

PROCESSING A CARD



The card should be processed like any other Mastercard - not as a Gift Card. It is up to the cardholder to know how much is on their card - this can be done by scanning the QR code on the back.

Does the balance on the card cover the transaction amount?

NO

Process the exact balance on the card, then take the amount left to pay using another payment method.

YES

Process the whole payment as a MasterCard transaction.

Does your card machine have a swipe facility?

NO

Enter the card number, expiry and CVV code (back of card) into your terminal, similar to a phone payment.

YES

Swipe the card to process your payment. Press 'yes' if a signature is requested.

Please note: If your business gets new card machine, please let the BID team know as we will be required to re-link you to the system: hello@chesterbid.co.uk

If a customer is at the till point and you need help with processing a Gift Card, contact customer service on: **0121 268 3210**

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.