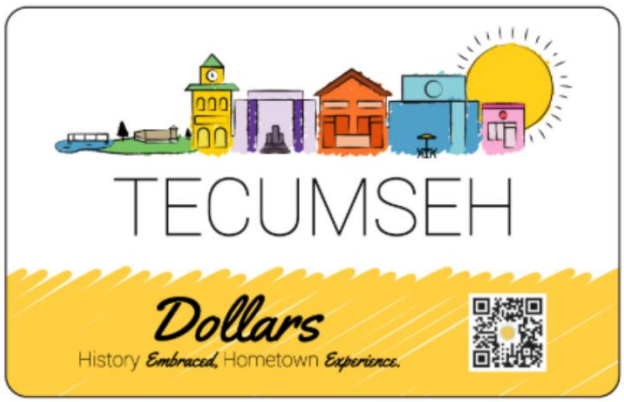

Tecumseh Dollars Merchant FAQ

What are Tecumseh Dollars Gift Cards?

A Tecumseh Dollar Gift Card is a prepaid Private Label Visa Card. It is a Physical Card which is accepted by swiping the card through the magstripe reader on your card terminal.

There are no fees for you to register with the programme. As the payment is a Visa transaction, you'll receive the funds from your acquirer for the transaction as per your Merchant Acquirer Agreement. This is your agreement with the company that provides your card terminal.

How do I take payments with a Tecumseh Dollars Gift Card?

Taking payments with a Tecumseh Dollar Gift Card is as simple as taking any other card payment. Process as a Visa Card (Credit) transaction

Card machine with swipe facility

If you have a card machine with a swipe facility, swipe the customer's Tecumseh Dollar Gift Card through the machine and the sales value will be deducted from the card balance.

Card machine without a swipe facility

Without a swipe facility, the Tecumseh Dollar Gift Card payment can be completed by entering the card number, expiry and CVV on your terminal to complete the sale, as you would when taking a payment over the phone.

If a transaction asks for a signature please press the 'Yes' option. If 'No' is pressed the transaction will not register on our system.

All systems:

In each of the instances described, the transaction goes through like any other card sale. The customer's balance on the card is reduced by the amount of the sale and you receive the money just like you would for any other card payment. If the customer is asked to input a postal code, they can use any postal code as the card is not linked to a particular postal code.

How do I check how much is on the card?

The instructions on how to check the balance on the Gift Card are written on the reverse of the card. Customers can call the balance enquiry number on the reverse of their card, scan the QR code or check online at www.getmybalance.com to check their balance.

What if there is not enough money on the Gift Card?

If the value of the purchase exceeds the balance on the Gift Card the card will decline.

Split payments are possible between Gift Cards and another form of payment. Follow your own store policy regarding split tender transactions:

1. **Verify** the available balance on the card

2. **Swipe & run** the card for the exact available balance on the card

3. Obtain **another form of payment** for the remainder of the sale

Where is the CVV number?

The CVV/CVC Security Code is the 3 digit number printed on the reverse of the Gift Card, next to the 16-digit card number and valid thru date.

Can I refund back on to the card?

Stores should follow standard store policy when processing merchandise returns.

We recommend that refunds for merchandise purchased with a Gift 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:

The original Gift Card must be present and refunds can take up to 7 business days to appear on the card account. Only the portion of the sale amount purchased with the Gift Card may be returned to the card If a return has to be put back on the card.

I have a new terminal? Do I need to do anything?

If it's only the terminal that has changed and the Merchant ID has remained the same then no action is required. If you are unsure if your Merchant ID has changed then please re-register your terminal. **If the Merchant ID has changed we'll need to re-register your terminal. Please reach out to the BIA Manager to come and re-swipe your system to update it. This only takes a minute!**

Further support if requires:

Support Number for Merchants – **833.558.1108**

Tecumseh BIA – **519.735.3795**