

## E-Gift Card FAQs

**Q: Is there a deadline to participate?**

A: We are planning a launch on November 21, 2022 to introduce the community to our new Community eGift Card. Sign up before then so that you are a part of the launch program and get this incremental business.

**Q: How to I sign up?**

A: Tell the City you want to participate by responding to your invitation email from our card program partner Yiftee. Running the invitation's Activation Card is your authorization to opt-in to the program which means you agree to the Yiftee Merchant Agreement here: <https://yifteeutil.com/merchant-agreement>

**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 Community eGift Card value?**

A: Run the Community eGift 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 eGift 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 Community eGift Card?**

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

**Q: Does the eGift 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 Community Card.

**Q: Since the eGift 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: 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.

**Q: Can the eGift 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: Can I apply a refund to the eGift 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 your organizer. You will be removed from the marketing materials online and can no longer process the cards.

**For more info, sign up for a demo here: <https://yiftee.com/demo/>**