

Individual Seller Digital Card Quick Start Guide

Thank you for participating in the UAMS Partners Card fundraiser! Please review the following information as we launch a new digital UAMS Partners Card to serve our supporters. If you have any questions, please fill out the form in the “Feedback” section below, and we will get back to you promptly.

SELLER STEPS

1. Set Up Before Sales Begin

- a. Save the UAMS card order page to your devices.
 - i. How to save a link to a mobile device: [How To Instructions](#)
 - ii. CREDIT CARDS: Order page [HERE](#)

2. Credit Card Order - DIGITAL CARD - [Watch the Video](#)

- a. **All credit card orders will be processed through the UAMS Partners Card website.**
- b. Please send users via QR code (see UAMS Partners Card marketing materials) to UAMS Partners Card website to purchase via credit card.
- c. They select **DIGITAL card** and checkout with their personal billing and payment information.
- d. Input your Individual Seller affiliate code in the “promo/discount code” section of the checkout process to get credit for the purchase.
- e. They will receive two emails: 1) receipt and 2) delivery of the digital card.

3. Credit Card Order - PHYSICAL CARD - [Watch the Video](#)

- a. **All credit card orders will be processed through the UAMS Partners Card website.**
- b. Please send users to UAMS Partners Card website to purchase via credit card.
- c. They select **physical card and** checkout with their personal billing and payment information.
- d. Input your Individual Seller affiliate code in the “promo/discount code” section of the checkout process to get credit for the purchase and to apply the free shipping if they purchase a physical card and pick it up in-store.
- e. The affiliate code applies free shipping for the physical card, which should be presented to them in person or mailed by the individual seller.
- f. They will receive one email with a receipt of the purchase.

4. Cash/Check Order - PHYSICAL Cards - [Watch the Video](#)

AUXILIARY

- a. All cash/check purchases will be limited to physical cards, we will now track all these purchases using a digitized form here: [HERE](#). (NO PUBLIC ACCESS - DO NOT SHARE THIS LINK)
- b. Pull up this form on your mobile or tablet device or desktop computer.
- c. Fill out the information on the form, and include your affiliate code to get credit for the sale.
- d. After filling out the form, please present the customer with their card.
- e. Place all monies in the UAMS Partners Card money envelope.

5. How to View Cash/Check Sales

- a. Navigate to the spreadsheet for your individual cash/check sales.
- b. Please DO NOT MOVE any columns on your spreadsheet.
- c. If you edit any customer information, please comment on the spreadsheet noting this action.
- d. [Watch this video for further information.](#)

FREQUENTLY ASKED QUESTIONS

How do I find my affiliate code?

Your affiliate code can be found in the affiliate code spreadsheet sent with the email including this document.

How can I track my sales?

Please refer to your Individual Seller spreadsheet to view the total sales sent by the UAMS team or contact Sandy Henry at shenry@uams.edu or Susan Jones at JonesSusank@uams.edu.

Someone wants to purchase a digital card with cash or check. How can they do that?

All cash/check purchases are now limited to physical card orders. Thank you for your understanding and patience as we transition to our new digital card system. If your customers need assistance processing a digital card payment, please offer to assist them with further instructions and support as outlined in "Seller Steps" in this document.

How can a customer purchase multiple cards?

Please have them contact the UAMS team by calling 501-686-8286, or emailing Sandy Henry at shenry@uams.edu or Susan Jones at JonesSusank@uams.edu.

How can people pay with a check?

CHECKS are payable to UAMS Auxiliary with Partners Card on the Memo line.

FEEDBACK

Over the next few weeks, please send any feedback you have here: [LINK](#)