

## What to do when a customer hands you Downtown Dollars:

*Educating your staff will help to ensure the program's success*

Simply treat them as cash, provide change and return the certificates to the Lancaster City Alliance offices and a check will be mailed to you - usually within a week.

- Lancaster City Alliance is located at 115 E King Street, fourth floor, 9 a.m. to 4 p.m. weekdays.

As a convenience to you, Downtown Dollars come in only \$5 and \$10 increments which allow for a minimal amount of change to be given to customers.

## How to participate:

Anyone can accept Downtown Dollars, but if you call Lancaster City Alliance at 717.394.0783 or write [info@teamlanc.org](mailto:info@teamlanc.org), we will provide you with a window cling so customers know you accept Downtown Dollars. You will also be listed on the Lancaster City Alliance and Lancaster Office of Promotion websites as a participant. Don't forget to educate your staff on how to accept Downtown Dollars.

## What do Downtown Dollars look like?

Below are the two styles of Downtown Dollars, to ensure authenticity: please look for the raised seal on each certificate. The design on the right is the older design, you must still honor these if a customer presents them to you.

