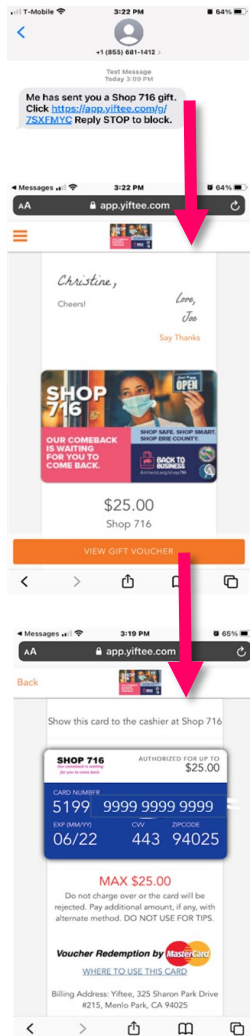


Redeeming the Shop 716 eGift Card



- ✓ Customer presents **Shop 716 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, CVV, zip code, expiration as required by your PoS.
- ✓ **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>.
- ✓ 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.
- ✓ **Tipping is not allowed.**

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.*

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

A: *No. It can be redeemed for full value. You cannot do a "force post" to charge more than card value.*

Q: Since the **eGift Card** is like a MasterCard, can it be redeemed anywhere?

A: *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.*

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 redeeming merchant pays a CNP Mastercard processing fee.*

Q: Can the **eGift Card** be used more than once?

A: *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.*



Contact: support@yiftee.com