**NGC – FREQUENTLY ASKED QUESTIONS**

**I just placed a Gift Card order, when is it going to ship?** Orders process upon receipt of PO. Please allow three (3) business days for your order to ship from our facility and up to four (4) business days during our Holiday Season (October 15 – January 15). All orders are processed during our regular business hours, Monday through Friday from 8:30 a.m. CST to 6:00 p.m. CST. If you placed your order after 1:00 p.m. CST, it will be processed the next business

**RUSH Orders:** Please select the Overnight Shipping Option to expedite shipping of your order. Please plan accordingly to allow NGC our standard processing time of 72 business hours. We are recognized for our quick turnaround times but it can take up to three (3) business days for your order to ship from our facility.

**Has My Order Shipped?** You will receive an email with your shipping confirmation, with orders shipping 2-3 days from receipt of PO. Please contact our Customer Care Team with any questions.

**Do Gift Cards Expire?** Gift Cards do not expire.

**Do Reward Cards Expire?** Reward Cards (Visa Reward Cards & American Express reward cards) have a 12-month expiration, printed on the front of the card. Once the card expires, it cannot be reissued.

**Do I need to Activate my Gift Card Order?** All Gift Cards will be active upon receipt of order.

**Can I modify or cancel my order after I submitted it?** Please make your selections carefully as all transactions are final. If a PO # is submitted more than once, the system will reject the order, and the order would need to be resubmitted using a new PO #.  We find that the root cause of that issue is when the requestor has re-used a shopping cart instead of starting with a new punchout shopping cart. Kindly resubmit the order  using a new requisition which will generate a new PO.

**What is your return policy?** Because gift cards are cash equivalents, ALL SALES ARE FINAL AND RETURNS ARE NOT ACCEPTED.

**Request for new Merchants or denominations** NGC will add additional Merchants and denominations upon request. For potential requests, please contact Karen Gibson with FSU Procurement Services at [kgibson@fsu.edu](mailto:kgibson@fsu.edu) . FSU Procurement will contact NGC to submit catalog requests and updates will be added by NGC on the 1st of each month.

**NGC Contact Information**

|  |  |  |
| --- | --- | --- |
|  | | |
| **Customer Service:** | |  |
| Nicole Potenza | |  |
| 888.472.8747 | |  |
| [customerservice@ngc-group.com](mailto:customerservice@ngc-group.com) | | |
|  |  |  |
| **Program Manager** | |  |
| Nancy Knutsen | |  |
| 779 994 4067 | |  |
| [n.knutsen@ngc-group.com](mailto:n.knutsen@ngc-group.com) | | |
|  |  |  |
| **Account Manager** | |  |
| Jenny Schaefer | |  |
| 888.472.8747 | |  |
| [j.schaefer@ngc-group.com](mailto:j.schaefer@ngc-group.com) | | |