

FAQs you may find helpful:

Q: Is there a deadline to participate?

A: No, but sign up before the launch on May 1 so consumers don't get frustrated while shopping. If you will not be signing up, please let me know.

Q: Can the e-gift card be used by contactless payment (tapping) the POS system?

A: Not yet but it is in development.

Q: Is there a fee to purchase the eGift Card?

A: The gift sender pays \$1.00 plus 5% of the gift value. The gift recipient gets 100% of the gift value. The store is paid the full value of the card, less their normal card-not-present (CNP) Mastercard fee. The goal is for sponsors to cover this processing fee?.

Q: Can the Chamber e-Gift Card be used more than once?

A: Yes. They are multi-use and the current balance and expiration date are always reflected on the digital voucher. Recipients receive monthly reminders to redeem. You can check balance on Yiftee.com or <https://c.yiftee.com/check-gift-balance> or use the link at the bottom of printed gifts.

Q: How to I sign up?

A: Tell the Darien Chamber that you want to participate, and Yiftee will send you an Activation Card, which is a 10-cent prepaid Mastercard. Running the Activation Card is your authorization to opt-in to the program which means you agree to the Yiftee Merchant Agreement here: <https://bit.ly/2Ovc0ga>

Q: What if I can't process the Activation Card, which is a \$0.10 credit card transaction?

A: No problem. Process the Activation Card for your minimum amount. It will be declined but Yiftee will get the information they need to add you to the program.

Q: What if I can't key in a Mastercard?

A: This is very unusual. Ask your processor as this is a configuration and usually not a technical limitation. Some national chains like Walmart and McDonalds HQs do not allow their cashiers to key in the codes but the local businesses can do it.

Q: What if the purchase is for more than the Chamber e-Gift Card value?

A: Run the Chamber e-Gift Card for the remaining balance on the card, and ask the customer for a different form of payment to cover the rest of the transaction. Gift recipients can check balance on Yiftee.com or go to <https://c.yiftee.com/check-gift-balance> or use the link at the bottom of the printed gifts.

Q: What do I do if the Chamber e-Gift Card is 'declined'?

A: The transaction is declined if you try to redeem more than the value of the card, or if any of the redemption information is mis-typed. Start the transaction over with the correct value and info. Go to <https://c.yiftee.com/check-gift-balance> to check the balance of a card or use the link at the bottom of printed gifts.

Q: Is tipping allowed on the Chamber e-Gift Card?

A: No, unless you pre-authorize the amount with the tip included, since this is a prepaid card.

Q: Does the Chamber e-Gift Card function as a 'pre-paid' credit card regarding automatic tipping hold-backs?

A: No. It can be redeemed for the full value. But there is no tipping allowed on the Chamber e-Gift Card .

Q: Since the Chamber e-Gift Card is like a Mastercard, can it be redeemed anywhere?

A: No. They can only be redeemed at participating locations who have run their Activation Card.

Q: Can I apply a refund to the Chamber e-Gift Card?

A: Yes. Refunds can be applied to a valid (unexpired) card just as you would to a credit card.

Q: Can I cancel my participation?

A: Yes. Anytime, by notifying us. You will be removed from the marketing materials online and can no longer process the cards.

Q: Is Merchant Training necessary?

A: It is essential to a successful gift card program. It is easy and just like teaching them to run a credit card. Make sure you know how to redeem the Chamber e-Gift Card and train your staff correctly. Post the "How to Redeem" one-pager where your employees can see it. You must let us know if you update your POS or change CC processors, as you will need to run a new Activation Card.