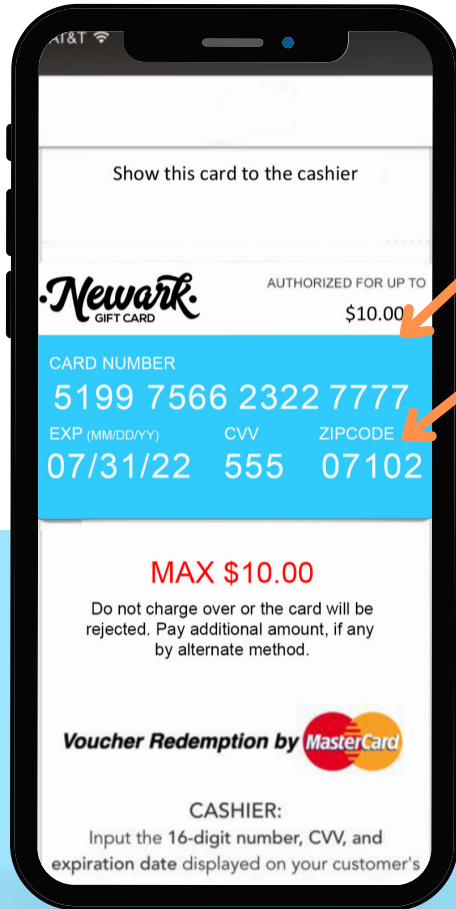


WELCOME TO THE...

Newark

GIFT CARD



TRAINING SHEET

CURRENT BALANCE

This refreshes to show the current balance.

MASTERCARD DETAILS

This information is to be manually inputted as a manual Credit Card entry.

HOW TO REDEEM

Customer presents eGift Card on a mobile device or printed paper.

Process as a MasterCard (manual credit card, not gift card). Key in 16 digit code, CVV, Expiration, Zip Code as required by your POS.

Do NOT Charge MORE than the gift card balance, otherwise it'll be declined. Online gift cards show CURRENT balance. Printed cards may have to check balance.

To process a payment that is MORE than the eGift Card value, enter the card value first, then use another form of payment for the remainder.

NO TIPPING IS ALLOWED.

WHY GIFT CARDS ARE DECLINED:

- Typos
- Charging more than balance - check balance via link below.
- POS not recognized (activation not done or POS/credit card processor changed) - contact Tamara to reactivate.

CHECK CARD BALANCE



TRAINING VIDEO



TRAINING AREA



MARKETING MATERIALS





FREQUENTLY ASKED QUESTIONS

What do I do if the Gift Card is declined?

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. Last option is to check the card's balance:
<https://c.yiftee.com/check-gift-balance>

Can the Gift Card be used more than once?

Yes, they are multi-use and the current balance is always reflected on the digital voucher. Yiftee will send monthly reminders for the first year and quarterly thereafter.

Can I apply a refund to the eGift Card?

Yes refunds can be applied to a valid (unexpired) card just as a regular credit card.

Is tipping allowed on the eGift Card?

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

What happens if I change my POS or credit card processor?

Please contact Tamara as you will need to re-run the activation card through your new system.

Can I cancel my participation?

Yes, you can cancel at any time by emailing tamara@explorecommunications.com. You will be removed from print and online marketing materials, and will no longer be able to process the e-Gift Cards.

Where can I find more information online?

The website is TheNewarkGiftCard.com, and social media @NewarkGiftCard

TRAINING INFO ONLINE:

www.theNewarkGiftCard.com/training



QUESTIONS:

Processing or Declined cards: support@yiftee.com

Cancel Participation, Change of POS/Processor: Tamara Remedios
732-599-3522 or tamara@explorecommunications.com