

PARTICIPATING MERCHANT FAQ



Q: What form do Chamber Bucks come in?

Chamber Bucks may only be purchased from the Brookings Area Chamber of Commerce website and will be emailed to the consumer (or emailed as a gift to the recipient). Consumers may either print out the certificate or use their phone to provide the certificate to be redeemed.

Q: How do I validate certificates if I don't have a high-tech POS?

Each certificate has both a QR code to scan and a coupon code to enter for redemption – no fancy equipment required. You/your staff can even use your smart phone – all you need is to download the app (MerchScan) to access your merchant portal and redeem certificates!

Q: Why would I sign up to become a merchant if I'm not a retailer?

Consumers can use these Chamber Bucks at any business that's a Brookings Area Chamber of Commerce member. Businesses that provide any sort of product or service are able to redeem certificates. Consumers can use Chamber Bucks to pay for anything from a candy bar to their landscaping bill to their annual dental visits.

Q: How often will I get paid for certificates redeemed?

The Chamber will pay merchants via ACH on a monthly basis.

Q: How will consumers know I accept Chamber Bucks?

Your business name will be listed on every "Brookings Chamber Bucks" certificate purchased, in addition to the list on our our website.

Q: What does the program cost?

The program is free for merchants to participate. When you redeem certificates, the Chamber will pay you 95% of the face value of the currency. (We pay a 2.9% + .30 cent fee per transaction, as well as other operational expenses that the 5% will help us to pay for.)

Q: How long will the program last?

Our hope and intention that this program will successfully serve your business and consumers for years to come.

Q: Can consumers use one certificate at multiple merchants?

These certificates are a one-time use certificate. So, if I purchase a \$25 certificate from brookingschamber.org and go to a restaurant and my bill is \$12, the restaurant will either give me cash back, store credit, or a gift card for the \$13 balance.

Merchants are strongly urged to validate and redeem certificates before the consumer leaves so that the consumer doesn't go to another merchant and use the certificate there (you wouldn't be able to be paid for the transaction at your place of business).

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[CLICK HERE TO SIGN ON AS A PARTICIPATING MERCHANT TODAY!](#)

Have other questions? Give us a call or send us an email.

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