

tiptappay - Frequently Asked Questions

Q: Can I get a receipt?

A: Yes, using the information below, contact the Foundation office and provide:

- contact information (name, address, telephone number, email);
- type of card you used; and
- the last 4 digits on the card

we can provide you with a receipt within 10 business days from date of request.

Q: I made a mistake in my donation, can I get a refund?

A: Yes, using the information below, contact the Foundation office and provide:

- contact information (name, address, telephone number, email);
- type of card you used; and
- the last 4 digits on the card

we can provide you with a refund within 10 business days from date of request.

Q: How do I know if my donation has been successful?

A: A solid green light on the upper left side of the device means it's connected and ready to receive a tap. When a transaction is successful, the device will beep once upon initial card tap, followed by a second single beep indicating that the transaction was approved. There will be some delay between these two beeps as the device is waiting for an online response. Two beeps in quick succession means that the card was not successfully read. Either the card type isn't recognized or it was tapped too quickly. If you know the card type is one we accept, please try tapping again.

Q: What does it mean when the device is cycling through all four lights?

A: If the device is cycling through the 4 LED lights, it is searching for a network connection.

Q: Is my information safe?

A: tiptap devices are just as secure as all other payment terminals that you may use in your daily activities; tiptap devices adhere to the same security requirements. If you feel comfortable tapping your card or mobile wallet at your local coffee shop, you can feel comfortable tapping a tiptap device.

**For more information please contact
foundation@smhosp.on.ca or call 705-435-6281, ext 2350**