



# FAQs for Businesses

## 企業常見問題解答

### **Rewards / MPK Points 獎勵/MPK 積分**

#### **How does the MPK Points program work?** **MPK 積分計劃如何運作?**

Your customers can earn MPK Points by making Qualifying Purchases which they can then spend at Redeeming businesses, like yours, through the Monterey Park Rewards App. Earning those MPK Points will encourage them to purchase locally and strengthen the Monterey Park community and its businesses.

您的客戶可以通過進行符合條件的購買來賺取 MPK 積分，然後他們可以通過 Monterey Park Rewards 應用程式在像您這樣的兌換業務中消費這些積分。賺取這些 MPK 積分將鼓勵他們在當地購買並加強蒙特利公園的社區及小型企業。

#### **What are MPK Points?** **什麼是 MPK 積分？**

Monterey Park Rewards offers customers the opportunity to be rewarded with MPK Points (Monterey Park's exclusive local point system) for supporting participating local businesses. Users can earn MPK Points upon completion of Qualifying Purchases included in the reward offers published on Monterey Park Rewards, and exchange MPK Points for goods and services at Redeeming businesses, like yours. The redemption value of each MPK Point equals One U.S. Dollar (\$1.00).

Monterey Park Rewards 為客戶提供獲得 MPK 積分（蒙特利公園獨有的本地積分系統）獎勵的機會，以支持參與的本地企業。用戶可以在完成 Monterey Park Rewards 上的獎勵優惠的合格購買後賺取 MPK 積分，並在兌換企業（如您的商家）中兌換商品和服務的 MPK 積分。每個 MPK 點的兌換價值等於一美元 (\$1.00)。

#### **What are reward offers?** **什麼是獎勵優惠？**

Reward offers are concurrent campaigns that are published on Monterey Park Rewards in cycles, to empower community members (your customers) to shop local and support local businesses. Each reward offer will focus on an initiative that the City of Monterey Park wishes to promote. Reward offers change over time, and you will be notified if your business is included in one or more. Each reward offer will have its own terms and conditions by which a user may be rewarded with MPK Points. To earn MPK Points, Users of the App can join reward offers published on Monterey Park Rewards by linking their credit/debit card and hitting the “Join reward offer” button for a specific reward offer that interests them.

獎勵優惠是在 Monterey Park Rewards 上循環發布的並發活動，以使社區成員（您的客戶）能夠在當地購物並支持當地企業。每項獎勵都將側重於蒙特利公園市希望推廣的一項舉措。獎勵優惠會隨著時間而變化，如果您的業務包含在一項或多項中，您將收到通知。每個獎勵優惠都有自己的條款和條件，用戶可以根據這些條款和條件獲得 MPK 積分。要獲得 MPK 積分，應用程序的用戶可以通過鏈接他們的信用卡/借記卡並點擊“加入獎勵優惠”按鈕以獲取他們感興趣的特定獎勵優惠，從而加入 Monterey Park Rewards 上發布的獎勵優惠。

### **Who funds the reward offer?**

#### **誰為獎勵提供資金？**

Monterey Park Rewards is brought to you by the City of Monterey Park, which is also funding the MPK Points earned from reward offers.

Monterey Park Rewards 由 Monterey Park 市提供給您，該市還資助從獎勵優惠中獲得的 MPK 積分。

### **In addition to redeeming MPK Points, will Users earn MPK Points when shopping at my business?**

#### **除了兌換 MPK 積分外，用戶在我的商家購物時還能賺取 MPK 積分嗎？**

They might; we will let you know if your business is included in one of the active reward offers on Monterey Park Rewards and give you details of the reward offer terms. Note that only purchases through a User’s linked card may be eligible for earning MPK Points, according to the reward terms which the User has joined. MPK Points cannot be earned on MPK Points redemption transactions.

他們可能; 如果您的業務包含在 Monterey Park Rewards 的一項有效獎勵優惠中，我們會通知您，並為您提供獎勵優惠條款的詳細信息。請注意，根據用戶加入的獎勵條款，只有通過用戶的關聯卡購買才有資格獲得 MPK 積分。MPK 積分兌換交易不能賺取 MPK 積分。

### **When will my customers receive MPK Points for shopping at my business?**

#### **我的客戶在我的商家購物甚麼時候會收到 MPK 積分**

MPK Points will automatically be added to a User’s balance in the app once the transaction is confirmed through the third-party vendor, ‘Plaid’, and determined to be a Qualifying Purchase under the terms of that reward offer. This process can take up to 10 business days and the MPK Points should appear in their Monterey Park Rewards account once the process is complete.

一旦通過第三方供應商“Plaid”確認交易並根據獎勵優惠條款確定為合格購買，MPK 積分將自動添加到應用程序中的用戶餘額中。此過程最多可能需要 10 個工作日，一旦該過程完成，MPK 積分應出現在他們的 Monterey Park Rewards 帳戶中。

## **Redeeming MPK Points 兌換 MPK 積分**

### **How do my customers redeem MPK Points in my business?**

#### **我的客戶如何在我的業務中兌換 MPK 積分？**

They should inform you that they will be paying by redeeming MPK Points. Once a User redeems a selected amount of MPK Points, a notification screen will appear on the User's App confirming the MPK Point redemption.

As a final step, ask Park Rewards App. Additionally, you will receive a confirmation email with the details of the MPK Points redemption and your updated balance.

他們應該通知您，他們將通過兌換 MPK 積分來付款。一旦用戶兌換了選定數量的 MPK 積分，用戶應用程序上將出現一個通知屏幕，確認 MPK 積分兌換。

最後一步，詢問 Park Rewards 應用程序。此外，您將收到一封確認電子郵件，其中包含 MPK 積分兌換的詳細信息和更新後的餘額。

### **What if I want to cancel a purchase that was paid for with redeemed MPK Points?**

#### **如果我想取消使用兌換的 MPK 積分支付的購買，該怎麼辦？**

All redemptions of MPK Points are final and irrevocable. The terms of the cancellation and any refund are agreed upon directly between you and the customer. If your customer wants to return purchased goods and get a refund, you can cancel the transaction, but your customer's MPK Points will not be returned to their account. Since you will be fully reimbursed for the MPK Points redeemed by the customer, you can choose to refund the customer in dollars. Please note that The City of Monterey Park is not responsible for crediting or debiting MPK Points to the customer's account or yours in connection with such a cancellation.

MPK 積分的所有兌換都是最終的且不可撤銷的。取消和任何退款的條款由您和客戶直接商定。如果您的客戶想要退回購買的商品並獲得退款，您可以取消交易，但您客戶的 MPK 積分將不會退回到他們的帳戶。由於客戶兌換的 MPK 積分將全額報銷，因此您可以選擇以美元退還客戶。請注意，蒙特利公園市不負責將 MPK 積分記入或扣除與此類取消相關的客戶或您的帳戶。

### **How do I receive payment for the MPK Points that were redeemed at my business into my bank account?**

#### **如何接收在我的企業兌換到我的銀行帳戶的 MPK 積分的付款？**

The payment for the MPK Points you've accumulated will be made to your bank account in dollars, via the Tipalti portal you've registered with in your onboarding process. The payments will be processed every 1st of the month, the process can take up to 10 business days.

You can track and monitor your payments via the Tipalti portal through this link: <https://suppliers.tipalti.com/MontereyParkRewards/account/login>

For any assistance on this matter please contact us at [mpkrewards@colu.com](mailto:mpkrewards@colu.com)

您累積的 MPK 積分將以美元通過您在入職流程中註冊的 Tipalti 門戶以美元支付到您的銀行賬戶。付款將在每月 1 日處理一次，該過程最多可能需要 10 個工作日。

您可以通過以下鏈接通過 Tipalti 門戶跟踪和監控您的付款：

<https://suppliers.tipalti.com/MontereyParkRewards/account/login>

如需有關此問題的任何幫助，請通過 [mpkrewards@colu.com](mailto:mpkrewards@colu.com) 聯繫我們

### How can I make sure my customer has paid with MPK Points?

#### 如何確保我的客戶已使用 MPK 積分付款？

Make sure the customer shows you or your staff member the confirmation screen on their phone. In addition, you will receive an email immediately upon redemption with the details of the redemption transaction and an indication of your updated redeemed MPK Points balance.

確保客戶向您或您的員工顯示他們手機上的確認屏幕。此外，您將在兌換後立即收到一封電子郵件，其中包含兌換交易的詳細信息以及您更新的已兌換 MPK 積分餘額的指示。

### How do I enter a purchase with MPK Points into my POS?

#### 如何在我的 POS 中輸入使用 MPK 積分進行的購買？

During your onboarding process, your Monterey Park Rewards representative likely guided you through the process of configuring your POS. In most cases, you can simply enter a purchase with MPK Points by selecting 'Other' as the payment option in your POS or by creating a new tender type named 'MPK Points' and selecting this as the payment option.

Need a refresher? We're happy to help. Just reach out to us at [mpkrewards@colu.com](mailto:mpkrewards@colu.com) and mention the POS system that you use.

在您參加MPK Rewards的過程中，您的 Monterey Park Rewards 代表可能會指導您完成配置 POS 的過程。在大多數情況下，您只需在 POS 中選擇“其他”作為付款選項，或創建名為“MPK 積分”的新投標類型並將其選擇為付款選項，即可使用 MPK 積分進行購買。

需要復習嗎？我們很樂意提供幫助。只需通過 [mpkrewards@colu.com](mailto:mpkrewards@colu.com) 與我們聯繫，並提及您使用的 POS 系統。

### Do I need to give a receipt for MPK Points' redemption?

#### 兌換 MPK 積分需要提供收據嗎？

Yes. Redemption of MPK Points in your business requires a receipt from you to your customer because an exchange of goods was made between you and your customer, and the MPK Points are a form of payment.

是的。在您的業務中兌換 MPK 積分需要您向您的客戶提供收據，因為您和您的客戶之間進行了商品交換，而 MPK 積分是一種付款方式。

### Can customers pay with MPK Points online?

### 客戶可以使用 MPK 積分在線支付嗎？

No, a customer can currently redeem MPK Points only in the store itself.  
不可以，客戶目前只能在商店本身兌換 MPK 積分。

### Are there limitations of what goods MPK Points may be redeemed on?

#### MPK 積分兌換的商品是否有限制？

There may be laws limiting the use of MPK Points to purchase certain goods, like alcohol, tobacco, lottery and pharmaceuticals. The City of Monterey Park makes no representations with regards to those types of redemptions. If your business sells those types of goods, it is your responsibility to be familiar with and follow any applicable laws.

可能有法律限制使用 MPK 積分購買某些商品，如酒精、煙草、彩票和藥品。蒙特利公園市對這些類型的兌換不作任何陳述。如果您的企業銷售這些類型的商品，您有責任熟悉並遵守任何適用法律。

### What to do if a customer has a problem paying with MPK Points (technical issues)?

#### 如果客戶在使用 MPK 積分支付時遇到問題（技術問題）怎麼辦？

In this case, the customer can reach out to Monterey Park Rewards's support team at [mpkrewards@colu.com](mailto:mpkrewards@colu.com).

在這種情況下，客戶可以通過 [mpkrewards@colu.com](mailto:mpkrewards@colu.com) 聯繫 Monterey Park Rewards 的支持團隊。

### How do I check my account balance?

#### 如何查看我的賬戶餘額？

Each time a redemption of MPK Points is made in your business, you'll receive a confirmation email with the amount you've received for that transaction and your current balance of MPK Points.

每次在您的企業中兌換 MPK 積分時，您都會收到一封確認電子郵件，其中包含您為該交易收到的金額以及您當前的 MPK 積分餘額。

### I have a question about my account balance/redemption payment - who do I talk to?

#### 我對我的賬戶餘額/贖回付款有疑問 - 我該找誰？

For any questions or assistance, please contact [mpkrewards@colu.com](mailto:mpkrewards@colu.com). You can also track and monitor your payments via the Tipalti portal through this link: <https://suppliers.tipalti.com/MontereyParkRewards/account/login>

如有任何問題或幫助，請聯繫 [mpkrewards@colu.com](mailto:mpkrewards@colu.com)。您還可以通過以下鏈接通過 Tipalti 門戶跟踪和監控您的付款：<https://suppliers.tipalti.com/MontereyParkRewards/account/login>

For any questions or assistance, please send an email to [mpkrewards@colu.com](mailto:mpkrewards@colu.com). A Monterey Park Rewards representative will reply to your inquiry within 2-3 business days. Some exceptions may apply.

如有任何問題或幫助，請發送電子郵件至 [mpkrewards@colu.com](mailto:mpkrewards@colu.com)。 Monterey Park Rewards 代表將在 2-3 個工作日內回復您的詢問。 一些例外情況可能適用。

### **What email will the MPK Points transaction notifications go to?**

#### **MPK 積分交易通知將發送到哪個電子郵件？**

The confirmation notification will be sent to the email address you have provided us on the application form. For any issues or questions, please send an email to [mpkrewards@colu.com](mailto:mpkrewards@colu.com).

確認通知將發送到您在申請表中提供給我們的電子郵件地址。 如有任何問題或疑問，請發送電子郵件至 [mpkrewards@colu.com](mailto:mpkrewards@colu.com)。