

Merchant Seller Digital Card Updates

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 better. If you have any questions, please fill out the form in the “Feedback” section below, and we will get back to you promptly.

MERCHANT STEPS

1. Set Up Before Sales Begin

- a. Save the UAMS card order pages to a mobile or tablet device.
 - i. How to save a link to a mobile device: [How To Instructions](#)
 - ii. Save the CREDIT CARD Order page [HERE](#)
- b. Ensure UAMS Partners Card materials are available for your store employees to reference and use during the sales process.

2. Credit Card Purchases - DIGITAL CARD - [Watch Video Here](#)

- 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 for your store) 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 Merchant 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 Purchases - PHYSICAL CARD - [Watch Video Here](#)

- 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 for your store) 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 Merchant 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 the store.
- f. They will receive one email with a receipt of the purchase.

AUXILIARY

4. **Cash/Check Purchases of PHYSICAL Cards - [Watch the Video](#)**
- a. For cash/check purchases of physical cards, we will now track all these purchases using a digitized form here: [HERE](#). (NO PUBLIC ACCESS)
 - b. Do not share this form with customers.
 - c. Pull up this form on your mobile or tablet device or desktop computer.
 - d. Fill out the information on the form, and include your affiliate code to get credit for the sale.
 - e. After filling out the form, please present the customer with their card.
 - f. Place all monies in the UAMS Partners Card money envelope.

FREQUENTLY ASKED QUESTIONS**How do I find my affiliate code?**

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

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

At this time, all cash/check purchases will need to receive physical cards only. Thank you for your understanding and patience as we transition to our new digital card system. If they need assistance processing a digital card payment, please offer assistance in helping them to complete the digital card purchase using their credit or debit card.

How can a customer purchase multiple cards?

Please have them contact the UAMS team by calling 501-686-8286, or emailing Sandy Henry at shhenry@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](#)