



# flava

## FAQ

# Cashless Cards

**1. Is the first card issued for free?**

Yes, Cafe Flava will provide the first card free of charge.

**2. How do I register and load funds onto my Cashless Card?**

Customer needs to visit the cafe whereby Cafe Flava staff will scan the QR code register the customer's name, surname email and contact details. Once the Cashless Card is activated funds can be loaded with cash, debit/credit card or eft payments. Please note eft payment will take between 24 and 48 hours to reflect. Please send proof of payment to [info@cafeflava.co.za](mailto:info@cafeflava.co.za). There is no additional costs involved when using the cashless card system.

**3. What happens if I lose my Cashless Card?**

As a customer you need to visit the canteen in order for Cafe Flava staff to issue a new card which will cost R30.00 and will transfer the funds immediately to the new Cashless Card issued.

**4. How do I use my Cashless Card to purchase items?**

When you visit the Canteen you select your menu items and the cashier will ask you to scan your QR code and the transaction will be processed.

**5. Can a daily limit be set for the Cashless Card?**

No.

**6. How will I know how much funds are still available on my cashless card?**

Every time you have purchased a meal, snack or beverage item you will receive a receipt which will show your Cashless Card closing balance. We can also link the email address to receive each transaction made with the Cashless Card.

**7. Is the Cashless Card linked to the Cafe Flava Mobile APP?**

No.

**8. Compliments and concerns or queries?**

Email – [info@cafeflava.co.za](mailto:info@cafeflava.co.za)