missing	Use a PNG or JPEG logo (WebP/SVG are not supported in PDFs).
Scheduled cards not sent	Scheduled delivery uses WooCommerce's Action Scheduler (WooCommerce → Status → Scheduled Actions, group `gvgc`). Make sure WP-Cron runs on your host.

Support: https://coodecraft.com/market/product/woo-gift-cards