



FREQUENTLY ASKED QUESTIONS

Where do I purchase a Cleveland Park Bucks eGift Card?

Simple! Visit <https://app.yiftee.com/gift-card/cleveland-park-bucks> to choose an eGift Card amount to purchase or to send as a gift!

What is the “bonus gift” I’m seeing that I can receive if I purchase an eGift Card?

Cleveland Park Main Street (CPMS) is offering a limited-time special: if you spend \$25 or more on an eGift Card, you will get a bonus \$10 eGift Card; spend \$50 or more on an eGift Card, you will get a bonus \$20 eGift Card; limit 4 bonus gifts per purchaser while supplies last; bonus eGift Cards must be redeemed by September 30, 2021. Additionally, for a limited time, eDelivery fees will be paid for by the Main Street, while supplies last, subject to availability. We hope this stretches our Main Street funds and encourages you to keep more dollars local!

Which neighborhood businesses are participating in the Cleveland Park Bucks program?

You can view a list of all participating businesses on the Cleveland Park Bucks homepage at <https://app.yiftee.com/gift-card/cleveland-park-bucks> and scroll down to see a map of all participating businesses. Keep an eye on this page--more businesses will be added throughout the duration of the spring and summer!

Can I use my Cleveland Park Bucks with popular delivery apps (Uber Eats, Grubhub, DoorDash, Postmates, etc.)?

The Cleveland Park Bucks eGift Card is not meant to be used (and won't work) with delivery apps; instead, consider placing a phone order directly with the business if possible to keep dollars local! See the “redeeming online” FAQ below for more information.

Where is my gift card? Where is my bonus gift?

You most likely received a digital version of the card via email or text. Customers can also view the gifts they purchase in the “sent” section of their Yiftee accounts and they can view bonus gifts in the “my gifts received” section of their accounts. They can login using their email address.

Why can't I tip with my gift card?

Please don't tip with your Cleveland Park Bucks eGift Card! The gift cards are prepaid Mastercards, so there is no more money to draw from after you make your initial purchase. Say you have a \$25 card and lunch is \$22 with tax. The server authorizes that and MC approves. Then, the server brings the check back to the table and you add a \$5 tip. When the owner goes to close out that night she's trying to charge \$27 on a card with only \$25 and it will be declined. **So we require NO TIPS on our cards** unless it is authorized with the initial bill. The print and the digital version of the gift cards also state this policy.

How do I check the balance on my gift card?

Also simple! Visit <https://c.yiftee.com/check-gift-balance> and enter your gift card number!

Do customers get reminders to redeem their gifts?

Reminders are sent every 30 days to the recipient's email address, as long as the gift has a \$5 or more balance. After the first year, reminders are sent once per quarter. If the gift was sent via text message, the recipient has to opt in to get these reminders (for legal reasons). Once they opt in, we send text message reminders on the same schedule as the email reminders. For printed gifts, we don't have the recipient's information, so we can't send reminders unless the recipient opts in for them and provides contact info.

Why did my gift card get declined?

Usually it is one of these things. Wherever possible Yiftee sends an email to the cardholder to let them know why their card was declined, but they may not see that in real time in the store.

1. The merchant is trying to charge more than the current balance on the card - they must enter a transaction value that is less than or equal to the current card balance before they process the card. The digital cards always say the current balance. The printed cards have a URL (website) at the bottom of the page that takes you to the current balance in one click once you enter the link on any cell phone or internet browser.
2. Make sure the merchant is processing it as a credit card (Mastercard), not a gift card.
3. Does the merchant have more than one point of sale system (PoS)? If so, they may have different PoS credentials. In that case the organizer of the program (Cleveland Park Main Street) needs to send the merchant a second (or third, etc) Activation Card to run on it. Please have them email cpms@districtbridges.org for assistance.
4. Similarly, if the merchant has changed PoS or credit card processors, they will need to run a new Activation Card.
5. If they recently ran their Activation Card, it may not yet be registered with this particular gift. It will likely take overnight to be added.

I'm having problems redeeming online. Why?

Short answer: your best bet is to place a phone order with the business if possible. First, the merchant has to enable their ecommerce engine to accept the eGift cards by running an Activation Card on it. If they have not done that, your card will not work. For third parties that serve multiple merchants (e.g. delivery services), it may not be possible to differentiate between the merchants when they process your payment, in which case it will not be possible to use your card there since there is no way to restrict payment to merchants who are participating in the community card program.

Once the ecommerce site is activated, your eGifts will work online as long as the total value of your shopping cart (including tax, shipping, etc.) is less than or equal to your current card balance. Unlike people, ecommerce engines do not know how to split a transaction into multiple forms of payment. If you try to purchase a shopping cart for \$30 and you have only \$25 on your card, it will be declined. Your best bet is to place a phone order if possible. If your gift was delivered to you by email, you may get a message indicating why the card was declined.