



New PIN Pad Feature FAQs

Q: I typed in the wrong e-mail address at sign-up time.

A:

1. **If this is an invalid email address**, the email will bounce and Index will automatically prompt the customer for another email address on the PIN Pad the next time they check out in store.
2. **If this is a valid address (just not the customer's)**, the customer will need to record the e-mail address next time it appears on the PIN Pad and customer service can unsubscribe them using the Index Tool. They'll be prompted to re-enter an email address at their next visit.

Q: I signed up and never got my e-mail receipt.

A:

1. Check SPAM folder(s). The receipt should have the subject "Your [Merchant name] Email Receipt".
2. **If the customer typed an invalid email address**, the email will bounce and Index will automatically prompt the customer for another email address on the PIN Pad the next time they check out in store.
3. **If the customer typed in a wrong but valid address**, the customer will need to record the e-mail address next time it appears on the PIN Pad and customer service can unsubscribe them using the Index Tool. They'll be prompted to re-enter an email address at their next visit.

Q: I want to change my e-mail address.

A:

1. A customer can go to the bottom of an email receipt and click "Manage Email Preferences". The email address will be unlinked and the customer will be prompted to enter a new one on the PIN Pad next time they visit [Merchant Name].
2. Alternatively, a [Merchant Name] customer service representative can do this by looking up the e-mail address in the Index Tool.

Q: I can't see images/click on hyperlinks.

A: The customer should look for a "view/download images" or "enable hyperlinks" or similar link on their email client. If multiple customers experience this issue and cannot resolve it via changing their email client settings, or there are other visual issues with the e-mail receipt (i.e. logo and colors aren't showing up), escalate to Index.

Q: I want to unsubscribe from e-receipts and/or newsletters.

A: Customers can click "unsubscribe" at the bottom of emails to opt out of email receipts and/or marketing. They will no longer receive e-mail receipts and will not be prompted at the PIN pad to sign up again.

Q: How do I make a return?

A: Customers are still required to show a receipt for a return. They can present the receipt on their phone or print out a copy of their emailed receipt.

For additional questions, please email: info@newleaf.com