

Lismore Loving Local Digital Gift Card

Frequently Asked Questions...by Businesses



What is the Lismore Loving Local Digital Gift Card?

The Lismore Loving Local Digital Gift Card represents the next step in our commitment to supporting local businesses and enhancing the shopping experience for our community. Designed to complement our existing Why Leave Town eftpos physical gift card program, the Digital Gift Card offers a more convenient gifting option. The Digital Gift Card, like the current eftpos gift card, are only accepted at local participating businesses, ensuring all of the money stays local!

How are cards purchased?

Cards are purchased online at whyleavetown.com and are delivered on the same day via text message, providing a seamless and efficient gifting solution for any occasion. It's the perfect way to show your love for Lismore while supporting our vibrant local economy.

As a participating business, how can i accept the card?

Customers can tap their digital gift card on payWave-enabled terminals for quick and contactless transactions, or businesses can manually enter the card number for remote payments, such as phone orders or online purchases. This flexibility ensures a smooth experience for both customers and merchants, enhancing accessibility and convenience in supporting our local economy.

Will the digital card work on my terminal?

The digital card will work on a much wider variety of terminals than the current physical gift cards....including SQUARE! Not that if you have a Square terminal you will be able to accept the digital card, but will still not be able to accept the physical eftpos gift card.

How will i receive funds from digital gift card transactions?

Businesses receive funds from digital gift card transactions directly into their designated bank accounts, similar to other payment methods. The funds are typically deposited at the end of each business day, ensuring timely access to revenue generated from gift card sales.

Are there any costs associated with accepting the digital gift card?

There are no additional costs or fees for businesses to accept the digital gift card. Standard processing fees will apply, similar to other payment methods.

What are the benefits of accepting the digital gift card?

Accepting the digital gift card opens businesses up to a wider customer base, including tech-savvy consumers who prefer digital payment options. It also streamlines transactions at the point of sale, reduces processing time, and enhances overall efficiency. Additionally, businesses can benefit from increased brand visibility and customer loyalty by participating in the digital gift card program.

Do customers have the flexibility to use only a portion of the card's value in one transaction?

Yes, indeed! With the Lismore Loving Local Digital Gift Card, customers can utilize the card multiple times until they've utilized the full value. This means they can make purchases of varying sizes, whether small or large, spreading out the usage of the card according to their needs.

Is it still possible to pass on the bank transaction surcharge to customers when accepting the Lismore Loving Local Digital Gift Card?

Yes, businesses can still pass on the transaction surcharge, but it's essential to ensure that the total value of the purchase, including the surcharge, does not exceed the total value of the gift card.

What support is available for businesses participating in the digital gift card program?

Why Leave Town offers comprehensive support to businesses participating in the digital gift card program via both phone and email.

How can I sign up to accept the digital gift card?

If you are already a part of the physical eftpos gift card program, we have already added you to the digital program! Otherwise, you can sign up by completing the registration form at whyleavetown.com/register-why-leave-town/.

Once i have registered what happens next?

To complete the setup process, Why Leave Town will use details such as your business name, ABN and location to add your business to the Lismore Gift Card network. No face to face visit is needed and you wont need any additional hardware or software. Please also note that Why Leave Town wont make any changes to your terminals, but instead will just add them to the list of places where the card can be accepted.

If you have any problems purchasing, using or accepting the Lismore Digital Gift Card, please contact Why Leave Town at info@whyleavetown.com or on 0433 106 350.

