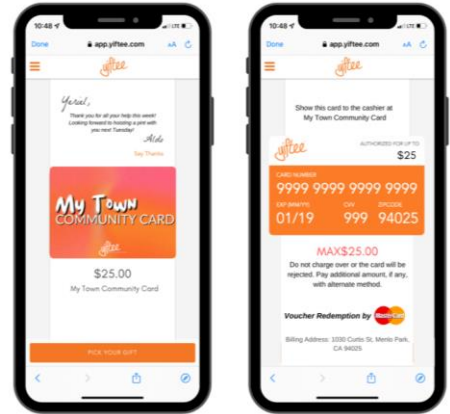


HOW TO REDEEM A COMMUNITY GIFT CARD

- 1) Customer presents **gift card** on a mobile device or printed on paper. Click “View Gift Voucher” to see Mastercard image on phone.
- 2) Process as a Mastercard (**credit card, not a gift card**) - key in the 16-digit code, CVV, zip code, expiration as required by your POS.
- 3) **DO NOT charge more than the prepaid amount**, otherwise the transaction will be declined. Online/mobile gifts always show the current balance. To check balance on a printed gift, go to <https://c.yiftee.com/check-gift-balance>.
- 4) To process a payment that **exceeds the eGift Card value**, enter the card value first, then use another payment method for the remaining transaction amount. **No tipping is allowed.**



Branded for your community.

**Check Gift
Balance HERE!**



FAQs:

Transaction DECLINED? – eGift card will decline if you try to redeem more than the value of the card or any redemption information is mis-typed. Start transaction over with correct value and info.

Need to issue REFUND? – Refunds can be applied to a valid (unexpired) card just as you would to a credit card.

MULTIPLE POS systems, do I need to run a NEW ACTIVATION CARD for EACH? – Yes. Please run a new Activation Card on each POS.

Does it function as a ‘PRE PAID’ credit card regarding AUTOMATIC TIPPING HOLD-BACKS? – No. It can be redeemed for full value. You cannot do a “force post” to charge more than card value.

Since it’s MASTERCARD, can it be REDEEMED ANYWHERE? – No. They can only be redeemed at our participating locations who have run their “Activation Cards.” If you change your POS or credit card processor, you will need to run a new Activation Card. Contact support@yiftee.com for assistance.

FEE TO PURCHASE eGift Card? – The gift sender pays \$1.00 plus 5% of the gift value. The gift recipient gets 100% of the gift value. The redeeming merchant pays a CNP Mastercard processing fee.

Can it be USED MORE THAN ONCE? – Yes! They are multi-use and the current balance is always reflected on the digital voucher. They do not expire and Yiftee will send monthly reminders for the first year and quarterly thereafter.

Manual Card Entry Instructions on popular PoSs:

Square



Toast



Clover



Lightspeed



For assistance, contact: support@yiftee.com

Scan this QR code to access our: [Yiftee Merchant Training Video](#)

