

Concession Bankable Check Certificates are bankable checks that show a maximum value. They are valid for a concession purchase. Any restrictions are always indicated on the face of the check.



Concession Bankable Check Certificates should be treated the same as cash.

- 1** **Verify expiration date, value of certificate, and any restrictions**
If the certificate is expired, politely alert the customer to the date printed on the certificate and decline acceptance.
- 2** **A.** If the maximum value of the certificate is less than the total purchase amount, collect the difference in payment from the customer.
B. If the maximum value of the certificate exceeds the total purchase price, provide the customer the difference in change to ensure your cash drawer balances.
- 3** **Follow the endorsement instructions on the back of the concession certificate** and deposit into your theater's bank account within fifteen (15) days. After the fifteen (15) day grace period, Hollywood Movie Money promotional bank accounts are closed.
- 4** **Provide customer with their concession purchase**

Concession Virtual Card Certificates are a one-time use credit card number, valid for a concession purchase. All restrictions will be indicated on the Virtual Card Certificate. Since these certificates may be printed on home printers, they may be in black & white or color, or brought in via smartphone device. All are acceptable!



- 1** **Verify expiration date, value of certificate, and any restrictions**
If the certificate is expired, politely alert the customer to the date printed on the certificate and decline acceptance.
- 2** **Scan or enter the unique 16-digit credit card number and key in the sale amount** into your Point of Sale System like any credit card transaction.

Hollywood Movie Money Certificates must be used in a single transaction.

Note: If your Point of Sale system prompts you, please enter the EXPIRATION DATE (month and year), ADDRESS, ZIP CODE and SECURITY CODE printed on the certificate. You will be paid instantly through your credit card processor. Once processed, follow your theater's internal procedures for redeemed certificates.

If the maximum value of the certificate is less than your concession price, collect the difference from the customer **FIRST** and process the virtual card **SECOND**, treating the transaction as a split tender. In the unlikely event that the card number is declined through your Point of Sale System, please refer customer to Hollywood Movie Money Customer Help at www.hmmhelp.com or (866)343-0676.
- 3** **Provide customer with their concession purchase**

For theaters who do not accept credit cards please use our Manual Redemption Form. You can request a copy of our Manual Redemption form by emailing Hollywoodmoviemoneytheaterrealitions@fandango.com. Please accept the Hollywood Movie Money certificate as proof of purchase, fill in the required information on this form and fax it back to us. We will run the card numbers and issue a reimbursement check/EFT directly to your theater. All reimbursement checks will be issued from NBCUniversal, paid on behalf of FLS.

For more information contact our Exhibitor Services Team
Email Hollywoodmoviemoneytheaterrealitions@fandango.com
Phone 866.640.0676

