



GIFT CARD CONVERSION FORM

For more information, please email giftcardteam@shift4.com

CONTACT INFORMATION

BUSINESS NAME: Forest Hill Grill

MERCHANT I.D. #: 0021944818 MERCHANT TELEPHONE #: (901) 624-6002

TERMINAL TYPE/SOFTWARE TYPE: SkyTab POS

PREVIOUS GIFT CARD PROCESSOR: Toast

CONFIRM GIFT CARD COMPATIBILITY

☒ **Send a sample test card with this completed form to the appropriate address below.**

FOR USPS, FEDEX AND UPS SHIPMENTS:

Shift4
Attn: Gift Card Department
2202 North Irving Street
Allentown, PA 18109

Please allow 5-7 business days for the test results. An e-mail with the test results will be sent to the sales partner's e-mail address provided below.

SALES PARTNER'S E-MAIL ADDRESS: exec@impactpays.com

☐ **Do not test current gift cards for compatibility.**

To ensure gift cards are compatible with Shift4's platform, we recommend that a test card is mailed in for testing. By opting out of testing 3rd-party gift cards to verify compatibility, Merchant understands and agrees that Shift4 does not guarantee the cards will work and Shift4 assumes no responsibility, liability, or otherwise for the integrity of a completed conversion.

MULTIPLE LOCATIONS

If you have multiple locations and would like the gift cards to work interchangeably between the locations, please list the additional Merchant ID Numbers (MIDs) below:

MID #: _____ MID #: _____ MID #: _____ MID #: _____

There will be a 24-36 hour gift card processing interruption for multiple locations that are currently set up to process separately.

GIFT CARD CONVERSION

If we are able to convert your gift cards, please follow the steps below:

- Merchant obtains a current **digital liability report** (.xls or .csv files preferred) from their current gift card processor. Merchant e-mails liability report with merchant ID# and preferred start date to giftcardteam@shift4.com. Hard copies will not be accepted.
- A confirmation e-mail is sent back once received. If a start date is not specified, we will request it.
- Merchant must stop processing cards until the conversion has been completed (up to 24 hours).
- Any UTG and/or equipment downloads must be completed before the cards will function. If assistance is required, please contact POS Support at 888-276-2108 Option 2.
- Once the conversion is completed, you will receive a confirmation email.

Note: Please allow up to 24 hours for the conversion to be completed.

MERCHANT INDEMNIFICATION RELEASE

This release shall indemnify, hold harmless, and hereafter and forever release Company, its affiliates or directors, officers employees, agents, or resellers from any and all liability that may exist or arise from, or regarding, the conversion of any program, product or services, for on behalf of, Merchant by Company. It is understood that that Merchant has electronically submitted to Company, card balances previously not tracked by Company. Company assumes no liability for incorrect data transferred individually or wholly to Company's program(s) and/or service(s) during the conversion process.

SPECIAL INSTRUCTIONS/COMMENTS

IN WITNESS WHEREOF, THE PARTIES HERETO HAVE CAUSED THIS AGREEMENT TO BE EXECUTED BY THEIR DULY AUTHORIZED REPRESENTATIVES EFFECTIVE ON THE DATE SIGNED OR APPROVED BY SHIFT4 PAYMENTS, LLC.

MERCHANT SIGNATURE: _____

DocuSigned by:
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DATE: 11/27/2023