

# Gift Card Reference Guide

## Accepting & authorizing

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- 01 Run card through your POS as a **credit card**
- 02 If your POS requires a PIN, please enter in the **last four digits of the card number** found on the **back of the card**

## Checking the balance

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### 01 Cardholder's Receipt

The authorization code on the cardholder's receipt shows the remaining balance of the card as **##X##** where the 'x' represents a decimal point

### 02 Online

[www.getmybalance.com](http://www.getmybalance.com)

### 03 Phone

 Canada  
800.755.8608

 Puerto Rico  
800.803.7438

 United States  
800.755.0085

### 04 Customer Service

Contact your **issuer** during the property's normal hours

## Split tender transactions

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 *If the sale amount exceeds the balance of the card, follow your own store policy regarding split tender transactions*

- 01 **Verify** the available balance on the card
- 02 Obtain **another form of payment** for the remainder of the sale
- 03 **Swipe & run** the card for the **exact available balance** on the card

# Returning merchandise

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**!** Stores should follow standard store policy when processing merchandise returns

**01** EML recommends that refunds for merchandise purchased with a card **not be placed back on the card**. Instead, the store should issue its own store credit or store branded gift card

If a return has to be put back on the card...

**01** The original card **must be present** and **refunds can take up to 7 business days** to appear on the card account

**02** Only the portion of the sale amount **purchased with the card** may be returned to the card

## Additional Information

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**01** Each transaction must receive a **valid authorization** at the time of purchase

**02** Stores **will be compensated** for accepting the card as if they had accepted a credit card

**03** Cards cannot be used for gratuities

**04** Send customers with questions regarding **lost or damaged cards** to **Issuer** during the property's normal hours

**05** If the card number is not visible on the back of the card, please call the **Merchant Support number** below

**06** If you **deduct an incorrect amount** from a customer's card, follow your **store's void procedures**

### Merchant Support

Canada Merchants  
**800.840.5604**

United States Merchants  
**800.755.8713**