

FAQs – Merchants

General

What are myAlice discount vouchers?

myAlice discount vouchers (discounts) are digital discounts with a monetary value that can be used to make purchases at participating Alice Springs businesses.

Why were myAlice discounts started?

myAlice discounts were created to provide incentive to customers to increase spending at locally-operated businesses. This is an economic stimulus program, developed by the City of Darwin and licenced to Alice Springs Town Council, to assist the local economy through easing of coronavirus (COVID-19) restrictions. The program aims to support food, retail, hospitality and tourism businesses operating an outlet within the Alice Springs municipality.

Is myAlice a mobile app or a website?

myAlice is a website application that can be accessed via myalice.me – a quick link which redirects you to the myAlice portal myalice.alicesprings.nt.gov.au. The website application is not available from Google Play or the Apple App Store.

Who can use the myAlice discounts?

Any adult over the age of 18 years who resides in, or is visiting, Alice Springs can access myAlice discount vouchers.

How do I get myAlice discounts?

Register at myalice.me to create a login to the myAlice portal. Once registration is approved the myAlice home page will display your available daily discounts.

Merchants

How do I register my Alice Springs business?

Submit your FREE merchant application here: myalice.me.

If all eligibility criteria are met and approved, your business will be listed in its appropriate trade category.

Note: you cannot use one email address for multiple myAlice registrations i.e. an email address registered for a Merchant cannot also be used to register as a Customer.

How do I find out if my business is eligible for the program?

Please refer clause **3. Merchant Eligibility** in the *Terms & Conditions - Merchants* document for all eligibility related questions.

How does the myAlice program work?

Every registered customer will receive \$40 worth of myAlice discounts per day until myAlice program funds are all redeemed or the program ends. Used discounts are replenished daily. These are made available as:

- 2 x \$2.50 discount
- 1 x \$5 discount
- 1 x \$10 discount
- 1 x \$20 discount

Are there any minimum spend requirements for the customer?

The myAlice discount voucher can be used at any participating business, as long as the minimum spend is achieved for each transaction. The minimum spend for the discounts are as follows:

- \$2.50 myAlice discount = minimum spend of \$10
- \$5 myAlice discount = minimum spend of \$20
- \$10 myAlice discount = minimum spend of \$40
- \$20 myAlice discount = minimum spend of \$80

A customer may redeem one of these discounts at your business per day.

How do I redeem myAlice discounts from the customer?

Important: you must follow these steps **before** processing the customer transaction on your POS device.

Login to the merchant portal and you will be directed to the Redeem section.

Type in the 5-digit discount code presented by the customer, enter the total transaction value, and click 'Redeem'.

If the code is valid, the voucher will be redeemed successfully, and will move to the redeemed section of your account. If not validated, the code cannot be accepted as a myAlice discount.

Can I accept customers who present a code on paper or read it out over the phone?

No, customers cannot present a print out of the code or read it out over the phone. The Merchant must sight a customer's voucher in-store to enable it to be used for a purchase. Merchants must redeem the myAlice voucher immediately prior to accepting payment to ensure the code's validity.

Please note that Council has the right to audit all myAlice discount related transactions.

What do I do if the code is not valid?

Please do not honour any **myAlice** discount that does not carry a valid code when entered and not redeemed. **Only myAlice discounts that have been redeemed successfully are eligible for rebates from Alice Springs Town Council.**

Do I need receipts for myAlice sales?

Yes. Every myAlice sale requires proof of receipt for auditing purposes. Council has the right to conduct audits on merchant's receipts and transactions using the myAlice discounts.

When will I get my rebates and how often do I get paid?

Please refer clause **5. Payments** in the *Terms & Conditions - Merchants* document for all financial related questions.

Can I sell alcohol and tobacco redeeming myAlice discounts?

No. The program does not permit myAlice discounts to be applied for the purchase of alcohol or tobacco.

Can myAlice discounts be used for gaming purchases?

No. The program does not permit myAlice discounts to be applied to any gaming related transaction.

Can I trade the customer vouchers for cash or purchase of a gift card?

No. The program does not permit myAlice discounts to be traded for cash or used to purchase gift cards.

Troubleshooting

How do I reset my password?

On the myAlice [login page](#), click on "Forgot your password?" or [click here](#) to reset your password directly.

When I try to visit myAlice website, my device says 'browser is unsupported'.

If you see this message you may need to upgrade the version of the internet browser that you are using. The myAlice website works best on the latest versions of the following web browsers: Apple Safari, Google Chrome, Mozilla Firefox and Microsoft Edge.

My account is blocked, how do I reactivate it?

Send an email to myalice@astc.nt.gov.au containing details of the email address or mobile phone number (associated with your Merchant / Business account) that needs to be unblocked.

Privacy

How will my registration details be used (e.g. mobile number and email address)?

Your mobile number and email address will be used by Alice Springs Town Council to validate that the business has not been previously registered for the program. All information is securely stored in, and does not leave, Australia.

For more details on Alice Springs Town Council's approach to privacy, please visit:

alicesprings.nt.gov.au

Getting in touch with us

How do I get in touch with the myAlice support team?

By email – myalice@astc.nt.gov.au

By phone – (08) 8950 0560, Monday to Friday, 8.30am – 5pm (ex. public holidays)