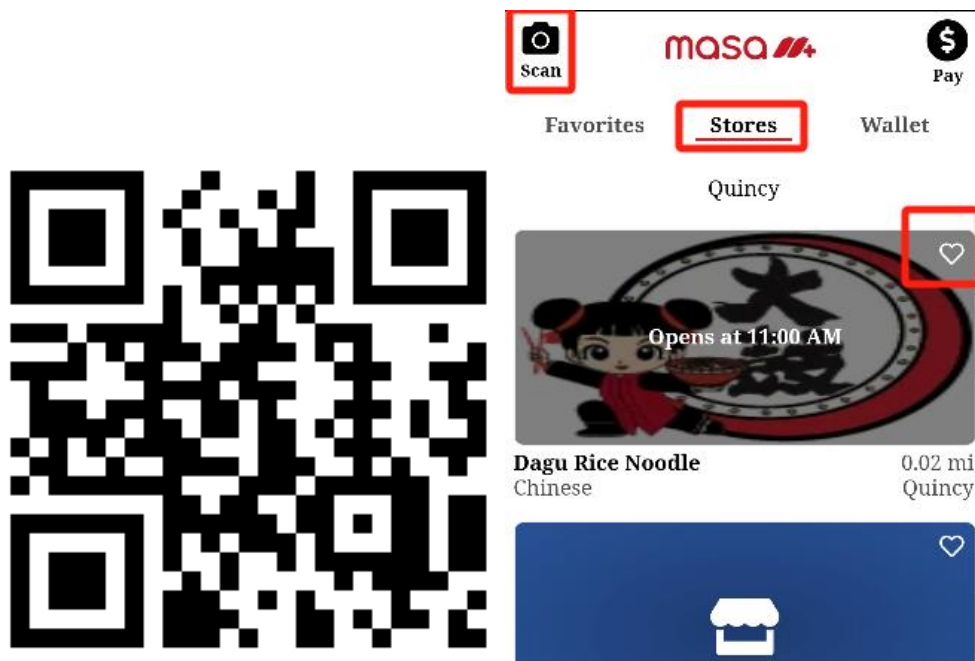


How to Purchase Send and Redeem a Masa Gift Card

1. Visit Masa Online

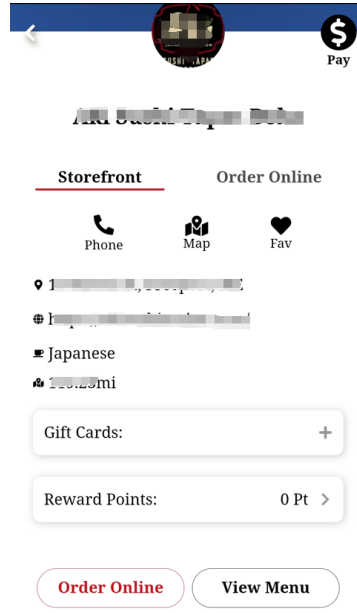
Scan the QR code available in the store directly or use the QR code below to access Masa Online. Under the 'Stores' section, select the restaurant where you'd like to purchase the e-gift card, as shown in the image below. You can also tap the 'Heart' icon on the restaurant to add it to your favorites for easier access next time.

For iPhone users, you can also go to the App Store and search for 'Masa Plus' to install the Masa app for a better experience.



2. Select a Store

Tap on the store you want to purchase the e-gift card from, as shown in the image below.



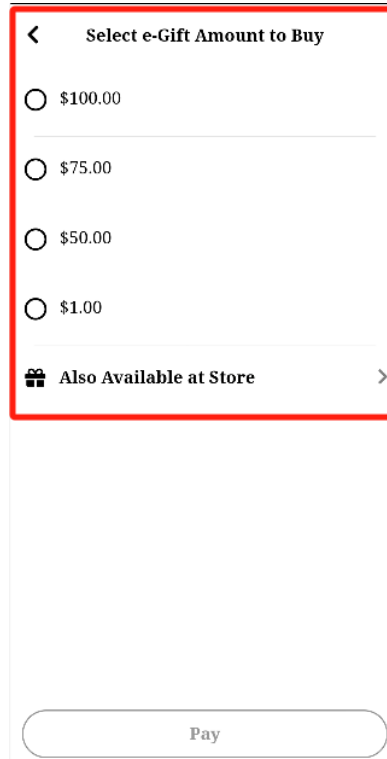
3. Open the Gift Card Page

On the store's homepage, tap the **Gift Card** button, as shown in the image below.



4. Choose an Amount

Select your desired amount for the e-gift card, as shown in the image below.




< Select e-Gift Amount to Buy

☐ \$100.00

☐ \$75.00

☐ \$50.00

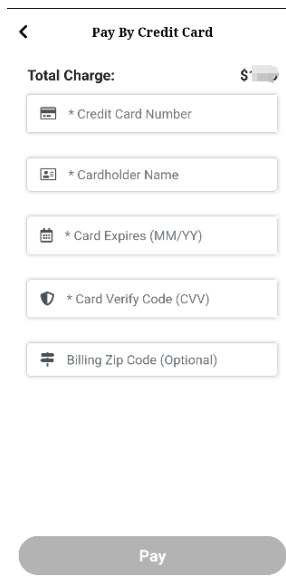
☐ \$1.00

 Also Available at Store >


Pay


5. Enter Payment Details


On the payment page, input your credit card number, as shown in the image below.





< Pay By Credit Card


Total Charge: \$ 

 * Credit Card Number

 * Cardholder Name

 * Card Expires (MM/YY)

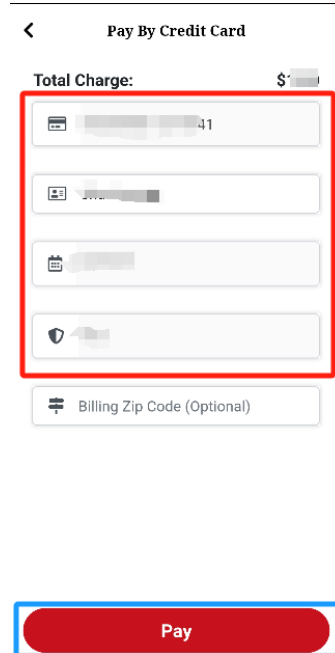
 * Card Verify Code (CVV)

 Billing Zip Code (Optional)

Pay

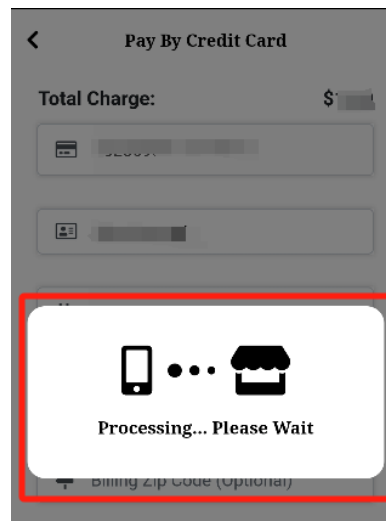
6. Confirm Payment

Tap the **Pay** button after entering your credit card details, as shown in the image below.



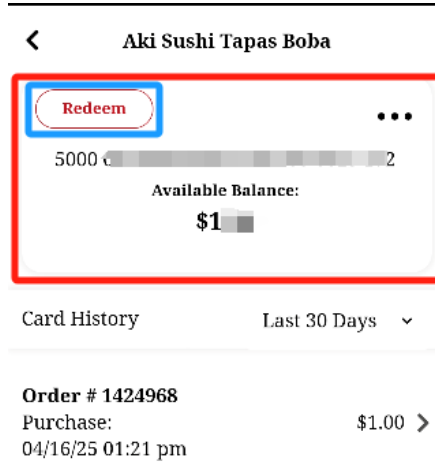
7. Wait for Payment to Process

Your payment will be processed—please wait for confirmation.



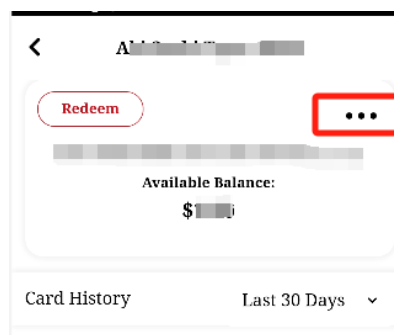
8. View Your E-Gift Card

Once the payment is completed, you'll see your e-gift card number and the available balance. You can tap the **Redeem** button to display the QR code for use in-store as shown in the image below.



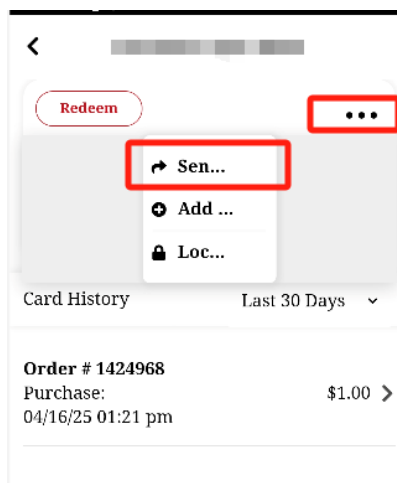
9. Send the E-Gift to a Friend or Family Member

Tap the **three-dot** icon in the top right corner of the screen, as shown in the image below.



10. Choose "Send E-Gift"

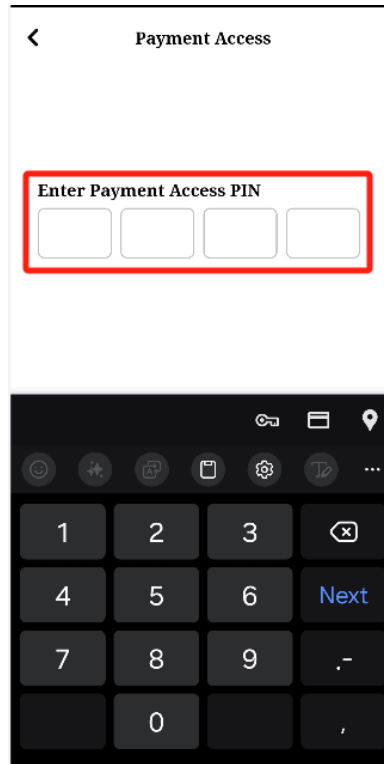
Select the **Send E-Gift** option from the pop-up menu, as shown in the image below.



11.

12. Enter Your Payment Access PIN

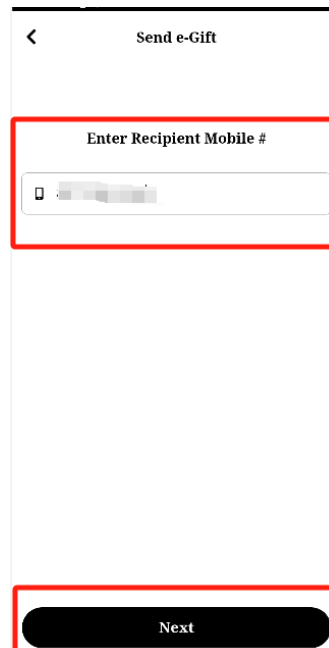
Input the PIN you previously set up, as shown in the image below.



The screenshot shows a mobile app interface for 'Payment Access'. At the top, there is a back arrow and the title 'Payment Access'. Below this, a red box highlights the instruction 'Enter Payment Access PIN' and a four-digit PIN input field. At the bottom of the screen, a numeric keypad is visible, featuring a 'Next' button in blue text.

13. Enter Recipient's Phone Number

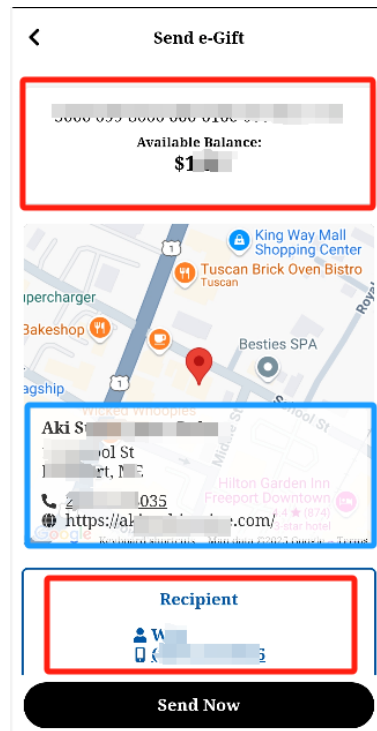
On the Send E-Gift page, enter the recipient's mobile number and tap the **Next** button, as shown in the image below.



The screenshot shows a mobile app interface for 'Send e-Gift'. At the top, there is a back arrow and the title 'Send e-Gift'. Below this, a red box highlights the instruction 'Enter Recipient Mobile #' and a text input field for the mobile number. At the bottom of the screen, a red box highlights a black 'Next' button.

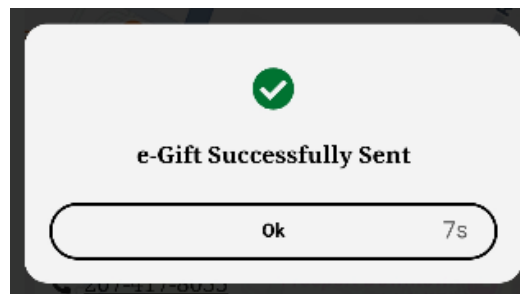
14. Confirm the Details

Double-check the phone number, gift card amount, and store information on the confirmation page. Tap **Send Now**, as shown in the image below.



15. Confirmation Message

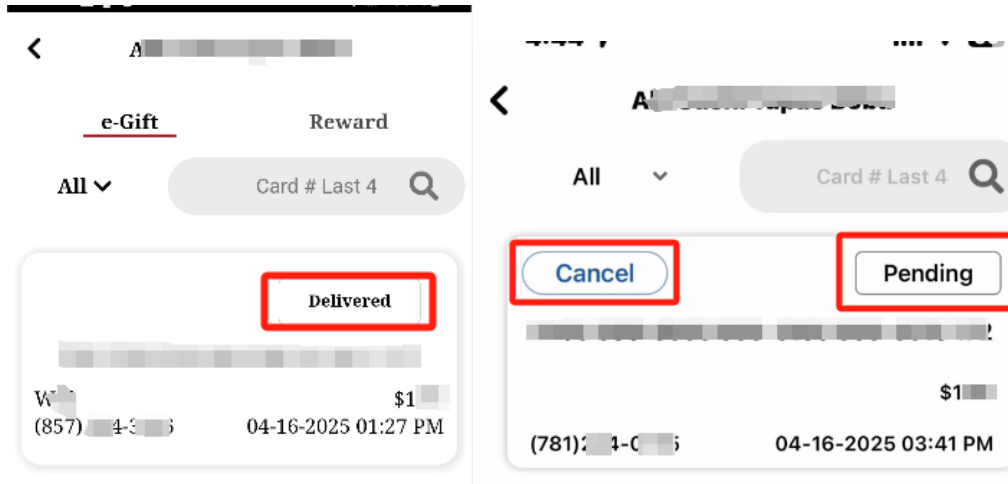
A success message will pop up once the e-gift has been sent. Tap **OK** to close the message box, as shown in the image below.



16. Track Delivery Status

You will see the status of your e-gift card under the store page. If your friend has already registered on Masa, the card will show as **Delivered**.

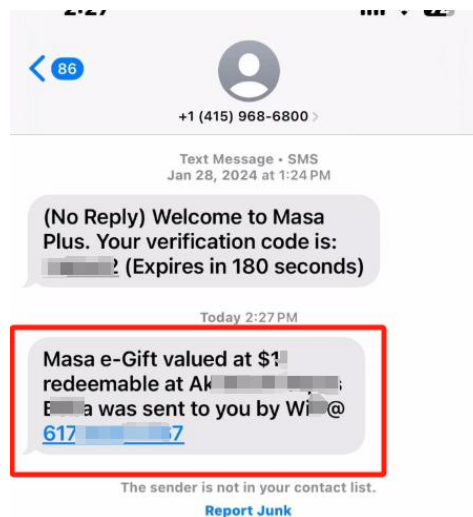
If not, the card will show as **Pending**. You can remind your friend to sign up and claim it on their masa account or choose to cancel the gift card sent at any time before your friend claims it.



17. Recipient Gets SMS Notification

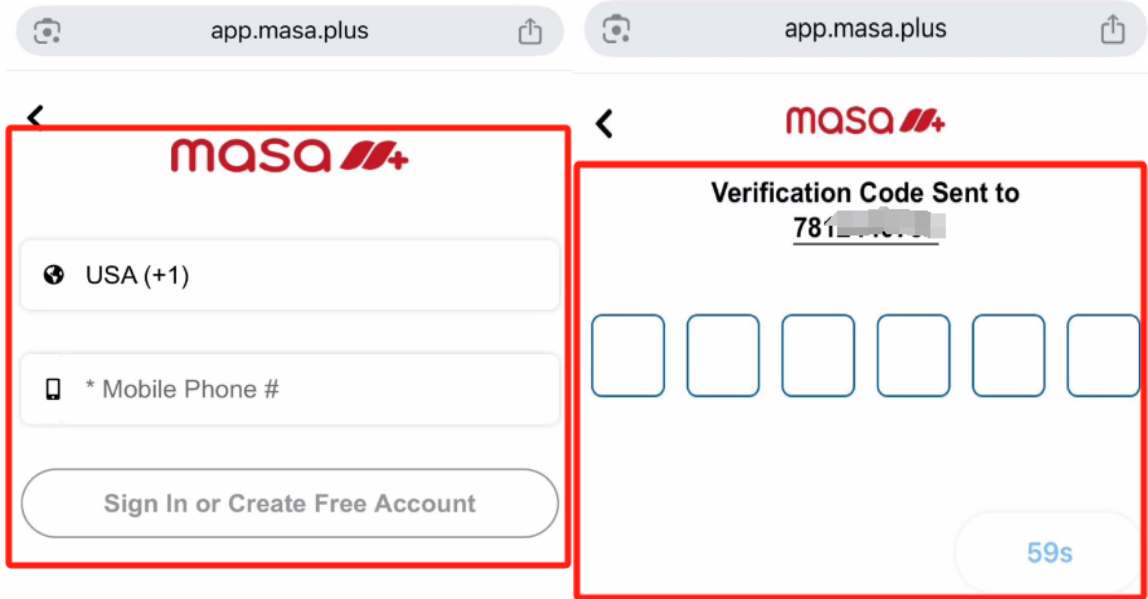
Your friend will receive an SMS message like:

"Masa e-Gift valued at \$__ redeemable at ___ Restaurant was sent to you by ___ @ [sender number]"



18. Recipient Signs In

Your friend can visit Masa Online to activate their account by entering their phone number and signing in using a verification code, as shown in the image below.



The image displays two screenshots of the masa app interface, both with a red border around the main content area.

Left Screenshot (Login Screen):

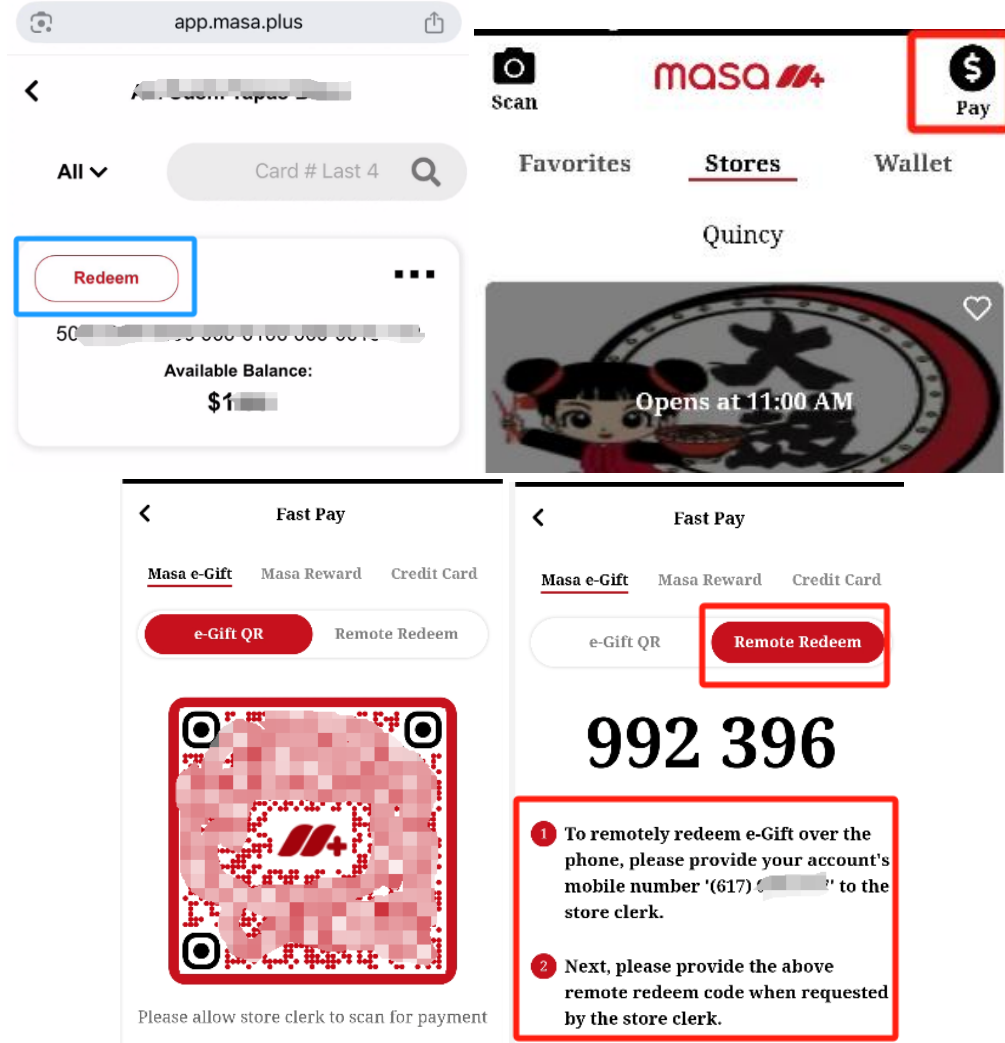
- Header: masa //
- Country selection: USA (+1)
- Mobile phone number input: * Mobile Phone #
- Button: Sign In or Create Free Account

Right Screenshot (Verification Screen):

- Header: masa //
- Title: Verification Code Sent to 781-...
- Input fields: Six empty boxes for entering the verification code.
- Timer: 59s

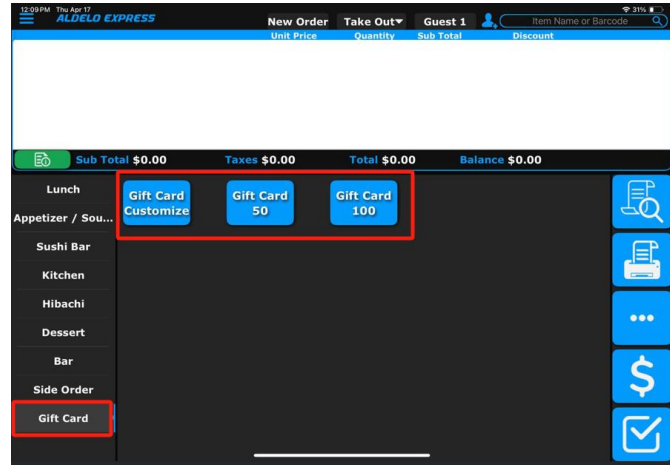
19. Redeem the E-Gift

After signing in, your friend will see the gift card in their account. They can tap the 'Redeem' button to display the QR code or go to the 'Fast Pay' page by tapping the 'Pay' button at the top right of the main page. From there, they can use the e-QR code or remote redeem code to redeem the gift card in-store, as shown in the image below. For online orders, the gift card will automatically appear as a payment option after the order is placed.



20. Sell a Gift Card via the iPad App and Credit Card Terminal

On the iPad app, select the Gift Card category. Choose from the available preset gift card amounts based on the customer's request. If none of the preset amounts meet their needs, tap Gift Card Customize, then manually enter the desired amount, as shown in the image below.

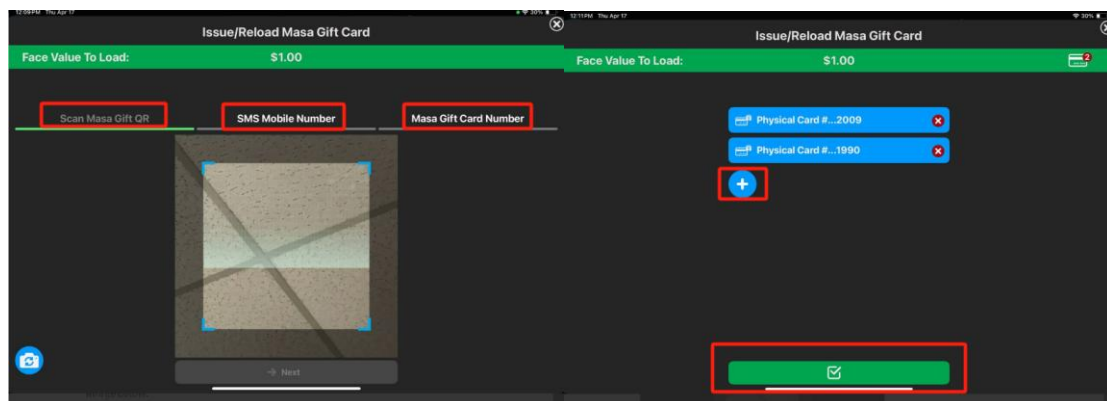


21. Issue or Reload a Masa Gift Card

In the Issue/Reload Masa Gift Card interface, you can:

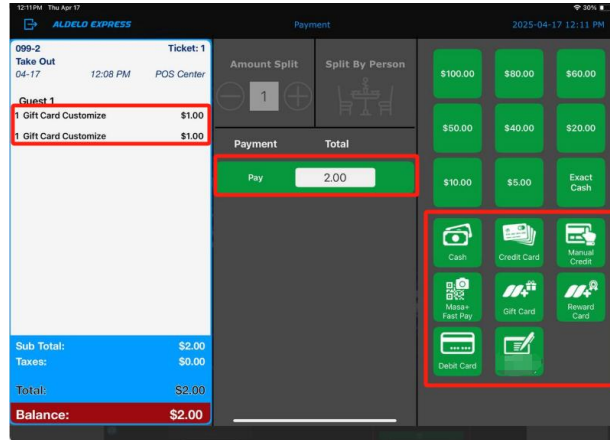
- Scan the QR code on a physical gift card
- Scan the QR code from the customer's Masa Wallet
- Enter the customer's phone number linked to their Masa account
- Manually input the customer's gift card number

To add multiple gift cards in one transaction, tap the Add button to repeat the process. Once finished, tap the Checkmark button at the bottom, as shown in the images below.



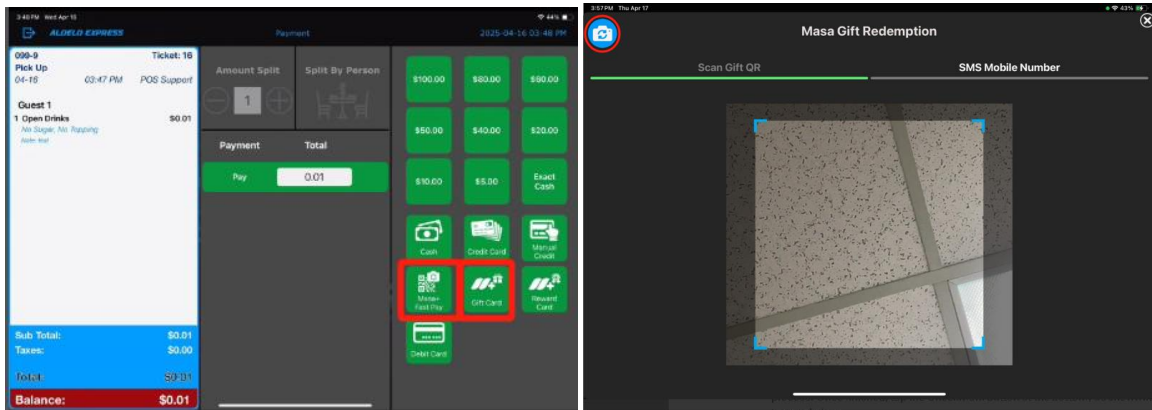
22. Settle the Gift Card Payment

After the customer places the order, tap the Dollar (\$) icon on the order screen to process payment. Once the transaction is settled, the gift card will be activated with the new amount.



23. Redeem a Gift Card for a Purchase

When the customer returns to place an order and wants to redeem a gift card, go to the settle screen and select Masa+ Fast Pay or Gift Card. This will automatically activate the camera to scan the customer's gift card QR code. You can tap the Camera icon to switch between the front and back cameras, depending on your setup.



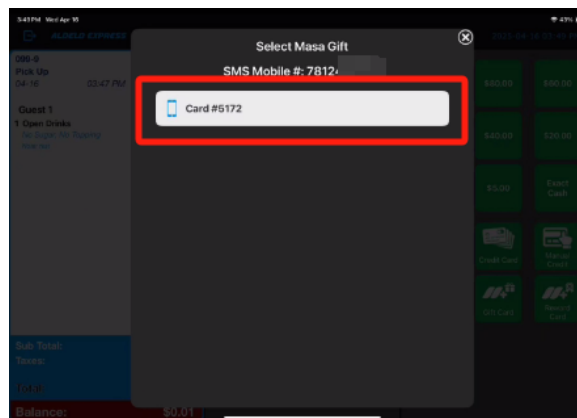
24. Redeem via SMS Mobile Number

If using the Gift Card option on the settle screen, you can switch to SMS Mobile Number mode. Enter the customer's phone number and tap Next.



25. Select a Gift Card

You will then see a list of available Masa gift cards linked to that number. Select the card the customer wishes to use.



26. Enter the E-Gift Redeem Code

The iPad app will prompt you to enter the e-Gift Redeem Code. Ask the customer to log into their Masa account, go to the Fast Pay page (as described in Step 18), and provide the dynamic redeem code. Enter the code to complete the gift card payment.



POS Center Inc

