



CUTLER BAY CASH PROGRAM Frequently Asked Questions

1. What do I do if the Cutler Bay Cash eGift Card is declined?

If the Cutler Bay eGift Card is declined, it could be because:

- The information is entered into the POS or terminal system incorrectly, try re-entering the information.
- The value on the card is less than what is trying to be redeemed. Have an additional payment form ready in this instance.
- You are trying to redeem the Cutler Bay Cash eGift Card at a non-participating business.

2. How can I check the balance on my card?

The balance can be checked online by going to Yiftee.com and clicking on the tab "CHECK MY BALANCE" and typing your 16-digit eGift Card number.

3. What happens if my purchase amount exceeds the balance on the Cutler Bay Cash eGift Card?

In the event your purchase exceeds the balance on the Cutler Bay Cash eGift Card, you may use the whole balance of your gift card and then use a separate form of payment to cover the remaining balance of the purchase amount.

4. Can I use the same card at multiple locations?

Yes, if there is a remaining balance, the Cutler Bay Cash eGift Card may be used at any participating location within the Town of Cutler Bay.

5. How is the Cutler Bay Cash eGift Card redeemed?

The Cutler Bay Cash eGift Card is keyed manually into a business POS (point of sale) or terminal system. The Cutler Bay Cash eGift Card is a virtual card, therefore it cannot be swiped.

6. Is a physical Cutler Bay Cash eGift Card an option?

There are no physical cards available. The card is available electronically and can be used on your smartphone. You may print onto paper, if you choose.

7. Will my card work anywhere?

The Cutler Bay Cash eGift Card may be used at any participating locations within the Town. Check the Town's website for a list and map of participating merchants at www.cutlerbay-fl.gov/cbcash. Check often because as additional businesses are regularly added!

8. Can refunds be provided to my card?

Yes. Just as refunds would be applied to your credit card, they can also be applied to the Cutler Bay Cash eGift Card.

9. Can I tip with the Cutler Bay Cash eGift Card?

As any other gift card, you cannot add a tip when paying with the Cutler Bay Cash eGift Card. You will need to use another form of payment for tips.

10. Can I take cash out of the Cutler Bay Cash eGift Card?

No. Just like other gift cards, there is no cash out option on this eGift card.

For merchant or customer service, please send an e-mail to support@yiftee.com

To apply visit www.cutlerbay-fl.gov/cbcash. For additional information email cbcash@cutlerbay-fl.gov.