

TripTips Business FAQs

You Have Questions. We Have Answers.

TripTips is built around a simple performance-based model:

Join for free. Create your own promotion. TripTips drives attributable customers. Your business pays TripTips only after a verified qualifying purchase occurs.

Getting Started

How much does it cost to join TripTips?

There is currently **no cost to join or list your business on the core TripTips platform.**

There is:

- No enrollment fee
- No recurring listing fee
- No long-term contract
- No cancellation fee
- No exit fee

Your business only pays a **Marketing Services Fee** when a TripTips-referred customer completes a verified Qualifying Referral Transaction at your business.

TripTips may offer optional paid services in the future, including:

- Premium advertising packages
- Sponsored placements
- AI-powered business tools
- Advanced CRM features
- Enhanced analytics
- Premium marketplace visibility
- Business subscriptions

Those optional products will be separately priced and are not required to use the current core TripTips Business platform.

How long does it take to get my business live on TripTips?

TripTips is designed to make Business onboarding fast and simple.

For many businesses, setup may take approximately **5–10 minutes**, depending on verification and the information required.

You will generally:

1. Download the TripTips Business app.
2. Create your Business account.
3. Enter your business information.
4. Accept the TripTips Terms of Service, Privacy Policy, and Business / Merchant Agreement.
5. Create and review your first promotion.
6. Complete any required business/account verification.
7. **Connect and verify your Business bank account and authorize ACH payments.**
8. **Go live on TripTips.**

Your banking and ACH setup is intentionally completed near the end of onboarding, immediately before your Business account becomes eligible to go live.

Why does TripTips need my Business bank account?

TripTips uses your verified Business bank account to collect Marketing Services Fees associated with verified Qualifying Referral Transactions.

TripTips does **not** charge your business upfront simply for being listed.

Eligible Referral Tips / Marketing Services Fees are reviewed and then **batched through ACH every 24 hours**.

After the applicable 24-hour review period, only valid, uncanceled Referral Tips remaining in the batch are eligible to be ACH-debited from your verified Business bank account and paid to TripTips.

Promotions

Who controls my TripTips promotions?

Your business does.

TripTips gives your business control over the economics and structure of your promotions, subject to applicable platform rules.

Your business may configure available settings including:

- The promotion offered to TripTips customers
- Percentage-off promotions
- Dollar-off promotions
- Product- or service-specific promotions
- Minimum purchase requirements
- Eligible products or services
- Promotion start date
- Promotion end date
- Participating hours
- Eligible business locations
- The number of times an eligible customer may redeem the promotion, where repeat redemption is supported
- The Referral Tip / Marketing Services Fee your business chooses to offer

The minimum Referral Tip is:

\$8 Per Qualifying Referral Transaction

Your business may set the Referral Tip as high as it would like to motivate Promoters and other referrers to drive more traffic to your business.

Can I require a minimum purchase to redeem my promotion?

Yes.

Your business may establish a minimum purchase requirement where supported by TripTips.

For example:

Spend \$50 or more to redeem our \$5 OFF Promotion.

During redemption, TripTips may require the employee processing the transaction to confirm that the customer satisfied the published minimum purchase requirement before the redemption is completed.

Your business determines the minimum-purchase economics when creating the promotion.

How many times can the same customer redeem a promotion at my business?

TripTips uses redemption controls designed to prevent repeated or abusive scans.

The platform may enforce both:

- A **once-per-day redemption limitation**, and
- A minimum **12-hour cooldown period** between qualifying redemptions at the same business.

A customer must satisfy the applicable redemption restrictions before another redemption can occur.

If your promotion allows the same customer to use the promotion more than once over time, TripTips will still prevent another qualifying scan until the applicable redemption and cooldown requirements have been satisfied.

What is the shortest promotion I can run?

The shortest TripTips promotion duration is:

48 Hours

Once your promotion becomes active, your business agrees to honor valid TripTips redemptions through the scheduled end of the promotion.

This prevents businesses from launching extremely short promotions, receiving customer traffic, and then immediately removing the advertised offer.

Can I stop a promotion early?

Generally, no.

Once your business activates a promotion, you agree to honor it through its scheduled end, subject to the minimum 48-hour campaign period.

During an active promotion, your business may generally:

- Extend the promotion
- Improve the promotion
- Increase the value offered to customers
- Increase future referral economics where supported

Your business generally may not:

- Reduce the advertised promotional value
- Reduce already-committed Referral Tip economics
- Add materially more burdensome redemption requirements
- Prematurely terminate the promotion

If an extraordinary situation occurs, such as an emergency closure, legal shutdown, major safety issue, or material technical failure, contact TripTips Support.

Can I leave TripTips whenever I want?

Yes.

TripTips does not require a long-term commitment.

If:

- You have no active promotion,
- You have no outstanding TripTips balance, and
- You have no unresolved obligations,

you may deactivate your business or request removal from the platform without an exit fee.

If a promotion is currently active, your business must first honor that promotion through its scheduled completion.

Referral Tips & Marketing Services Fees

How much do I have to offer as a Referral Tip?

The current minimum is:

\$8 Per Qualifying Referral Transaction

\$8 is only the minimum. There is no maximum Referral Tip.

Your business may set the Referral Tip as high as it would like to motivate Promoters, Customers, Sales Representatives, creators, rideshare drivers, travel professionals, and other referrers to drive more traffic to your business.

What exactly is the “Referral Tip”?

“Referral Tip” is TripTips' branded marketplace terminology.

Under the Business agreement, the Referral Tip represents the **Marketing Services Fee your business agrees to pay TripTips after a verified Qualifying Referral Transaction occurs.**

Your business pays TripTips.

TripTips separately handles any compensation owed to eligible Customers, Promoters, Sales Representatives, or other qualifying referral participants under their applicable TripTips agreements.

Your business does not directly distribute those payments.

When does TripTips actually charge my business?

TripTips batches eligible Marketing Services Fees approximately **once every 24 hours**.

After a qualifying customer purchase and TripTips redemption are recorded, the transaction generally enters a **24-hour Business review period** before the Marketing Services Fee is included in the applicable ACH batch.

During that full review period, an authorized Business owner or user may cancel a Referral Tip for a legitimate reason such as:

- Customer return
- Chargeback
- Customer purchase cancellation
- Fraud
- Customer/referrer collusion
- Employee error
- Employee accidentally scanning the wrong QR code
- Duplicate or mistaken transaction
- Other documented transaction ineligibility

If a Referral Tip is properly canceled during the review period, it is removed from the applicable batch.

At the end of the review period:

Canceled Referral Tips are excluded.

Only valid Referral Tips remaining in the batch are eligible to be ACH-debited from your Business bank account and paid to TripTips for Marketing Services.

Does TripTips charge me if someone only views my business?

No.

Your business is not charged merely because someone:

- Views your profile

- Sees your promotion
- Receives a recommendation
- Scans marketing material
- Walks into your business
- Considers purchasing

A Marketing Services Fee is tied to an eligible verified customer purchase and Qualifying Referral Transaction.

Customer Redemption

How does a TripTips customer redeem my promotion?

A typical redemption works like this:

1. **The customer arrives at your business.**
 2. **The customer opens the TripTips app and accesses the active promotion on your Business profile page.**
 3. **Your employee opens the TripTips Business app and uses the built-in QR scanner to scan the customer's TripTips promotion QR code. The redemption is then recorded in your free TripTips CRM dashboard.**
 4. The employee's authorized PIN or account identifies which employee processed the redemption.
 5. Any applicable minimum-purchase requirement is verified.
 6. Your business applies the active TripTips promotion through your normal point-of-sale system.
 7. TripTips records the qualifying referral transaction.
 8. The applicable Referral Tip / Marketing Services Fee enters the 24-hour review period.
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How do I apply the customer's TripTips promotion?

The customer opens your Business profile in TripTips and presents the QR code associated with the active promotion.

Your employee should:

1. Enter the applicable TripTips promotion into your normal POS system.
2. Confirm the customer's qualifying credit/debit transaction has been approved.
3. **Only then scan the customer's TripTips QR code using the TripTips Business QR scanner.**

The QR scan confirms the redemption and triggers the applicable TripTips referral-marketing transaction.

Do not scan the QR code before the qualifying purchase has been approved.

Does TripTips process the customer's purchase?

Under the current Business model, no.

The customer purchases your products or services directly from your business through your normal point-of-sale/payment system.

TripTips validates the referral-marketing and redemption event.

Your business remains responsible for:

- Customer payment processing
 - Sales taxes
 - Receipts
 - Returns
 - Refunds
 - Card disputes
 - Chargebacks
 - Product/service fulfillment
 - Customer service
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The 24-Hour Review Period

Why does TripTips give businesses 24 hours to review transactions?

TripTips provides businesses approximately **24 hours before batching** so you can identify legitimate problems before TripTips collects the associated Marketing Services Fee.

Examples include:

- Fraud
- Employee mistakes
- Customer/referrer collusion
- Returns
- Chargebacks
- Canceled purchases
- Incorrect QR scans
- Other qualifying errors

This gives your business a built-in transaction protection window.

Can I cancel a Referral Tip during the review period?

Yes, when there is a legitimate good-faith reason.

Examples include:

- Fraud
- Collusion
- Customer return
- Customer cancellation
- Chargeback
- Payment reversal
- Employee mistake
- Incorrect QR scan
- Duplicate transaction
- Another documented reason the transaction did not qualify

A properly canceled Referral Tip will be removed from the applicable 24-hour batch.

Can I cancel valid Referral Tips just because I do not want to pay them?

No.

The cancellation function is intended for legitimate transaction corrections and fraud protection.

It is not intended to avoid valid Marketing Services Fees.

TripTips may review cancellation activity and patterns.

Where appropriate, TripTips may:

- Request documentation
 - Investigate activity
 - Restore improperly canceled transactions
 - Restrict cancellation privileges
 - Suspend the Business account
 - Take other reasonable measures to protect marketplace integrity
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ACH Payments

How does TripTips collect what my business owes?

Eligible Marketing Services Fees are aggregated into **24-hour batches**.

After the review period closes, TripTips initiates an ACH debit from your authorized Business bank account for the valid Referral Tips remaining in that batch.

The ACH payment is made to TripTips for Marketing Services associated with verified qualifying transactions.

What happens if my ACH payment fails?

TripTips will generally make the original authorized ACH debit attempt.

If that payment fails, TripTips will make **one additional collection attempt**, generally within approximately 24 hours, where applicable ACH Network rules and TripTips' current payment provider permit the transaction to be reinitiated.

Certain ACH return types cannot lawfully or operationally be retried in the same manner.

What happens if TripTips still cannot collect the payment?

If the valid balance remains unpaid after the permitted collection attempts:

Your TripTips Business account **WILL** be temporarily suspended.

During suspension:

- Your business **WILL be hidden from TripTips customers**
- Your business **WILL no longer appear in TripTips discovery**
- New TripTips referrals **WILL stop**
- New TripTips redemptions **WILL be disabled**
- New promotions **WILL be disabled**

The suspension prevents additional unpaid Marketing Services Fees from accumulating.

Your business may retain limited account access necessary to review and resolve the outstanding balance.

How do I get my business live again after an unpaid balance?

Bring your TripTips account current.

Once:

- All valid outstanding Marketing Services Fees are paid,
- Applicable payment-provider fees are paid, and
- Any required bank verification or payment-risk review is completed,

your Business account can be reactivated and restored to the TripTips marketplace.

Are there NSF, returned-payment, or payment-processor fees?

Yes.

If your payment failure causes TripTips to incur an NSF, return, retry, late-payment, or other payment-provider fee, that fee may be passed through to your Business where permitted by law and properly disclosed.

The current TripTips NSF / late-payment fee is:

\$2.00

If TripTips' bank or payment processor imposes another applicable fee related to your failed or returned payment, the Business may also be responsible for that processor-imposed amount where permitted by law.

TripTips does not intend these amounts to operate as undisclosed penalties.

Business CRM & Data

Can I track the customers TripTips sends to my business?

Yes.

Your TripTips Business account includes CRM functionality designed to provide visibility into attributable TripTips activity.

Depending on available functionality, your Business dashboard may show:

- Customer name

- Promoter/referrer name
- Employee PIN or employee identifier
- Date of redemption
- Time of redemption
- Promotion redeemed
- Referral Tip / Marketing Services Fee amount
- Transaction status
- Cancellation/dispute status
- ACH batch/payment information

This creates an auditable record of:

Who came in → who referred them → which employee handled the redemption → which promotion was redeemed → when it occurred → what the referral-marketing cost was.

Why does TripTips track employee PINs?

Employee PINs create accountability and transaction traceability.

They help TripTips and the Business identify which employee handled a redemption and assist with:

- Fraud investigations
- Employee mistakes
- Transaction disputes
- Collusion investigations
- Internal accountability
- Redemption verification

Employees should use only their own authorized credentials.

What can employees access?

Employee accounts should be permission-limited.

When an employee logs into the Business account using the employee's authorized username/PIN, the employee may be restricted primarily to the functionality required to process TripTips customer redemptions.

Employees should **not** receive access to sensitive Business information such as:

- Bank-account information
- Private payment information
- Owner-level account settings
- Other restricted Business information

TripTips may use role-based permissions to separate employee functionality from owner/manager functionality.

Can I use TripTips customer information for my own marketing?

Not automatically.

Your TripTips CRM information may be used for legitimate TripTips-related Business purposes including:

- Redemption validation
- Customer service
- Fraud prevention
- Reconciliation
- Accounting
- Campaign measurement
- Authorized CRM functionality

Receiving a customer's information through TripTips does not automatically mean the customer has consented to independent marketing texts, automated calls, or promotional emails from your business.

Your Business remains responsible for obtaining any consent required for its own marketing.

Fraud Protection

How does TripTips protect my business from fake referrals?

TripTips is designed with multiple fraud-prevention controls.

Redemption Frequency Controls

A customer cannot repeatedly scan the same Business promotion within a prohibited redemption window.

TripTips may enforce:

- A once-per-day redemption limit, and
- A minimum 12-hour cooldown between eligible redemptions at the same business.

If the same promotion is eligible for repeat use, the customer must still satisfy the applicable redemption interval before the scanner will allow another qualifying redemption.

The system is designed to prevent two qualifying scans at the same Business inside the restricted period.

Geofenced Business QR Scanner

TripTips may establish a geofenced area around your Business location.

Employee QR-scanner functionality is designed to operate only within the authorized Business area.

If an employee leaves the permitted geofenced zone:

The QR scanner deactivates.

When the employee returns to the authorized Business location:

The QR scanner can reactivate.

This makes it substantially harder for employees to leave the Business and scan customer QR codes remotely or from unrelated locations.

Restricted Employee Permissions

Employees using their own authorized PIN/username may have access only to the functionality necessary to process TripTips redemptions.

They do not need access to:

- Your Business bank information
 - Banking credentials
 - Owner financial settings
 - Other sensitive owner-level account information
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Business-Hours Protection

TripTips may automatically deactivate employee QR-scanning functionality when the Business reaches its listed closing time.

This prevents ordinary after-hours redemption scanning.

Manager Override for After-Hours Redemptions

Sometimes a legitimate TripTips customer may enter before closing but complete checkout after the Business's listed closing time.

In that situation, the employee may be required to obtain an authorized manager override.

The manager enters the applicable manager PIN or authorization to temporarily permit the customer redemption.

The after-hours redemption may then be:

Highlighted in red in the Business CRM

so owners or authorized managers can clearly identify and review the after-hours transaction.

Two-Step Employee Redemption Verification

TripTips uses an additional confirmation step before finalizing qualifying customer redemptions.

After scanning the customer's QR code, the employee may see:

Are you sure you want to redeem this promotion?

YES / NO

If the Business has established a minimum purchase requirement, the employee may instead see:

Did the customer meet the \$50 minimum purchase requirement?

YES / NO

The employee must affirmatively confirm the applicable requirement before TripTips completes the redemption.

Purchase-First Redemption Control

Employees should not scan a customer's TripTips QR code until:

1. The applicable Business promotion has been entered into the POS,
2. The customer has satisfied any applicable minimum-purchase requirement, and
3. The customer's qualifying credit/debit transaction has been approved.

This is important because the TripTips QR scan is the event that records the redemption and triggers the applicable referral-marketing transaction.

Duplicate-Scan Prevention

TripTips is designed so a customer's QR code cannot simply be scanned repeatedly at the same Business.

If the customer has already completed a qualifying redemption within the prohibited redemption window, the system prevents another eligible scan.

This helps prevent:

- Duplicate transactions
 - Employee/referrer collusion
 - Artificial referral volume
 - Repeated QR farming
 - Accidental double scans
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24-Hour Business Review Window

Even after a QR redemption is recorded, TripTips gives the Business approximately 24 hours to review the transaction before it becomes part of the applicable ACH batch.

If you discover legitimate:

- Fraud
- Collusion
- Employee error
- Return
- Chargeback
- Cancellation
- Other ineligibility

you may cancel the associated Referral Tip during the applicable review period.

What happens if a Promoter, Customer, Sales Representative, or employee commits fraud?

TripTips may investigate suspected:

- Fake transactions
- Fake customer purchases
- Fake QR scans
- Employee/referrer collusion
- Customer/referrer collusion
- Employee PIN abuse
- Location spoofing
- False minimum-purchase confirmations
- Return manipulation
- Attribution theft
- Account farming

- Other marketplace manipulation

Fraudulent or otherwise invalid activity may be:

- Canceled
- Reversed
- Disqualified
- Investigated

Accounts associated with serious or repeated misconduct may be suspended or terminated.

Referrals

Who can refer customers to my business?

TripTips can support referrals from participants including:

- Customers
- Promoters
- Rideshare drivers
- Influencers
- Creators
- Sales Representatives
- Travel professionals
- Hospitality partners
- Conference partners
- Other authorized TripTips participants

The goal is to turn people already interacting with potential customers into an attributable customer-acquisition network.

Can my Business refer its existing customers to TripTips?

Yes, where that functionality is available.

Your Business may have a unique TripTips QR code or referral link that allows you to introduce your existing customers to the TripTips marketplace.

If those directly attributed users later make qualifying purchases and redeem eligible promotions at participating TripTips Businesses, your Business account may be eligible to earn the applicable Referral Tip under TripTips' referral rules.

Eligible referral compensation may generally range approximately:

\$8 Minimum Referral Tip - No Maximum

depending on the participating Business category and active promotion.

Business Control

Can I customize my promotions?

Yes.

Your Business controls the promotion structure made available through TripTips.

Examples may include:

- Percentage-off promotions
 - Dollar-off promotions
 - Minimum-purchase promotions
 - Product-specific promotions
 - Service-specific promotions
 - Other TripTips-supported promotional structures
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Can I set a minimum purchase amount?

Yes.

For example:

Spend \$50 or more to redeem our \$5 OFF Promotion.

If a minimum purchase applies, the customer must satisfy that requirement for the redemption to qualify.

The employee may be required to affirmatively confirm the requirement inside the TripTips Business app before completing the QR redemption.

Can I choose my Referral Tip?

Yes.

Your Business determines the Referral Tip / Marketing Services Fee you wish to offer, subject to TripTips' minimum.

Current minimum:

\$8 Per Qualifying Referral Transaction

There is no maximum Referral Tip. Your Business may set it as high as you choose to motivate Promoters and other referrers to drive more traffic to your business.

Yes.

If your Business launches a TripTips promotion, valid customers are entitled to rely on the published promotion while it remains active.

Your Business must honor valid qualifying redemptions through the scheduled end of the promotion.

Visibility & Advertising

Is my TripTips Business listing free?

Yes.

The current standard TripTips Business listing is free.

There is no recurring subscription required merely to maintain the standard Business listing under the current core platform structure.

Can I pay for more visibility?

TripTips plans to offer optional premium advertising and enhanced marketplace visibility products.

Potential products may include:

- Sponsored placement
- Featured promotions
- Premium advertising
- Category placement
- Enhanced visibility
- AI-powered promotional tools
- Advanced analytics
- Premium CRM functionality

Premium Advertising Packages — Coming Soon.

Will TripTips offer AI tools for businesses?

TripTips intends to introduce optional AI-powered Business products and subscriptions.

Potential features may include:

- Promotion recommendations
- Promotion optimization
- Customer analytics
- Campaign analysis
- Marketplace intelligence
- Automated marketing assistance
- Advanced Business insights
- Premium marketplace optimization

Specific functionality and pricing will be disclosed before purchase.

Business Responsibilities

Who is responsible for my products and services?

Your Business remains responsible for its own:

- Products
- Services
- Employees
- Licensing
- Permits
- Customer service
- Safety
- Taxes
- Returns
- Refunds
- Chargebacks
- Warranties
- Premises
- Professional obligations

TripTips provides the referral-marketing marketplace and attribution technology.

Does TripTips guarantee customers?

No.

TripTips does not guarantee:

- A minimum number of customers
- A minimum number of transactions
- Revenue
- Profit
- ROI
- Conversion rate
- Customer retention
- Particular marketplace placement

TripTips provides the marketplace, referral network, attribution technology, fraud controls, and promotional infrastructure.

Your Business controls its promotion economics.

Changing Account Information

Can I update my Business information?

Yes.

Authorized Business users can update eligible Business information through the TripTips Business app.

Certain material changes may require additional verification.

Can I change my Business bank account?

Yes.

A replacement Business bank account may need to be verified before it becomes eligible for future ACH collections.

Changing or closing your bank account does not eliminate valid amounts already owed to TripTips.

What should I do when an employee leaves?

Promptly disable or remove the employee's TripTips access and employee PIN.

Unique employee authentication is an important part of TripTips' transaction accountability and fraud-prevention system.

Why TripTips?

Why would my Business use TripTips instead of traditional advertising?

TripTips is structured around **performance-based customer acquisition**.

Traditional advertising often requires spending money before knowing whether the advertising produces a paying customer.

TripTips is designed differently:

No verified qualifying purchase = no transaction-based TripTips Marketing Services Fee.

Your Business can:

List for free → create a promotion → receive attributable customer activity → pay TripTips after a verified qualifying purchase.

Support

What if I need help?

TripTips Business Support can assist with:

- Business onboarding
- Promotions
- Employee access
- QR redemptions
- Fraud concerns
- Transaction cancellations

- ACH issues
- Bank-account updates
- Business-profile changes
- General platform support

Contact TripTips through the Business app or:

support@triptipsapp.com

TripTips Business in 30 Seconds

Join and list for free.

Create your own promotion.

Minimum promotion duration: 48 hours.

Set your own promotion economics and minimum purchase requirement.

Choose your Referral Tip - \$8 minimum, no maximum.

TripTips drives attributable customers.

Your POS processes the customer's purchase.

Your employee applies the promotion, confirms payment, and then scans the customer's TripTips QR code.

TripTips records the referral transaction.

You receive approximately 24 hours to cancel legitimate fraud, collusion, mistakes, returns, cancellations, or chargebacks.

Canceled Referral Tips are removed from the batch.

Remaining valid Marketing Services Fees are ACH-batched every 24 hours.

Failed ACH payments are retried once where permitted.

Unresolved nonpayment WILL temporarily suspend and hide your Business until the account is brought current.

No long-term contract. No exit fee.

You control the promotion. TripTips measures the customer acquisition.