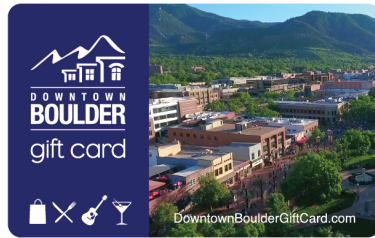


The Downtown Boulder Gift Card is accepted **HERE!**

GIFT CARD REFERENCE GUIDE



The Downtown Boulder Partnership is proud to offer the Downtown Boulder Gift Card (card is issued by Pathward, N.A., Member FDIC) to its business members in an effort to promote spending in local stores and restaurants. The gift cards are serviced by EML, a third party company that specializes in closed loop gift card programs for retail/restaurant areas.

Accepting & Authorizing

- Run card through your POS as a **credit card**
- If your POS requires a PIN, please enter in the **last four digits of the card number** found on the **back of the card**
- Some Downtown Boulder gift cards (those issued **after October 2020**), can be accepted online and over the phone. These cards will have a CVV code listed on the back. If your POS system requires an expiration date, use the **"Card Plastic Valid Thru" date listed on the back of the card** and if your POS requires a zip code, use **80302**.
- Downtown Boulder gift cards issued before December 2019, which have a green box around our logo on the front instead of blue, will lose value each month if they have not been used after 12 months. These cards contained information about the service charge when they were purchased.

Checking the Balance

Before running the card, it is a good idea to ask the cardholder to verify the card balance. There are 3 ways to check the balance on a Downtown Boulder Gift Card:

- **Online:** www.getmybalance.com
- **Phone:** 800 .755 .0085
- **DBP Customer Service**
Visit the **Downtown Boulder office** at 1942 Broadway Ste 301, or the **Visitor Information Center** at the corner of 13th and Pearl, **during open hours**

Split Tender Transactions **If card is Declined**

If the balance on the card does not cover the total purchase, a split tender transaction is typically required.

- 1- Verify** the available balance on the card
- 2- Obtain another form of payment** for the remainder of the sale
- 3- Swipe & run** the card for the **exact available balance** on the card

Returns

- We recommend that refunds for purchases made on a gift card **not be placed back on the card**. Instead, the store should issue its own credit or store branded gift card

If a return must be put back on the card

- The original card **must be present** and **refunds can take up to 7 business days** to appear on the card account
- Only the portion of the sale amount **purchased with the card** may be returned to the card

Additional Information

- Each transaction must receive a **valid authorization** at the time of purchase
- Stores **will be compensated** for accepting the card as if they had accepted a credit card
- If a **card is declined**, please follow directions for **Split Tender Transactions** and run the card for the **exact available balance** on the card
- Cards cannot be used for gratuities
- If a transaction requires **manual entry** of the card number, the merchant must **call the Merchant Support number** below
- Send customers with questions regarding lost or damaged cards to **Melanie Ricci** at Downtown Boulder:
melanie@downtownboulder.org or **303 .449 .3774**

EML MERCHANT SUPPORT
800 .755 .8713

When calling EML Merchant Support, indicate that you are a merchant in the Downtown Boulder gift card program

www.emlpayments.com