

Gift Card Reference Guide

Accepting & authorizing

- 01 Run card through your POS as a **credit card**
- 02 If your POS requires a PIN, please enter in the **last four digits of the card number** found on the **back of the card**

Checking the balance

01 Cardholder's Receipt

The authorization code on the cardholder's receipt shows the remaining balance of the card as **##X##** where the 'x' represents a decimal point

02 Online

www.getmybalance.com

03 Phone

 Canada
800.755.8608

 Puerto Rico
800.803.7438

 United States
800.755.0085

04 Customer Service

Visit your **Customer Service Desk** during the property's normal hours

Split tender transactions

 *If the sale amount exceeds the balance of the card, follow your own store policy regarding split tender transactions*

- 01 **Verify** the available balance on the card
- 02 Obtain **another form of payment** for the remainder of the sale
- 03 **Swipe & run** the card for the **exact available balance** on the card

Returning merchandise

 Stores should follow standard store policy when processing merchandise returns

01 EML recommends that refunds for merchandise purchased with a card **not be placed back on the card**. Instead, the store should issue its own store credit or store branded gift card

If a return has to be put back on the card...

01 The original card **must be present** and **refunds can take up to 7 business days** to appear on the card account

02 Only the portion of the sale amount **purchased with the card** may be returned to the card

Additional Information

01 Each transaction must receive a **valid authorization** at the time of purchase

02 Stores **will be compensated** for accepting the card as if they had accepted a credit card

03 Cards cannot be used for gratuities

04 Send customers with questions regarding **lost or damaged cards** to **Customer Service Desk** during the property's normal hours

05 If a transaction requires a **manual entry** of the card number, the merchant must **call the Merchant Support number** below

06 If you **deduct an incorrect amount** from a customer's card, follow your **store's void procedures**



Merchant Support

Canada Merchants
800.840.5604

United States Merchants
800.755.8713