

## **Huntsville Curling Club FlipGive FAQs**

### **Registering for FlipGive**

1. How do I proceed through or skip the questions regarding my shopping patterns?

This is a required step so if you don't want to take the time to respond just choose any 3 merchants and estimated frequency. Following this step you will see the 'Join the Team Now' option. Now enter the team code FVZSPM.

2. What if I have misplaced the initial email?

All registration information is available on the Club website, [huntsvillecurlingclub.ca](http://huntsvillecurlingclub.ca) including the team code FVZSPM

3. Should I use Google, AppId, Facebook or email to register for my FlipGive account?

Any of these will work but it might be easiest to use your personal email and create a password of your choice to complete set-up of your FlipGive registration.

### **Using FlipGive**

4. When do I use FlipGive?

Every time you make a purchase at one of the participating merchants, online or in person

5. How do I print my ecard from the email that I received?

Follow the link in the email that brings you to Flipgive online and go to your Wallet, from there you can print the ecard. Or you can go directly to your Flipgive Wallet and from the ecard you can print.

6. Why is the balance on my ecard not going down even though I have made a purchase on it?

Some ecards do not have the functionality to adjust balances in your Wallet, so you will need to update the balance on the ecard manually through your FlipGive wallet, to match the balance on the receipt received from the merchant.

7. Why can I not use my ecard to pay for an item that is already in my shopping cart?

Some merchants require you to clear your cart before applying an ecard or making a direct online purchase, otherwise the purchase won't be credited to our Flipgive account. Always launch the vendor site through FlipGive and start with an empty cart.

8. If I don't have a data plan on my phone, how do I use my ecard?

You will need to print the ecard and show it to the merchant, see number 1 above to learn how to print.

9. How do I save my most used merchants so I do not need to search them out each time?

Go to Favourites, click +1, then add a Favourite by typing in the name of the merchant and add to your list for easy access next time. You may also remove merchants the same way

10. Will I still be able to collect loyalty points on purchases made on ecards?

Absolutely, there is no difference.