

Gift Card Policy

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Version No:	2
Effective Date:	May 14, 2021

Intent

The purpose of this policy is to establish guidelines and controls for the issuance and management of Vouchers and Gift Cards.

Scope

This policy applies to all vouchers and gift cards issued by the National Registry.

Definitions

N/A

Policy

The National Registry offers gift cards as a mechanism for payment for all National Registry business lines sold on the National Registry website. The organization follows the Credit Card Accountability Responsibility and Disclosure Act of 2009 (the CARD Act) and relevant state laws to ensure prudent issuance and management of all gift cards.

As a marketing tool, the National Registry uses two terms in reference to the sale of gift cards on our website. Both products are consistently managed and enforced through this policy (both are referred to as “Gift cards” in this policy):

- **Voucher**- This term refers to a code given to the purchaser with an assigned value of a specific product on the National Registry website at the date of purchase. Note: The value of the voucher at the date of issuance does not change if the price of the associated product changes. For example, a voucher with an assigned value of one patch will still purchase one patch if the price of that patch goes up.
- **Gift Card** – This term refers to code issued to a purchaser that contains a set dollar amount (typically \$10, \$25 or \$50) of credit for use on the National Registry website or mobile apps.

Terms of Use

Gift cards can be used to purchase goods and services on the National Registry www.nremt.org website or mobile apps and cannot be redeemed for cash or purchase of gift cards.

If an order exceeds the amount of the recipient’s gift card, the difference must be paid with other accepted payment method.

Gift cards and their use on the www.nremt.org website is subject to the National Registry’s general website Terms and Conditions and Privacy Policy.

National Registry is not responsible for lost or stolen or use of gift card without purchaser’s permission.

Gift cards are only sold in US dollars.

Returns

Gift cards cannot be returned for a refund except for extenuating circumstances as approved by the Chief Operating and Financial Officer.

Expiration

Gift cards do not expire and are not subject to any transaction or dormancy fees.

Balances

Gift card balances must be tracked and maintained in a reliable record keeping system to track the balances of each gift card issued. The National Registry must make publicly available a mechanism for individuals to check balances of their gift cards or provide balances of gift cards upon request.

Rationale

Since the National Registry's move to a digital presence, there has always been a desire by stakeholders to have a mechanism to pay on behalf of individuals. This mechanism has previously been the "voucher" process which enabled individuals to purchase examinations and recertification fee codes and distribute to candidates for use on the website.

While the voucher system provided many benefits, there have been some issues related to managing the vouchers that has created issues, specifically as it relates to changes in fees for associated applications.

As part of the 2021 e-commerce project that implemented a new gift card system. The National Registry team leveraged this shift to enable improvements in the process and the methods in which we administer the voucher (or "gift card") process.

This procedure is intended to more closely follow e-commerce best practices and federal law as it relates to administering a gift cards program. While we intend to continue to use the "Voucher" term for use of gift cards with specific denominations closely linked to specific National Registry products, the National Registry is transitioning to policies that are more consistent with e-commerce best practices.

Related Policy and Procedures

Revenue Policy

Bulk Sales Order Procedure

Refund Policy

References

N/A

Document History

2021-02-25	Created
2021-05-14	Approved by National Registry Executive Director (v1)
2024-10-18	Revised during audit (v2)
2025-01-14	Approved by Executive Director (v2)