



## **Chester Gift Card Information**

### **Bought to you by Chester BID**

[www.chesterbid.co.uk](http://www.chesterbid.co.uk)

#### **What is it?**

The Chester Gift Card is a pre-loaded MasterCard that can be used in Chester businesses that are signed up. The aim of the gift card is to give customers and visitors the option to support local businesses, and lock money into the city centre.

#### **How does it work?**

Physical Gift Cards are swipe or manual input if no swipe is available. E-cards mean customers have the option of purchasing a digital gift card, which is then able to be added to their Google or Apple wallet to use contactless. Funds will go into the business account the same as a Mastercard debit/credit would. Card machines are linked in-store using the Merchant ID. We offer training sessions to ensure staff and teams know how to process a card.

#### **How much has been sold?**

Over £143,000 worth of Chester Gift Cards have been sold since its launch. Customers purchase the card online at [www.chestergiftcard.com](http://www.chestergiftcard.com) or the Visitor Information Centre.

## **Key Information for Businesses**

- The Gift Card is a Mastercard that goes through the till like a debit or credit card payment.
- Please remember physical Gift Cards are swipe or manual input if no swipe is available, e-cards are contactless.
- If after swiping the card, your machine asks for a PIN, please use the last 4 numbers of the 16-digit number on the customer's card.
- If your card machine does not have a swipe facility, card payment can be completed by entering the card number, expiry, and CVV on the terminal. (CVV is the 3 digits above the QR code on the back). If it asks for a postcode, use the business address.
- The cardholder needs to know their balance, which can be checked by scanning the QR code on the card or visiting [getmybalance.com](https://getmybalance.com).
- If there is only £30 on the card and the transaction is £50, staff must make a part payment, e.g. putting £30 through the machine and taking the remaining £20 separately.
- It is key for businesses taking part to ensure all staff and teams are aware of the gift card for ease of customer experience.

## **Why may a card decline?**

- Change of Card machine – If you have changed your card machine/merchant number since registering to accept the gift card, call EML on the below number to relink the machine there and then.
  - Not enough on the card to accept the payment. It is up to the cardholder to know how much is on the card. Scan the QR code on the back of the card.
  - 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](mailto:support@mi-cnx.com).
-