

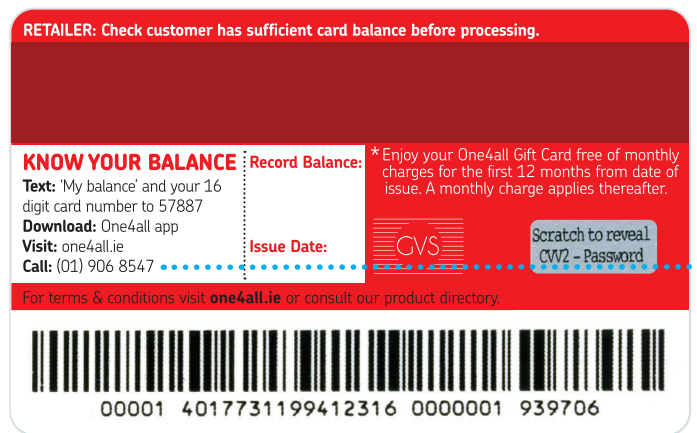
One4all®

Gift Card Acceptance Procedure



See Point 4

See Point 5



Shown on back of card:
Balance enquiry number
01 906 8547

How to Process:

- 1. Balance** - Ask the customer if there is sufficient balance on the gift card to meet their transaction.
- 2. Split tender** – When the purchase is being made partly with the gift card and partly by another payment method (cash, credit card etc) – use the split tender facility on your till as per normal procedures outlined by your store.
- 3. Purchase equal or below balance** - Proceed with swiping the gift card on your credit card terminal.
- 4. Security** – Please check that the first 4 digits on the One4all Card are 4017 to ensure a valid card. If the first 4 digits are not 4017 do not accept the card and inform customer to contact One4all directly.
- 5. Added security** - Check the final 4 digits on the One4all card against the final 4 digits on the receipt to ensure a valid card. If numbers do not match withhold card and advise the customer to contact One4all directly.
- 6. Transaction declined** – Should you experience a decline of transaction please ask your customer to confirm that there are sufficient funds on the card by calling 01 906 8547, logging onto one4all.ie or downloading the One4all app. If the balance is established and the card is still declined, please advise the customer to phone Customer Service on 01 8708 111

Return of Merchandise

Do not post refunds to the gift card. Please refund in store credit or store card/voucher or as advised by your store management.

**For any queries on our gift cards
please call 01 8708 111**