

WHY GIFT CARDS GET DECLINED

01

Trying to redeem a gift card immediately after running an Activation Card. Activation Cards may take up to 24 hours to process before the business is live, even if the Portal says “Live.”

02

Charging more than the gift card's balance. If the customer's purchase is more than the current gift card balance, you must split the bill between the gift card and another payment method. You cannot charge more than the actual balance.



03

Unrecognized PoS.

Businesses with different PoS identifiers must run Activation Cards on EACH PoS to process gift cards on all of their PoSs, including ecommerce engines.

04

Typos. Gift card will be declined if any redemption information is mis-typed.

05

Changing your PoS or cc processor and not running new Activation Cards. If a business changes their PoS system, they must alert their Community Card Organizer or support@yiftee.com in order to receive and run new Activation Cards.