

Keeping Local Dollars LOCAL with the Whatcom eGift Card Program

THINK LOCAL FIRST

Welcome to the **Think Local First Whatcom eGift Card** powered by Yiftee!

HOW IT WORKS

Customers buy our eGift Card online at:

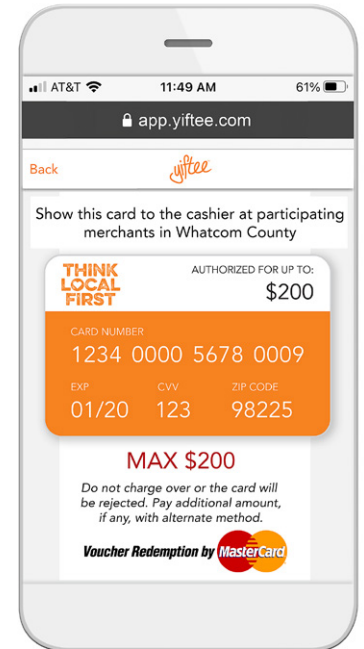
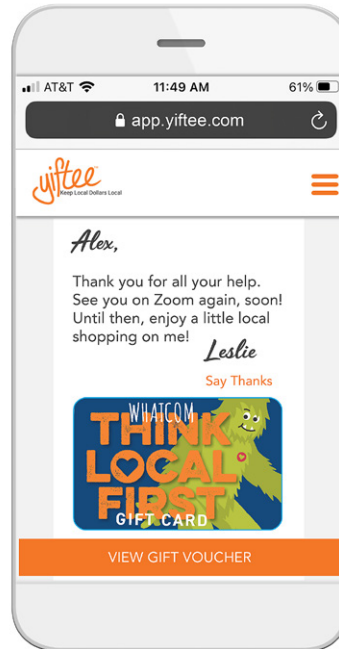
<https://app.yiftee.com/gift-card/Bellingham>

...and give them as gifts, thank yous, teacher gifts, coach gifts, marketing program rewards, customer appreciation or just because. You can too!

They are all digital so customers will have them either printed or on their phones, as shown.

HOW TO REDEEM

- Customer presents the **Think Local First Whatcom eGift Card** on a mobile device or printed on paper.
- Process as a Mastercard (credit card, not a gift card).** Key in the 16-digit code, expiration date, CVV and billing zip code as required by your Point of Sale.



eGift Card FAQs

What do I do if the eGift Card is declined? The transaction will be declined if you try to redeem more than the value of the card, or if any of the redemption information is entered incorrectly. Start the transaction over with the correct value and information. Mobile gifts always show the current balance. To check the balance on a printed gift go to:

<https://c.yiftee.com/check-gift-balance>.

To process a payment that exceeds the eGift Card value, enter the card value first, then use another method of payment for the remaining balance of the transaction.

Does the eGift card 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 the card value.

Since the eGift card is like a Mastercard, can it be redeemed anywhere? No. It can only be redeemed at participating locations that have opted-in by running their Activation Cards.

Is there a fee to purchase the eGift Card? During COVID-19 there is no fee to purchase. The gift recipient gets 100% of the gift value. The redeeming merchant pays a CNP Mastercard processing fee.

Can the eGift Card 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.

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Community eGift Card FAQs

Q: Is there a deadline to participate?

A: Program will launch November 24, 2020. Activate your account by accepting the \$0.10 Yiftee offer.

Q: How do I sign up?

A: Accept an Activation Card, which is a \$0.10 prepaid Mastercard. Running the Activation Card is your authorization to opt-in to the program meaning you agree to the Yiftee Merchant Agreement here: <https://bit.ly/2Bqrbxm>

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. We can introduce you to a processor who will allow you to do this.

Q: What if the purchase is for more than the Community eGift Card value?

A: Run the **Think Local First Whatcom 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.

Q: What do I do if the **Think Local First Whatcom 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 information.

Q: Is tipping allowed on the **Think Local First Whatcom eGift Card?**

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

Q: Does the card function as a 'prepaid' credit card regarding automatic tipping hold-backs?

A: No. It can be redeemed for the full value. But there is no tipping allowed.

Q: Since the **Think Local First Whatcom eGift Card is like a Mastercard, can it be redeemed anywhere?**

A: No. It can only be redeemed at participating locations that have opted-in by running their Activation Card.

Q: Is there a fee to purchase the **Think Local First Whatcom eGift Card?**

A: The \$1.00 plus 5% of the gift value has been provided by a generous sponsor so there are no fees. The gift recipient gets 100% of the gift value. The business is paid the full value of the card, less their normal card-not-present (CNP) Mastercard fee.

Q: Can the **Think Local First Whatcom 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 balances on [Yiftee.com](https://yiftee.com) or <https://c.yiftee.com/check-gift-balance>.

Q: Can I apply a refund to the **Think Local First Whatcom 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. Notify your organizer. You will be removed from the program and will no longer be able to process the cards.

