

# How to Redeem DOWNTOWN DOLLARS



1. Customer presents Carrollton Downtown Dollars Card on a mobile device or printed on paper.
2. Process as a MasterCard (**credit card, not a gift card**) - key in the 16-digit code, CVV, zip code, expiration as required by your POS.
3. **DO NOT charge more than the prepaid amount**, otherwise the transaction will be declined. Online/mobile gifts always show the current balance. To check balance on a printed gift, have customer go to <https://c.yiftee.com/check-gift-balance> or scan code on printed certificate.
4. To process a payment that exceeds the Downtown Dollar value, enter the card value first, then use another payment method for the remaining transaction amount. No tipping is allowed.

**PURCHASE ONLINE ONLY AT [CARROLLTONGA.COM/DOWNTOWNDOLLARS](https://www.carrolltonga.com/downtowndollars)**

## FAQ

- **Transaction declined?**  
eGift card will decline if you try to redeem more than the value of the card or any redemption information is mis-typed. Start transaction over with correct value and info.
- **Need to issue refund?**  
Refunds can be applied to a valid (unexpired) card just as you would to a credit card.
- **Multiple POS systems, do I need to run a new activation card for each?**  
Yes. Please run a new Activation Card on each POS.
- **Does it function as a 'PRE PAID' credit card regarding automatic tipping hold backs?**  
No. It can be redeemed for full value. You cannot do a "force post" to charge more than card value.
- **Since it's MasterCard, can it be redeemed anywhere?**  
No. They can only be redeemed at our participating locations who have run their "Activation Cards." If you change your POS or credit card processor, you will need to run a new Activation Card. Contact [support@yiftee.com](mailto:support@yiftee.com) for assistance.
- **Fee to purchase eGift Card?**  
The City will cover all purchase fees. The gift recipient gets 100% of the gift value. The redeeming merchant pays a CNP Mastercard processing fee.
- **Can it be used more than once?**  
Yes. They are multi-use and the current balance is always reflected on the digital voucher. They do not expire and Yiftee will send monthly reminders for the first year and quarterly thereafter.

**For assistance, contact: [support@yiftee.com](mailto:support@yiftee.com)**