

## Receiving eCode orders placed on NGC Direct.

After placing your order through your eProcurement platform, you will receive an e-mail like the one below advising that an EMS account has been set up for you.

### What is an EMS account?

An EMS account is a secure way for us to provide you with the electronic gift cards you ordered.

The welcome e-mail you will receive once your account is set up will look like the one at right and be sent from [ngcecodes@ngc-group.com](mailto:ngcecodes@ngc-group.com). When you receive this e-mail you will need to call our customer service department at 888-472-8747 in order to access your PIN Number to activate your account. We require the first name, last name and email address of the *person who will be distributing the codes.*"

You will click on the link in this welcome e-mail and it will direct you to the site where you will set up your password, after the PIN

#### Welcome to NGCecodes!

Your *ngcecodes* account has been created, but is not yet activated. An NGC employee will be reaching out to you with your PIN. Once you have your PIN, please click [here](#) to complete the activation process.

This link will expire in 72 hours. If you have not activated your account within 72 hours of receiving this email, please use the information below to contact National Gift Card Customer Service to obtain a new activation email and PIN.

With your new *ngcecodes* account you will have access to pick up your eCode orders upon completion. Please note that orders cannot be released to your account until after the activation process is complete.

You will receive email notifications with your order statuses: Posted, Pending and Ready. Once the order is complete you will receive an email which will direct you to log in to your *ngcecodes* account.

*If you have any questions about your ngcecodes account, contact customer service.*

#### United States and Canada:

Monday - Friday  
8:30 - 5:00 pm CST  
888.472.8747

Via email: [customerservice@ngc-group.com](mailto:customerservice@ngc-group.com)

#### United Kingdom and Europe:

Monday - Friday  
8:30 - 5:00 GMT  
+44 1344 987678

Via email: [customerservice@ngc-group.co.uk](mailto:customerservice@ngc-group.co.uk)

Sincerely,  
The National Gift Card Team

This message (including attachments) contains confidential information intended for a specific individual or purpose and is protected by law. If you are not the intended recipient, you should delete this message. Any disclosure, copying or distribution of this message, or the taking of any action based on it, is strictly prohibited.

## How will I know when my eCode order is ready?

You will receive an e-mail when we start to process your order the e-mail will look like the one at right, please note this e-mail is to notify you that your order is being processed not ready to be downloaded.

### **New ngcecodes Order 2797903 Posted.**

Thank you for your ngcecodes order.

You will receive notice of the status of your order as it is being processed. Once your order is ready for download you will receive an order "Ready" email notification.

Order details can be found 24 hours a day on our website by logging into your account [here](#).

*If you have any questions about your ngcecodes order, contact customer service.*

#### **United States and Canada:**

Monday - Friday

8:30 - 5:00 pm CST

Via email: [customerservice@ngc-group.com](mailto:customerservice@ngc-group.com)

#### **United Kingdom and Europe:**

Monday - Friday

8:30 - 5:00 GMT

Via email: [customerservice@ngc-group.co.uk](mailto:customerservice@ngc-group.co.uk)

Your order details are below:

ngcecodes order 2797903 posted: (June 14, 2017 1:57 PM CDT)

<b>Vendor</b>	<b>Denomination</b>	<b>Quantity</b>
iTunes USA - INV	\$15.00 USD	1
<b>Total</b>	<b>\$15.00 USD</b>	<b>1</b>

Sincerely,  
The National Gift Card Team

#### **United States (Global Headquarters)**

[www.ngc-group.com](http://www.ngc-group.com)

888.472.8747 | 815.477.4288

#### **Canada**

[www.ngc-group.ca](http://www.ngc-group.ca)

888.472.8747 | 815.477.4288

#### **United Kingdom and Europe**

[www.ngc-group.co.uk](http://www.ngc-group.co.uk)

+44 1344 987678

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Once your order is done processing you will receive an "order ready" e-mail. This e-mail will look like the one at right and be your indicator that you can now login to the website, and download your order.

<https://customer.ngcecodes.com/login.php>

### Your ngcecodes Order 2797903 is Ready!

Hello,

Thank you for your ngcecodes order. The following is an overview of your order details:

Vendor	Denomination	Quantity
iTunes USA - INV	\$15.00 USD	1
<b>Total</b>	<b>\$15.00 USD</b>	<b>1</b>

Your order has been delivered to your secure inbox and is now available for download. To access your secure inbox, using your ngcecodes username and password go to:

[Pick Up Order](#)

Once you have downloaded the file, the order will be grayed out and it will show you the download date. You can access the file at any time after you have downloaded it.

As an additional security measure, we recommend that you password protect your file once downloaded.

*If you have questions about your ngcecodes order, contact customer service:*

**United States and Canada:**

Monday - Friday

8:30 - 5:00 pm CST

Via email: [customerservice@ngc-group.com](mailto:customerservice@ngc-group.com)

**United Kingdom and Europe:**

Monday - Friday

8:30 - 5:00 GMT

Via email: [customerservice@ngc-group.co.uk](mailto:customerservice@ngc-group.co.uk)

Sincerely,

The National Gift Card Team

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**Canada**

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888.472.8747 | 815.477.4288

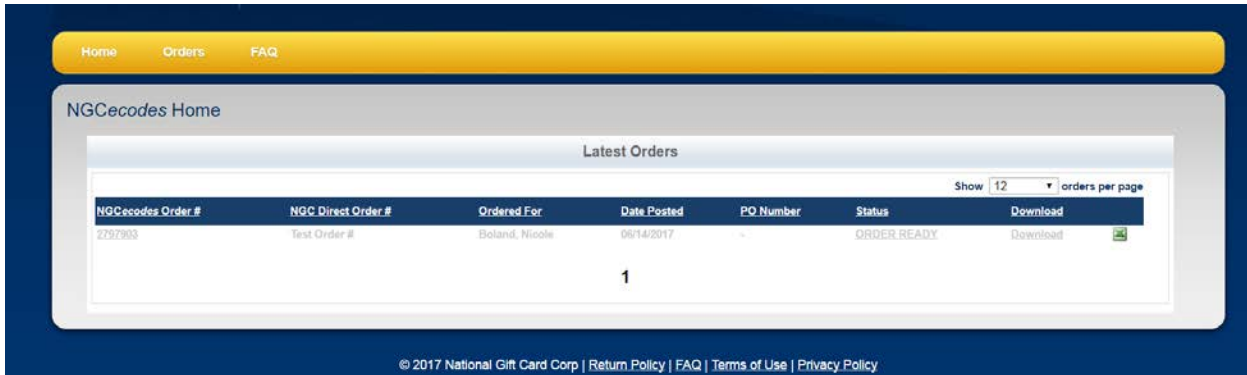
**United Kingdom and Europe**

[www.ngc-group.co.uk](http://www.ngc-group.co.uk)


+44 1344 987678

## How do I download my order?

When you login to the website it should direct you to your latest orders page, there you should be able to see your order ready to be downloaded:



The screenshot shows the NGCecodes website interface. At the top, there is a navigation bar with links for Home, Orders, and FAQ. Below this, the main content area is titled 'NGCecodes Home'. A section titled 'Latest Orders' contains a table with the following data:

NGCecodes Order #	NGC Direct Order #	Ordered For	Date Posted	PO Number	Status	Download
2137363	Test Order #	Boland, Nicole	09/14/2017	-	ORDER READY	Download 

Below the table, the page number '1' is displayed. At the bottom of the page, there is a footer with the text: © 2017 National Gift Card Corp | Return Policy | FAQ | Terms of Use | Privacy Policy

If for some reason you are not directed to this page you can simply select “orders” then “order management” once you click on “order management” you will be directed to a search page (see below). You will then click on order ready to be able to download your eCode order.

**Please Note:**

**eCode File Format**

When you receive your eCode file, here is the key for understanding the columns:

**Denomination:** The amount of the eGift Cards value

**Retailer:** The Merchant Name

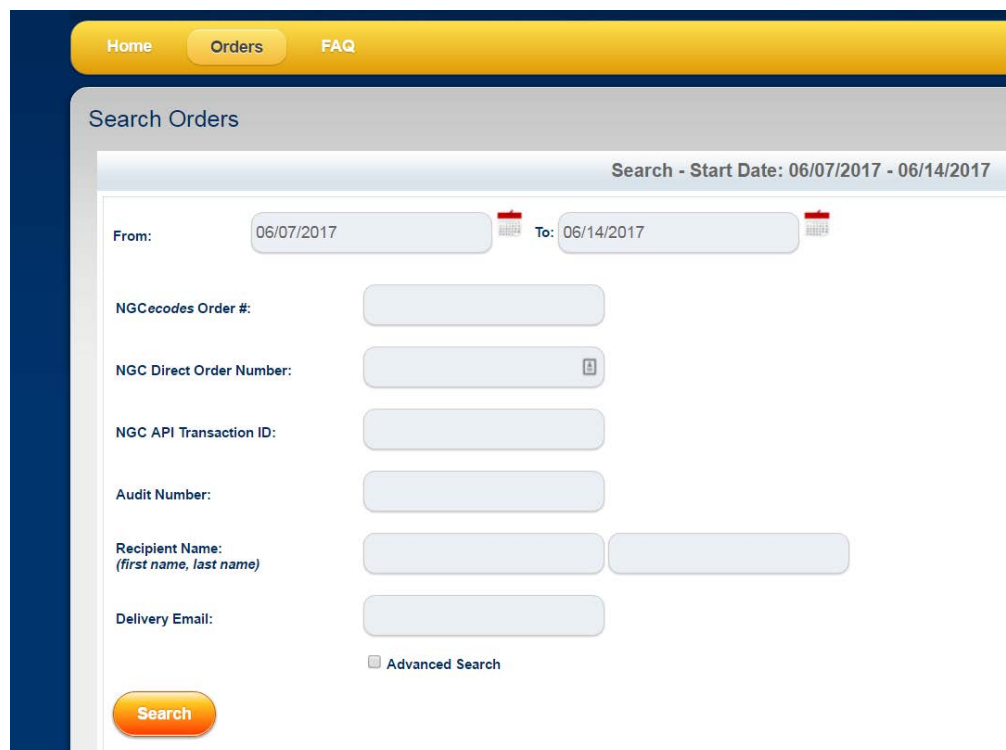
**URLs:** This field contains a URL with the eCode embedded in the url. This is the piece you will send to your end recipient.

When the end recipient clicks on this URL, it will open up the approved merchant eGift Card template along with the actual eCode embedded in it. This can be redeemed online, or printed and redeemed at a retail location.

**PIN/Challenge Key:** Some Merchants require a PIN or Secret Code to be entered when the end recipient clicks on the URL link to get access to the eCode. You will send this to the end recipient, along with the URL.

**SKU:** This is the NGC product SKU. It is internal information for your order and does NOT need to be shared with your end user.

**NGC PO Number:** This is the PO number for this eCode order.



Home Orders FAQ

Search Orders

Search - Start Date: 06/07/2017 - 06/14/2017

From: 06/07/2017 To: 06/14/2017

NGCecodes Order #:

NGC Direct Order Number:

NGC API Transaction ID:

Audit Number:

Recipient Name: (first name, last name)

Delivery Email:

Advanced Search

Search