

# myDarwin – Merchant FAQ's

## General

### What are myDarwin Discounts?

myDarwin Discounts are digital discounts with a monetary value that can be used to make purchases at participating local Darwin businesses.

### Why were myDarwin discounts created?

myDarwin Discounts were created to provide discounts to customers to increase spending in locally-operated Darwin businesses. This is an economic stimulus initiative by the City of Darwin Council to assist the economy with the easing of the coronavirus (COVID-19) restrictions. The project is aimed to support food, retail, hospitality and tourism businesses operating a shopfront in the Darwin municipality.

### Is myDarwin a mobile app or a website?

myDarwin is a website application and can be accessed via [mydarwin.me](https://mydarwin.me) which redirects you to the myDarwin portal [my.darwin.nt.gov.au](https://my.darwin.nt.gov.au). The website application is not available on Google play store or the Apple app store.

### Who can use the myDarwin Discounts?

Anyone over the age of 18 years old who is visiting or living in Darwin can use myDarwin Discounts.

### How do I get myDarwin Discounts?

Register at [mydarwin.me](https://mydarwin.me) to create a login to the *myDarwin* portal. Once registration is approved the *myDarwin*, the home page will display your available discounts.

## Merchants

### How do I register my business?

Register here for free - [www.my.darwin.nt.gov.au](https://www.my.darwin.nt.gov.au) to submit your merchant application. Once eligibility criteria is met and approved, your business will be listed in the respective category.

### How do I find out if my business is eligible for the program?

Please refer clause 3. Merchant Eligibility in our [Merchant Terms and Conditions](#) for all eligibility related questions.



### **How does the myDarwin discounts work?**

Every registered user will receive \$40 worth of myDarwin discounts. This will be made available in 2 x \$2.50 discount vouchers, 1 x \$5 discount voucher, 1 x \$10 discount voucher, 1 x \$20 discount voucher. The user may redeem one of these discounts at your business per day per transaction. Please note that a customer's used discount will only renew every 48 hours.

### **Are there any minimum spend requirements for the customer?**

The myDarwin discount can be used at all participating merchants. But a minimum spend is required for each transaction. The minimum spend for the discounts are as follows.

- To use the \$2.50 myDarwin discount the minimum spend amount is \$10
- To use the \$5 myDarwin discount the minimum spend amount is \$20
- To use the \$10 myDarwin discount the minimum spend amount is \$40
- To use the \$20 myDarwin discount the minimum spend amount is \$80

### **How do I redeem myDarwin discounts from the customer?**

When you login to the merchant portal you will be directed to the redeem page.

Simply type in the 5 digit alpha-numeric code presented by the customer and the total transaction value and press Redeem.

If the code is valid it will move to the redeemed section. If not valid this code cannot be accepted as a myDarwin discount. Please make sure you follow this step first prior to providing a discount on your POS device.

### **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 redeem the myDarwin discount prior to accepting payment to ensure validity.

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

### **What do I do if the code is not valid?**

Please do not honour any myDarwin discount that do not carry a valid code when entered and not redeemed.

### **Do I need receipts for myDarwin sales?**

Yes. Every myDarwin sale will need to have a proof of receipt for auditing purpose. The Council has the right to conduct audits on merchant's receipts and transactions using the myDarwin discounts.



### **When will I get my rebates and how often do I get paid?**

Please refer clause 4. Payments in our [Merchant Terms and Conditions](#) for all financial related questions.

### **Can I sell alcohol and Tobacco redeeming myDarwin discounts?**

The program does not permit the discount to be applied for the purchase of alcohol and tobacco.

### **Can I trade the customer vouchers for cash?**

The program does not permit myDarwin Discounts to be traded for cash

## **Troubleshoot**

### **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 myDarwin website my device says 'browser is unsupported'.**

If you see this message you may need to upgrade the version of the internet browser that you are using. The myDarwin website works best on the latest versions of web browsers Apple Safari, Google Chrome, Mozilla Firefox and Microsoft Edge.

### **My account is blocked, how do I reactivate it?**

Send an email to [my.darwin@darwin.nt.gov.au](mailto:my.darwin@darwin.nt.gov.au) and advise the email address or mobile phone number associated with your account that needs to be unblocked.

## **Privacy**

**How will my registration details be used? This includes mobile number and email address.**

Your mobile number and email address will be used by the City of Darwin to validate if it has been used previously to register for the scheme. All information is stored in and does not leave Australia.

For more details the City of Darwin's approach to privacy please visit - <https://www.darwin.nt.gov.au/council/about-council/our-approach-to-privacy>



## Getting in touch with us

How do I get in touch with the myDarwin support team?

You may direct all email queries to [my.darwin@darwin.nt.gov.au](mailto:my.darwin@darwin.nt.gov.au) or call the City of Darwin on Phone: 08 8930 0388 from Monday – Friday between 08:00am – 05:00pm, excluding public holidays.

