



1

Accept and Authorize as a Credit Card

You may authorize the card for an amount up to the current available balance.

- Swipe the card through your POS as a credit card.
- If your POS requires the last 4 digits of a credit card, substitute the last 4 numbers in the card sequence from the back of the card.

2

Know the Card Balance

To check a card balance, you or the cardholder will need the account number on the back of the card.



Via phone:

In the US: 800.755.0085
In Puerto Rico: 800.803.7439
In Canada: 800.755.8608



Via cardholder receipt:

The authorization code on the receipt shows the remaining balance of the card in this format: an X represents a decimal point.



Via web:

www.getmybalance.com



Via customer service desk:

During the property's normal hours

3

Split Tender Transactions

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

- Swipe the card for the exact available balance.
- Obtain another form of payment for the remainder of the sale.

4

Voiding a Sales Transaction

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

- When you void a sale, the funds need to be placed back on the card.
- You can call Merchant Support to have the funds immediately placed back on the card. The Merchant Support number is listed on the back of the card.
- If you do not call Merchant Support, it will take approximately 7 business days for the funds to be automatically placed back on the card.

5

Returned Merchandise Purchased with Card

Stores should follow standard store policy when processing merchandise returns.

- Store Financial recommends that refunds for merchandise purchased with a card not be placed back on the card, but recommends that the store issue its own store credit or store branded gift card.
- If a return has to be put back on the card, refunds can take up to 7 business days to appear on the card account.
- Only the portion of the sale amount purchased with the card may be returned to the card..

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About the Gift Card

- Each transaction must receive a valid authorization at the time of purchase.
- Stores will be compensated for accepting the card as if they had accepted a credit card.
- Cards cannot be used for gratuities.
- Send customers with questions regarding lost cards to the card selling location to receive information about replacement card policies.



STORE
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Merchant Support Available.

Please call the number on the back of the card for assistance