



**CHELTENHAM GIFT CARD - INFORMATION FOR BUSINESSES**

Welcome to the Cheltenham Gift Card programme. This document explains what you need to know about the Cheltenham Gift Card and who to contact if you have questions or run into difficulties.



**Business support**

Main contact point for support will be Cheltenham BID (Monday to Friday between 9am and 5pm)

Phone: 01242 571123 or email: [info@cheltenhamgiftcard.co.uk](mailto:info@cheltenhamgiftcard.co.uk)

Please consult this document prior to contacting support and when getting in touch please be as detailed as possible to enable us to efficiently deal with your enquiry.

**FREQUENTLY ASKED QUESTIONS**

Question	Answer
<b>1. How does the card work?</b>	For all practical purposes, The Cheltenham Gift Card is a Mastercard like all others. The card does not feature Chip and PIN, instead it uses magnetic stripe and signature.
<b>2. How do I accept the card as payment?</b>	Initiate a signature transaction in your Mastercard payment terminal. Swipe the card and ask the customer to sign the receipt. The exact approach can vary from terminal to terminal.
<b>3. When do I receive payment?</b>	The payment is a Mastercard transaction. Payment is received from your acquirer as per your merchant agreement.
<b>4. Who provides the gift card solution?</b>	MICONEX are the UK contact point for this product and the gift card solution is provided by EML Payments.
<b>5. Do I need to install anything?</b>	You do not need to install anything to accept our cards.
<b>7. Do I need to do anything at all before we can accept the gift card?</b>	In order to set you up as part of the programme, representatives from MICONEX or Cheltenham BID will visit to run a test transaction on your terminal(s).

<b>8. Why do we need to do a test transaction?</b>	The test transaction is a regular Mastercard transaction request. It gives EML Payments the data needed to register your business in the system, so you can accept The Cheltenham Gift Card
<b>Question</b>	<b>Answer</b>
<b>9. The terminal rejects a specific gift card. What can I do?</b>	Check the card balance. There has to be funds on the card to cover the transaction amount. Also check the expiry date.
<b>10. When do the cards expire?</b>	The cards expire 1 year from the date of purchase.
<b>11. How do I check the balance on a gift card or when it expires?</b>	Businesses or customers can check the balance of a card by visiting: <a href="http://www.getmybalance.com">www.getmybalance.com</a> and input requested details found on the rear of card or call 0121 260 2849.
<b>12. For some reason the terminal keeps rejecting the gift cards, even if there are funds on the card and the card is valid. Why?</b>	Contact support at <a href="mailto:info@cheltenhamgiftcard.co.uk">info@cheltenhamgiftcard.co.uk</a> to confirm that you are registered with the correct MerchantID and AcquirerID. If this does not resolve the issue, you should contact your payment provider.
<b>13. The payment terminal is asking for a PIN code. What do I do?</b>	The Cheltenham Gift Card does not feature Chip or PIN. Your terminal should have the option to perform a signature transaction. If in doubt, contact your payment provider. Say you need to accept a prepaid card with magnetic stripe and signature.
<b>14. My terminal is offline. Can I accept a gift card?</b>	No. The terminal must be online.
<b>15. I've got a new terminal. Do I need to do anything?</b>	Only if the new terminal rejects the gift cards. Contact support at <a href="mailto:info@cheltenhamgiftcard.co.uk">info@cheltenhamgiftcard.co.uk</a> and tell them you have new terminals that need to be registered.
<b>16. Can customers demand a chargeback?</b>	No. The cards are anonymous and cannot be subject to chargebacks.
<b>17. The card features a QR code. Should I scan it?</b>	No, The QR code is not related to accepting payment.
<b>18. I have self-service terminals that require Chip and PIN. Can I accept the gift cards?</b>	If the terminal requires Chip and PIN with no exceptions, then it is unfortunately not possible to accept our cards. They will still work in manned terminals.
<b>19. Where can cardholders find information about the gift cards?</b>	The back of the card has key information and customers can visit <a href="http://cheltenhamgiftcard.co.uk">cheltenhamgiftcard.co.uk</a> where more information for cardholders is available.

You may occasionally need to check the balance of a card by visiting: [www.getmybalance.com](http://www.getmybalance.com) and input requested details on the rear or call 0121 260 2849.

If the available balance is less than the value of the purchase, you can split the payment and take payment of the remainder via another method.

