



Order Desk: Sell Gift Cards in your office, at events, and over the phone. This document explains how it works and a few frequently asked questions.

Big Picture

You are going to purchase the gifts from your Yiftee portal, using the buyer's credit card, and either print them in your office or email them to the recipient(s). There is no delay in receiving the .pdf's to print or sending the gifts digitally. Once purchased, the buyer will have their own Yiftee account from which they can also print the gifts at home or email them. We recommend printing while in the office and emailing them as a follow up from home so recipients get reminders to spend them.

How it Works - Printed Gifts

1. Customer walks in and asks to purchase one or more Community eGift Cards. You login to your portal and navigate to the Order Desk tab at the top. Ask the customer for their name, email address, recipient name, value of the gift card and quantity. If purchasing a bulk order (any quantity larger than 1), the recipient name will be re-used for each gift, for example: "Distinguished Employee" or "Contest Winner." (NOTE: If the customer would like different \$ amounts for their gift cards you will place different orders for each, or if there are just a few you can make individual changes to the denomination, message and recipient names in the shopping cart before checkout.)
2. Add a message and then proceed to the pay page.
3. Ask the customer to provide you with their credit card information to complete the purchase. You must request photo identification (e.g. driver's license) and verify that the customer is indeed the credit cardholder, as gift cards are prone to fraud and the liability for chargebacks is yours.
4. Once you click purchase, you will be taken to a confirmation page, where you can right away click to print the eGift Card PDF(s). The customer will also receive the PDF(s) at their email address, as well as the login information for their Yiftee account if it is new.

How it Works - Email Gifts

If the customer would like to email the gift instead of print, how do I do that?

Follow the steps above; after step 1, you are taken to the message page. Click on the bottom left where it says "Recipient" and there you can uncheck the "Print for Hand delivery" box and enter an email address. Printing is safer, as the buyer might mistype the recipient's email address. The buyer will receive instructions in email on how to login to their Yiftee account at home to track their gift, resend it by email,



and print it again. Sending a follow-up by email is great because recipients get reminders to spend them.

FAQ's

- Can customers still purchase on their own from my Community eGift Card page?

Yes! Order Desk was created to enable you to handle customers that want to purchase directly from your office and don't want to go online to purchase.

- What happens if the customer gives me a stolen credit card? What is a chargeback?

Unfortunately, this happens in the gift card business. If a stolen credit card is used for the purchase, Yiftee will get notified by the bank as soon as the actual owner of the card reports it. Then we will cancel the gift card that was purchased with the stolen credit card, to recoup any funds left on it. You are liable for any funds and penalties that might be incurred in this scenario. Hence it is very important to check the ID of the purchaser and verify that they own the credit card.