



Chester Gift Card Step by Step for Businesses

♥1 - The Gift Card is Mastercard, so it goes through the till the same as when you take a Debit or Credit Card payment. Please do not select 'Gift Card' on your tills. If it asks you for a postcode, please use the business one.

♥2 - It is up to the cardholder to know how much they have on their Gift Card. It is easy to check: Scan the QR code on the card or visit getmybalance.com. Any Smart phone with a camera can do this.

♥3 - If the transaction, for example, is £50 and there is only £30 on the card, the transaction will decline. This is **where it is important for the cardholder to know how much they have on the card** to avoid any confusion! Staff will need to do a part payment, putting £30 through on the machine and taking that via Gift Card, then take the other £20 separately.

♥4 - The card does **not** feature Chip and Pin or Contactless and is primarily **accepted by swiping the card through the magstripe reader on your card terminal**. Swipe the card down your card terminal. It may ask the customer to sign the receipt.

♥5 - If you have a card machine **without** a swipe facility (i.e., contactless only) card payment can be completed by entering the card number, expiry, and CVV on your terminal to complete the sale, as you would when taking a payment over the phone. **The CVW number is the 3 digits above the QR code on the back of the card.**

♥6 - If after you have swiped the card, **your machine asks for a PIN**, please use the last 4 numbers of the 16-digit number on the customer's card.

♥7 - If the card is declined, you need to contact EML helpline **0121 268 3210**, who will attempt to resolve the issue for you.

Reasons why cards may be declined:

1. **Change of Card machine** - If you have changed your card machine/merchant number since registering to accept the gift card, you will need to let us know so we can come and re-swipe your machine.

2. **There is not enough on the card to accept the payment.** It is up to the cardholder to know how much is on the card. Please input the amount on the card into the terminal for it to accept and take the rest of the payment separately.

3. **The card has expired.** Expiry is exactly 1 year from card purchase and NOT the date on the front of the card. **Cardholders are currently able to extend their cards by 3 months by emailing their card number and details to: support@mi-cnx.com.**

If you call 0121 268 3210 whilst the customer is present, they will be able to resolve the issue there and then for you.

Your first port of call should be the EML Customer Services line.
Where possible, please let us know what issue you have had for our records.
hello@chesterbid.co.uk