

CHESTER GIFT CARD

TOP TIPS

- The Chester Gift Card is a pre-paid Mastercard and should be processed as a **Mastercard**, not a Gift Card.
- Swipe** the card or input the card number into your payment terminal. **Contactless** is also available via Apple/Google Pay.
- Split transactions:** If the balance on the Gift Card doesn't cover the cost of the transaction, first process the exact balance on the card as a Mastercard, then process the remaining balance using another payment method.
- Customers can check the balance on their Chester Gift Card by **scanning the QR code** on the card.
- Need help?** Call the support line while the customer is in the store on **0121 268 3210**. The team on this number can also re-link your business to the Chester Gift Card if you change your terminal or email support@mi-cnx.com.
- 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.

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 0121 268 3210 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.

