



## WHAT TO DO IF YOUR CUSTOMER'S CHAMBER CARD IS DECLINED

Chamber Cards are loaded with amounts ranging from \$10 to \$500. Customers use the cards at participating Chamber Businesses. The amount available declines with each purchase. There are times when a card holder is nearing the end of their available funds and their card may be declined if it is run for more than the amount that remains on the card. Below are some helpful tips for you and your front in crew members.

The Chamber Team reminds card holders that they are responsible to know how much is available on their cards. There are times that a customer just isn't sure. Here are a few tips that can help your front-end crew work with your customer:

- Have customer call the number on the back of the card (Highlighted in **YELLOW**)
- They will be prompted to key in their card number (Highlighted in **BLUE**)
- They will then be prompted to key in the Security Code (Highlighted in **GREEN**)
- They will be told the balance remaining on their card.
- If the balance is less than the amount due, you will "split" the transaction. Run the Chamber Card for the balance that is on it then ask for another form of tender for the balance due.
- Empty cards can be discarded

