

# Gift Card Conversion Worksheet

The following steps must be followed and this form must be signed before a conversion is approved and completed.

Merchant Name: \_\_\_\_\_ Contact Phone: \_\_\_\_\_ Date: \_\_\_\_\_  
Terminal Type: \_\_\_\_\_ # of cards to be converted *DATABASE*: \_\_\_\_\_ *PHYSICAL*: \_\_\_\_\_  
Current Gift Card Processor: \_\_\_\_\_ ISO Group Name: \_\_\_\_\_ ISO Contact Name: \_\_\_\_\_  
ISO Contact Info Phone/E-mail: \_\_\_\_\_

**Option A: DATABASE CONVERSION - 100 card minimum** - *Definition:* Database conversion is a process that will allow a merchant to re-program all outstanding gift card balances over to a new provider. This conversion process has steps that must be completed in the following order.

**Step 1:**

Send a sample encoded card with completed conversion worksheet. This must be mailed to PROCESSOR below for testing. This step should be done before any conversion is promised to merchants. Send card to: GETI 35008 Emerald Coast Pkwy. 4<sup>th</sup> floor Destin, FL 32541 ATTN: Gift Department  
Please be sure to include this completed and signed worksheet with sample card for timely processing.

PROCESSOR will Test card against terminal type listed above to see if conversion can be done. PROCESSOR will notify ISO/Rep using contact information listed above.

**Step 2:**

Get final approval from PROCESSOR that cards can be converted and terminal type is compatible. Approval takes 5-7 business days after receiving test card.

**Step 3:**

Once testing has been completed the ISO contact listed above is notified via email if card can be converted or not. If card can be converted please submit signed gift application along with voided business check.

**Step 4:**

Send in database of card numbers and balances in EXCEL format. The merchant **MUST** stop processing Gift Cards with previous processor once final database is pulled and sent in for conversion. The merchant must get this electronic file from current gift card provider and email to sales person. NO online web reports, faxes or forms with data will be accepted. Data must be in one file not multiple files and include the full active card numbers with individual balances. **Two individual columns are required, Complete Gift Card Number & Current Gift Card Balance**

**Step 5:**

**Schedule live date with merchants.**

Conversion usually takes 2-4 hours to import the database after we have all items. Merchant must not process Gift cards the day of the conversion so we don't have activity outside of the final file. After the conversion is complete the merchant can then process transactions. **Upon completion PROCESSOR will ACH the \$.30 import fee per card from the merchant**

**Option B: PHYSICAL CARD CONVERSION - 100 card minimum**

**Step 1:**

**Ship ALL unsold Gift Cards to Processor-** Merchant must be activated under New Processor.

Submit Gift Card Application. Once approved ALL unsold Gift Cards provided by previous processor must be re-encoded and re-pinned to be able to be used.

**There is a \$0.25 encoding fee per card that will be assessed to the merchant at time of completion.**

Processor will collect fees from merchant account. Merchant must have 100 cards or more.

Average conversion time is 7-10 business days minus shipping. Turn around time is based on quantity of cards.

Ship Cards to: **GETI 35008 Emerald Coast Pkwy. 4<sup>th</sup> floor Destin, FL 32541 Att: Gift Department**

**NOTE: WE ARE UNABLE TO ACCEPT EMBOSSED CARDS**

*Cards can be used for ALL Gift Card Transaction Types. Reporting is available online.*

Merchant must agree to accept full responsibility for the final database that is sent for processing. If merchant sends final database and continues to process gift cards with the old provider we will not be able to recognize cards issued or balances that were not on the original file.

Merchant must accept these terms and conditions and sign below acknowledging that the processor will not be held liable in the event the above steps are not followed.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Please Print)

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