

# FAQ's

## **Why Zipthru with J&J ID badge integration?**

Web based account management to include funding, balance information and transaction detail & purchase history.

Multiple funding options to include: credit / debit card and automatic account replenishment - so you never run out of funds!

## **How do I get started using Zipthru cashless?**

First, ensure your J&J identification badge is compatible and follow step by step Instructions. [Click here](http://jjwhq.zipthrucashless.com). It will guide you how to Log on to the Self Service Site <http://jjwhq.zipthrucashless.com>.

## **Do I have to use an ID badge to pay for my meals?**

No. Credit cards and meal vouchers are also accepted. Cash will be an option at the registers.

## **Can I use my ID badge to pay at other J&J locations?**

Badge payments can be used at any site that accepts Zipthru. Current locations include WHQ Campus, Titusville, and Skillman. Raritan and Springhouse locations will begin accepting Zipthru in October 2017. Additional locations will be rolled out in 2018.

## **My ID badge doesn't work. What should I do?**

Log on <http://jjwhq.zipthrucashless.com> and confirm your account information.

Once confirmed, contact your onsite foodservice management team from the site where you enrolled in Zipthru.

## **I forgot my ID badge. What should I do?**

Cash and Credit card payments continue to be accepted.



# FAQ's

## **I lost my ID badge. What should I do?**

Report your lost card to security AND contact the onsite Café Manager to deactivate your account to protect from unauthorized use of your badge and funds.

*Note: Please retain old account number in order to deactivate.*

Once you obtain a new badge, log into your account in the Zipthru Self Service Site to update your account number and then notify the Café Manager to ensure the funds are transferred to your updated account.

## **I'm leaving the company and I have funds in my account. What should I do?**

Please present your ID Badge to the onsite foodservice management office. You will be issued a cash refund for the balance on the account.

If you are unable to physically visit the onsite cafe, please complete this [refund document](#) and submit to our corporate office: [RA- MCCUS-New-Brunswi@ITS.JNJ.com](mailto:RA-MCCUS-New-Brunswi@ITS.JNJ.com)

Or mail to:

Eurest  
1 Johnson and Johnson Plaza  
New Brunswick, NJ 08903

You will be issued a check refund for the balance on the account.

## **How do I reload my badge?**

Funding can be added manually at your discretion or set up for auto-replenishment at the website <http://ijwhq.zipthrucashless.com>. You will need a credit or debit card to fund your account.

## **What major credit cards accepted?**

AMEX, VISA, MasterCard and Discover

## **Is there a minimum balance that must be kept in my Zip thru account?**

No

## FAQ's

### **How long does it take for my account to update after adding money?**

The manual funding of your card will take place immediately. Accounts set up with auto-replenish will update when funds reach their minimum threshold. It is advised that you check your account balance via the web-site.

### **Is my credit card information secured once I register my Zip thru Card?**

All credit card information retained in the site is encrypted with the latest technologies. This information is not viewable by anyone, once entered. The site utilizes Verisign® for all credit card transactions, a recognized standard processor for credit card authorizations over the Internet. The Zip thru web-site is protected by current SSL technology with up to date encryption features.

### **Are there any fees associated with my Zip thru Cashless account?**

There are no fees associated with any purchase, transaction or account funding.

### **How far back does my transaction history go?**

The transaction history of your account will go back to the date your account was created. You will be able to pull receipts from purchases in the café from your account.

### **I have auto-replenishment enabled on my Zipthru account and my credit card is expired. What should I do?**

Visit <http://jjwhq.zipthrucashless.com> to update your credit card account information.

### **What are my Zipthru reward options and how does it work?**

\$50 Spend - Free Starbucks Specialty Beverage  
\$75 Spend - \$5 bonus added to Zipthru account  
\$100 Spend - Free Individual Create @ Home meal  
\$250 Spend - Free 45 minute session with personal trainer

Earn rewards by funding your Zipthru account at <http://jjwhq.zipthrucashless.com>

Please retain your Zipthru funding confirmation emails. Contact the onsite café manager for your reward redemption.

