

How do eCodes work?

eCodes work just like traditional gift cards, with the option to redeem the code online or at a physical establishment. The difference is that the recipient won't have to wait for the mail to arrive to start enjoying the rewards they've earned.



Receiving an eCode:

The recipient receives an email with a URL in which they click to retrieve their eCode. (Some merchants require a passcode to retrieve the eCode. This passcode is included in the email.)

What's in the eCode template?

The eCode template contains everything your recipient needs to redeem their eCode. This includes:

1. The Merchant and Denomination
2. The eCode number and pin (if applicable)
3. The Redemption Instructions
4. The Terms & Conditions



Redeeming an eCode:

Depending on the merchant, recipients have varying redemption options

In-Store (Printed)



The recipient can print out their eCode and redeem it at the retailer's closest store

Online



The recipient can go to the retailer's website and redeem their eCode online

In-Store (App)



The recipient can convert their eCode using the retailer's mobile app and redeem it in-store

eCode Fulfillment Options

Bulk Fulfillment

With our eCode Management System (EMS) you can track orders in real-time through email or by accessing your account.

Here is how our bulk fulfillment works:

1. Place your order through *ngcdirect* and receive an email confirmation
2. Once payment is processed you receive an 'Order Posted' email
3. Once the order is completed, within 24-72 hours, you receive an 'Order Ready' email with the necessary instructions
4. Click 'Download eCode Order' and save the excel file
5. Distribute the eCodes to your recipients as needed

Individual Fulfillment

With our individual fulfillment option, we distribute the eCode directly to your recipients for you.

Here is how our individual fulfillment works:

1. You send us a file with the desired eCodes, denominations and the recipient's email addresses
2. Once payment is processed, order processing begins, it takes 24-96 hours
3. Our email software populates your customized email template with the recipients' information and URLs
4. The customized emails are instantly sent out to the recipients