



The Little City Gift Card Program FAQs

Sponsored by the City of Falls Church

Is there a deadline to participate?

We are planning a launch on Saturday, November 26 to introduce the community to our new Community eGift Card. Apply to participate at fallschurchva.gov/LittleCityGiftCard before then so that you are a part of the launch program and get this incremental business.

How to I sign up?

Apply to participate at fallschurchva.gov/LittleCityGiftCard and then once accepted, you will be added as a business that accepts The Little City Gift Card. You will then receive an Activation Card, which is a 10 cent prepaid Mastercard. Running the Activation Card is your authorization to opt-in to the program which means you agree to the Yiftee Merchant Agreement here: <https://yifteeutil.com/merchant-agreement>

What if I can't process the Activation Card, which is a \$0.10 credit card transaction?

No problem. Process the Activation Card for your minimum amount. It will be declined but Yiftee will get the information they need to add you to the program.

What if I can't key in a Mastercard?

This is very unusual. Ask your processor as this is a configuration and usually not a technical limitation. Some national chains like Walmart and McDonalds HQs do not allow their cashiers to key in the codes but the local businesses can do it.

What if the purchase is for more than the Community eGift Card value?

Run the Community eGift Card for the remaining balance on the card and ask the customer for a different form of payment to cover the rest of the transaction. Gift recipients can check balance on [Yiftee.com](https://yiftee.com) or go to <https://c.yiftee.com/check-gift-balance> or use the link at the bottom of the printed gifts.

What do I do if the eGift Card is 'declined'?

The transaction is declined if you try to redeem more than the value of the card, or if any of the redemption information is mis-typed. Start the transaction over with the correct value and info. Go to <https://c.yiftee.com/check-gift-balance> to check the balance of a card or use the link at the bottom of printed gifts.

Questions? Please contact Renee Rojural at rrojural@fallschurchva.gov

The City of Falls Church is committed to the letter and spirit of the Americans with Disabilities Act. To request a reasonable accommodation for any type of disability call 703-248-5491 (TTY 711).





The Little City Gift Card Program FAQs

Sponsored by the City of Falls Church

Is tipping allowed on the Community eGift Card?

No, unless you pre-authorize the amount with the tip included, since this is a prepaid card.

Does the eGift Card function as a 'pre-paid' credit card regarding automatic tipping hold-backs?

No. It can be redeemed for the full value. But there is no tipping allowed on the Community Card.

Since the eGift Card is like a Mastercard, can it be redeemed anywhere?

No. They can only be redeemed at participating locations who have run their Activation Card.

Is there a fee to purchase the eGift Card?

The gift sender pays \$1.00 plus 5% of the gift value. The gift recipient gets 100% of the gift value. The store is paid the full value of the card, less their normal card-not-present (CNP) Mastercard fee.

Can the eGift Card be used more than once?

Yes. They are multi-use and the current balance and expiration date are always reflected on the digital voucher. Recipients receive monthly reminders to redeem. You can check balance on [Yiftee.com](https://c.yiftee.com) or <https://c.yiftee.com/check-gift-balance> or use the link at the bottom of printed gifts.

Can I apply a refund to the eGift Card?

Yes. Refunds can be applied to a valid (unexpired) card just as you would to a credit card.

Can I cancel my participation?

Yes. Anytime, by emailing rrojural@fallschurchva.gov. You will be removed from the marketing materials online and can no longer process the cards.