

Tips for using your Scrip successfully

Food Lion, Giant, Shoppers Food Warehouse and BJ's – These cards are “swiped” at the credit/debit reader at the checkout. If you don't use the complete balance on the gift card during one transaction, your receipt will show the balance. Retain the receipt with your gift card or write the balance on your gift card with permanent marker. If you choose not to, they are able to tell you at the register how much you have left on the card.

BJ's – If you are using the “self-checkout” option, you can't use more than 6 gift cards at one time. You can use as many gift cards as you want when checking out at a regular cashier.

McKays – The card is “swiped” at the credit/debit reader at the checkout – HOWEVER, their system is not as friendly as the stores above. If you don't use the complete balance on the gift card during one transaction, you should definitely keep your cash register receipt that shows the balance. If you lose or misplace your receipt that has the balance, **THEY ARE NOT ABLE TO TELL YOU YOUR BALANCE AT THE REGISTER. YOU WILL HAVE TO GO TO THE CUSTOMER SERVICE DESK TO FIND OUT.** This has been brought to the attention of McKay's management that this is an inconvenience, so hopefully this will change in the future.

All Retailer (GLSC) Scrip – Please check the GLSC website to read the terms and conditions of the gift cards. Some charge small fees for non-use after a specified time period (12-months, 24-months). All cards can be used to purchase items in a store. Some cards, *but not all*, can be used to make internet or catalog purchases, or even pay off charge cards. ***Please make sure you read and understand about the scrip before you purchase it. IT IS NON-RETURNABLE!!***

Problems with your gift card?

If you encounter a problem with your card (i.e., doesn't “swipe” correctly or shows zero balance), try the following:

1. Ask the cashier to enter your gift card manually into the system. This means the cashier needs to enter the serial number off of the back of the card. If your card shows a zero balance – see step 2.
2. If your card shows a zero balance, please contact the 1-800 number on the back of the card. Some cards even have websites where you can enter the serial number and check the balance of your card.
3. If problems persist, you can contact the Scrip Coordinator; however, please do not contact the Scrip Coordinator until you have tried options 1 and 2.
4. The most common problem regarding zero balances? The card has already been used up and the person simply hasn't thrown it away, and uses it thinking it's a good card. BJs, Giant and Food Lion are able to tell you the date, amount and store location of transactions issued on their gift cards (when calling the 1-800 numbers on the back of the cards, select the option to speak to an actual customer service representative for that info.)
5. Sometimes there is a problem with the magnetic strip on the back of the cards. Please be aware that magnets (sometimes on the clasps or closures of wallets and purses) can corrupt or demagnetize the strip on the back of the card. Take extra care to store your gift cards away from any magnetic source.