



## Warrick Bucks Merchant FAQs

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

**A:** No. But if you want to be included in the Warrick Bucks e-Gift Card program launch, sign up by November 1<sup>st</sup>, 2022

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

**A:** Email [LMeneely@WarrickCounty.gov](mailto:LMeneely@WarrickCounty.gov) with the subject line "Warrick Bucks e-Gift Card Opt-in." We will add you to the program 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 and means you agree to the Yiftee Merchant Agreement here: [bit.ly/2Bqrbxm](https://bit.ly/2Bqrbxm).

**Q:** What if I can't process the Activation Card (the \$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. We can introduce you to a processor who will allow you to do this.

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

**A:** Run the 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.

**Q:** What do I do if the 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 mistyped. Start the transaction over with the correct value and info.

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

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

**Q:** Does the 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 e-Gift Card.

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

**A:** No. They can only be redeemed at participating Downtown locations that have run Activation Cards.

**Q:** Is there a fee to purchase the Warrick Bucks e-Gift Card?

**A:** The purchaser 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 Warrick Bucks 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>.

**Q:** Can I apply a refund to the 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, you can cancel anytime, by notifying Logan Meneely by emailing [LMeneely@WarrickCounty.gov](mailto:LMeneely@WarrickCounty.gov). You will be removed from the marketing materials online and can no longer process the cards.

Contact: Donna Novitsky, [donna@yiftee.com](mailto:donna@yiftee.com) or Logan Meneely, [LMeneely@WarrickCounty.gov](mailto:LMeneely@WarrickCounty.gov)

