



FAQs *for merchants*

General

What are myTodd Mall discount vouchers?

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

Why were myTodd Mall discounts started?

myToddMall discounts are designed to support businesses in the Todd Mall while construction continues as part of the Regenerating the Alice Town Centre project. The discounts were developed in response to the temporary impacts construction can have on local traders, helping drive foot traffic and encourage people to continue shopping, dining and enjoying everything the Todd Mall has to offer.

Is myTodd Mall a mobile app or a website?

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

Who can use the myTodd Mall discounts?

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

How do I get myTodd Mall discounts?

Register at myToddMall.alicesprings.nt.gov.au to create a login to the myToddMall portal. Once

registration is approved the myToddMall home page will display your available weekly discounts.

How do I register my business to participate in myToddMall

Submit your free merchant application via myToddMall.alicesprings.nt.gov.au. If all eligibility criteria are met and approved, your business will be listed as a participating merchant.

How does the myTodd Mall program work?

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

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

A myToddMall discount voucher can be used at any participating business, as long as the minimum spend is achieved for each transaction.

What are the minimum spend requirements for customers?

The following myToddMall discount vouchers become available when a minimum spend is achieved:

- 2 x \$5 savings for \$20 spent
- 1 x \$10 savings for \$50 spent
- 1 x \$20 savings for \$100 spent



FAQs *for merchants*

How do I redeem myTodd Mall 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 myToddMall discount.

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

Yes, customers can present a print out of the code or even read it out over the phone but the Merchant should still redeem the myToddMall discount prior to accepting payment to ensure the code's validity.

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

What do I do if the code is not valid?

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

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 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.



FAQs *for merchants*

Troubleshooting

How do I reset my password?

From the login page, click on 'Forgot your password?' or click here to reset your password directly.

When I try to visit the myToddMall website, my device says 'browser is unsupported'

If you see this message, you may need to upgrade your internet browser. The myToddMall website works best with the latest versions of: Apple Safari, Google Chrome, Mozilla Firefox and Microsoft Edge.

My account is blocked, how do I reactivate it?

Send an email to myToddMall Administration Team at myToddMall@alicesprings.nt.gov.au including the email address and / or mobile phone number associated (used to register your account) with the 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 are used by Alice Springs Town Council to confirm that you have not previously registered for the myToddMall 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

Get in touch!

How do I get in touch with the my Todd Mall support team?

By email: regeneratingalicetc@astc.nt.gov.au

By phone: (08) 8950 0560

Monday - Friday, 8am - 5pm (excluding public holidays)

Website: myToddMall.alicesprings.nt.gov.au