



# Phone-Based Redemption

## Introduction

Do you have businesses in your network (aka Locations) that are "off the grid" or have spotty internet access ? Or perhaps they're having difficulty with "registering" their devices to the system.

We have a solution that allows those businesses to redeem gift cards, using their phone.

## Cost

For the time being, there is no cost for using the phone-based redemption system. It is anticipated that phone redemptions should be the exception rather than the rule. However, if we find that this is not the case, we will likely need to recoup our costs for the toll-free phone number (or potential "local" numbers in the future) that we are offering, so costs may be introduced in the future (a few cents per completed redemption call).

## How it Works

Every gift card has a card code (long alpha-numeric string of characters), which is used for internet-based redemptions, balance lookups, etc.

With the introduction of the phone-based redemption system, we have now also introduced a corresponding 7-digit Card Number that is unique to every card.

We also introduced a 7-digit Location Number for every location/business in the system.

By default, every business has access to the phone redemption system, from whatever phone they want to use. You as the administrator can choose to limit that access, in a few different ways:

- the Location Number is not advertised in any way – you only share the Location Numbers with those locations/businesses that need access
- you can specifically “exclude” certain locations – go to the Locations part of the dashboard, and Edit that location (by clicking on the little pencil next to the location name), and in the pop-up screen, specify “No” to the question “Phone redemption allowed ?”
- you may also limit what phone numbers (that they are calling from) can be used for redemptions, as a fail-safe measure (on the same pop-up screen as above, specify comma-separated list of 10-digit phone numbers)

The business will call a toll-free number ... that number is **1.855.211.5280**.

- at the prompt, they will key option “2” on their phone to redeem a gift card
- they will key in their 7-digit Location Number
- they will key in the 7-digit Card Number (this card number is included in the e-mail that the gift card holder has received, as well as the screen that the gift card holder accesses when they check their balance, so the business simply needs to see the holder’s card)
- they will enter the dollars and cents, followed by the “#” key, indicating the amount that is to be redeemed from the card
- (optional) if the business offers rewards points, the phone system will tell them about that, and will ask for the “pre-tax” amount that the points need to be based on (again, dollars and cents followed by the “#” key)
- Complete. The phone system will say good bye after the redemption is completed.

## Special Considerations

In order to make the phone system as easy as possible, a couple of processes have been streamlined.

In particular, the platform already provides a couple of “integration” options when doing redemptions, beyond the “default” redemption method (see the Getting Started guide or other documents to get a full description of these options). The phone redemption system does \*not\* integrate the same way as the regular platform.

- Point-of-Sale (POS): the platform allows each business to integrate with their existing POS systems, and typically the internet-based redemption system would communicate with the POS to present payments that have been taken for the special “gift card” payment type in order to allow the clerk to select which payment to assign to the gift card redemption. There is no phone-based option to integrate with POS systems. In this instance, the business **will** get an e-mail when they complete their phone redemption, since the POS system is not notified of any redemptions that have occurred.
- Stored Items: the platform allows each business to store their items, so that the clerk simply needs to select which items and how many of each during the internet-based redemption process, but with the phone system, the business does not have that option. There is no phone-based option to specify the item, the number of items, etc.
- Webhook: the platform allows each business to integrate via a “webhook”, a fancy way of saying that if they use a 3<sup>rd</sup> party system (such as a property management system), the internet-based redemption system could communicate with that 3<sup>rd</sup> party system in order to present “smart” selections (guests that are leaving today, for example). There is no phone-based option to integrate with any 3<sup>rd</sup> party system. In this instance, the business **will** get an e-mail when they complete their phone redemption, since the 3<sup>rd</sup> party is not notified of any redemptions that have occurred.