



KEY INFORMATION

For businesses and staff

- The Chester Gift Card is a pre-paid Mastercard and should be processed as a **Mastercard/any debit or credit card would be**, not a Gift Card.
- Customers can check the balance on their Chester Gift Card by **scanning the QR code** on the 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.
- 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** 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 long date. Cardholders are currently able to extend their cards by 3 months by emailing their card number and details to: support@mi-cnx.com.

IF THE GIFT CARD DOES NOT GO THROUGH AND YOU HAVE TAKEN ALL STEPS TO RESOLVE, DO NOT TAKE THE CARD IN LIEU OF PAYMENT. ASK THE CUSTOMER TO PAY ANOTHER WAY.

The Chester Gift Card is funded and facilitated by Chester BID. If you have any questions, or you need your card machine re-linking, **get in touch with** luka@chesterbid.co.uk