

Handle with care

Iwata City Premium Gift Certificates Iwata Support Ticket Premium

Participating Store Manual

Gift Certificate Use Period

Saturday August 1, 2026 – Saturday October 31, 2026

**Iwata City Premium Gift Certificate Secretariat
(Contracted by JTB Hamamatsu Branch)**

**4th Floor, Fun Building, 70-1 Chitose-cho, Chuo-ku, Hamamatsu City
TEL: 053-456-0044**

**Business Days: Weekdays excluding Saturdays, Sundays, and public holidays
(August 1st-2nd are special business days)**

Business Hours: 9:00 AM – 6:00 PM

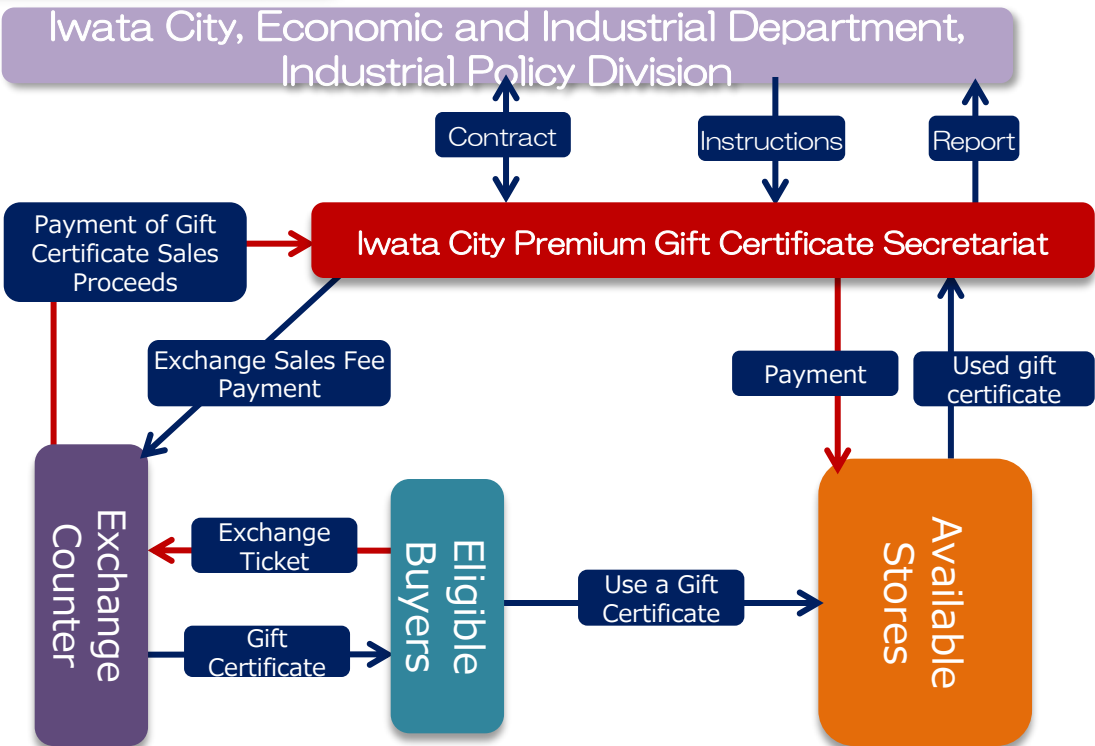
Produced July 7, 2026

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Overview

Program Purpose	To support citizens' daily lives and local businesses, Iwata City will issue premium gift certificates, "Iwata Support Ticket Premium," exclusively for Iwata City residents.
Name of Gift Certificate	Iwata City Premium Gift Certificate "Iwata Support Ticket Premium"
Issuance Amount	¥2 billion (of which ¥1 billion is for premium)
Number of Certificates Issued	200,000 sets
Selling Price	¥5,000/set *100% premium
Face Value of Gift Certificate	¥10,000/set
Sales Period	July 21, 2026 (Tue) - August 28, 2026 (Fri)
Usage Period	August 1, 2026 (Sat) - October 31, 2026 (Sat)
Eligible Persons and Purchase Limit	1) Applicants must be residents of Iwata City at the time of application (May 15 - June 19). 2) Each person may apply for up to two sets. 3) One set is guaranteed to be awarded. The second set will be selected by lottery. Even family members who apply together may be awarded either one set or two sets.
Secretariat	Iwata City Premium Gift Certificate Secretariat (Contracted by JTB Hamamatsu Branch) 4th Floor, Fun Building, 70-1 Chitose-cho, Chuo-ku, Hamamatsu City, Shizuoka Prefecture 430-0934, TEL: 053-456-0044, 9:00 AM - 6:00 PM

Program Framework



Items that cannot be purchased with gift certificates

- 1) Highly fungible items such as gift certificates, beer vouchers, book vouchers, stamps, and prepaid cards.
- 2) Financial products such as stocks, futures, and lottery tickets.
- 3) Inter-business transactions such as procurement and expense payments related to business activities.
- 4) Payments to national and local governments such as taxes and public fees, and payments for public utilities.
- 5) Payments related to real estate such as land and house purchases, housing rent, land rent, and parking fees.
- 6) Tobacco (sales at prices other than the retail price are prohibited under Article 36, Paragraph 1 of the Tobacco Business Act).
- 7) Other items specifically designated by the store

*If your store independently designates products that are not eligible for use with this certificate, please clearly indicate this in advance so that users can be aware of it.

Strict rules regarding the handling of gift certificates

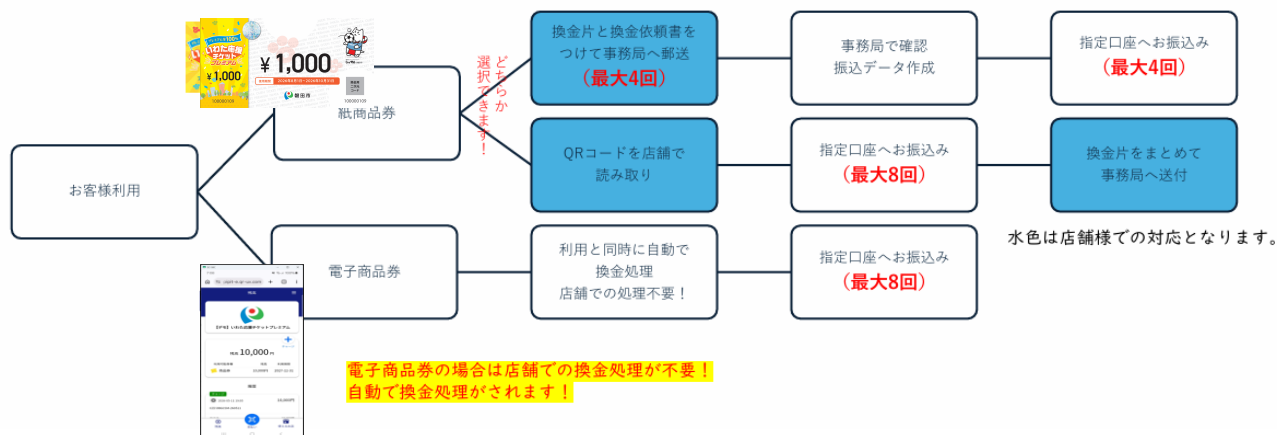
- 1) Gift certificates can only be used at participating stores within the validity period.
- 2) No refunds will be given after purchase.
- 3) Gift certificates cannot be exchanged for cash.
- 4) No change will be given when using paper gift certificates.
(Electronic gift certificates can be used in increments of ¥1.)
- 5) The issuer (city) and the secretariat are not responsible for theft, loss, destruction, damage, forgery, or imitation.

Responsibilities of participating stores, etc.

- 1) Participating stores should clearly display promotional materials (posters and stickers) issued by the secretariat in a location easily visible to customers so that it is clear that they accept these gift certificates.
 - 2) When receiving a gift certificate, stamp the back of the certificate with the store's seal or official seal to prevent it from being recirculated. If the certificate already has any information written on it or a seal on it, refuse to accept it.
 - 3) Check that there are no problems with the gift certificates when you receive them.
- Sample certificates for verification will be distributed, so make sure that everyone handling the gift certificates is aware of this.
- If you can determine that a gift certificate is counterfeit, refuse to accept it and contact the secretariat immediately.

Flow from Use to Payment

お客様の利用から換金手続・入金までの流れ

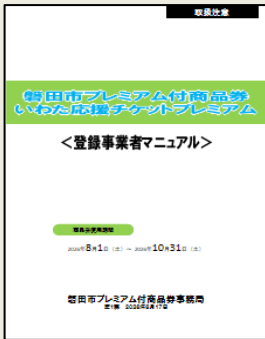


Before you start using the service, we will send you materials (starter kit) to use at your store.

Starter Kit Contents

Common to all participating stores

Business Operator Manual
(this manual)



Retailer poster
Size: A3



Q-pit Login Information
Size: A4



Participating stores that only accept electronic gift certificates

Electronic gift certificate
QR code display sheet Gift certificate
acceptance sticker



Size: A4

Participating stores that only accept paper gift certificates

Paper gift
certificate sample Gift certificate
acceptance sticker



Envelope for paper gift certificate redemption
Sealing sticker and redemption slip



Size: A4

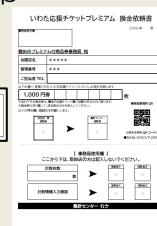
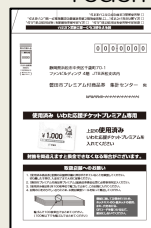
Participating stores that accept both paper and electronic gift certificates

Electronic gift certificate
QR code display sheet Gift certificate
acceptance sticker



Size: A4

Envelope for paper gift
certificate redemption
Sealing sticker and
redemption slip



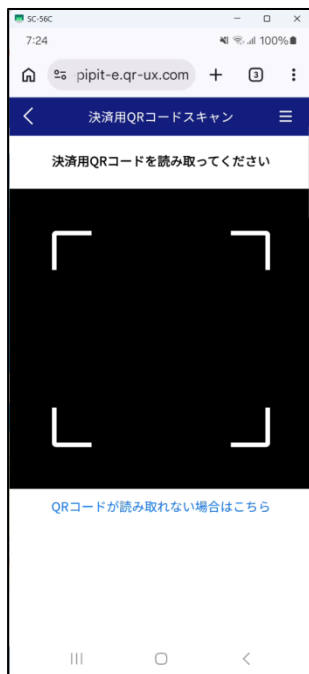
Paper gift
certificate sample



Electronic Gift Certificates



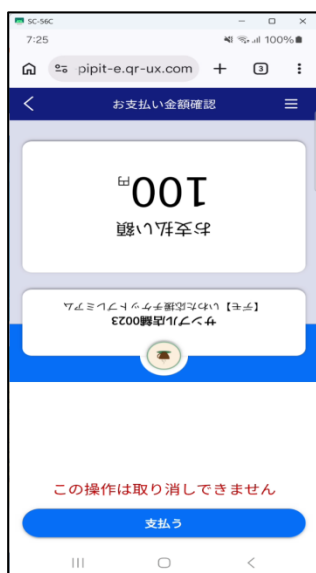
Screen before using
gift certificate



Screen when
reading QR code
(camera turns on)



Payment amount input
screen
(If paying ¥100)



Payment
confirmation screen



Screen after
payment is complete



Remaining balance display
screen after payment
completion

Paper Gift Certificates



Gift certificate sheet (front)

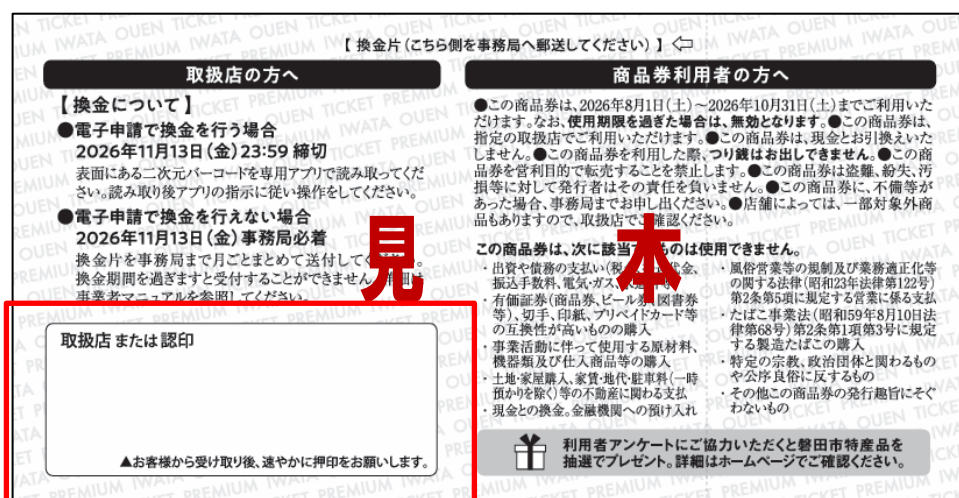
Gift certificate sheet (back)

10 x ¥1,000 gift certificates

(These are folded in an accordion style.)



Gift certificate (front)



Gift certificate (back)

You can check the redemption of paper gift certificates at participating stores and the usage history of paper and electronic gift certificates. Prepare the following two items in advance.

1) Q-pipit settlement application app

What you can do with the app

- 1) Application for redemption of paper gift certificate (cash redemption)
- 2) Cancellation of paper gift certificate redemption application
- 3) History check of paper gift certificate redemption applications
- 4) Usage history of electronic gift certificatea
- 5) Confirmation of transfer amount

Download the Q-pipit app on your camera-equipped smartphone or tablet.



2) Q-pipit Portal Site

You can use it from your PC, tablet, or smartphone. Log in and check beforehand.

What you can do on the portal site:

- 1) Dashboard: Check daily transaction amounts in graphs
- 2) Notifications: Check notifications from the secretariat
- 3) Transaction History (Digital Gift Certificates): Check and cancel digital gift certificate payment history
- 4) Redemption Application History (Paper Gift Certificates): Check paper gift certificate payment application history
- 5) Transfer Amount Confirmation: Check transfer status for each closing date
- 6) Account Settings: Change email address, password, and store information
- 7) App Login QR Code: Display the Q-pipit app login QR code
- 8) Participating Store Posters: Download poster data, etc.

Portal site URL

<https://q-pipit-e.qr-ux.com/shop/iwata2026/login>

Login information required for 1 and 2

To log in to the apps and portal sites mentioned in 1 and 2 above, you will need the enclosed "Login Information."

Your ID and password are listed in the enclosed "Login Information."

***If you do not have a smartphone or computer, or if you are using only paper gift certificates and will be requesting the entire redemption process to be handled by the secretariat, no prior preparation is necessary.**



Portal Site
QR Code



Receipt of Paper Gift Certificates

Confirmation and precautions upon receipt

1. The gift certificate is valid from August 1st, 2026 (Saturday) to October 31st, 2026 (Saturday).
*Please do not accept gift certificates outside of the above period.
2. Carefully check both sides of the gift certificate.
*Is it a copy or photograph? (A hologram is included on the front.)
*Is the redemption portion detached? → Cannot be used.
*Is the QR code on the front torn? → Cannot be used.
*Is the store name written or stamp placed on the back? → Cannot be used.
3. Change cannot be given.
Example: Purchase of ¥1,900 → Receive a ¥2,000 gift certificate → No change in cash is possible. In this case, please receive the ¥1,000 gift certificate + the payment method specified by your store (cash, etc.).
Please receive the difference according to your store's regulations.
*If the customer requests to use the gift certificate even without receiving change, please accept it as is.
(In that case, please do not give change in cash.)

Hologram (counterfeiting prevention)

*Those without a hologram will not be accepted.



Each gift certificate has a unique management number.

QR code for redemption

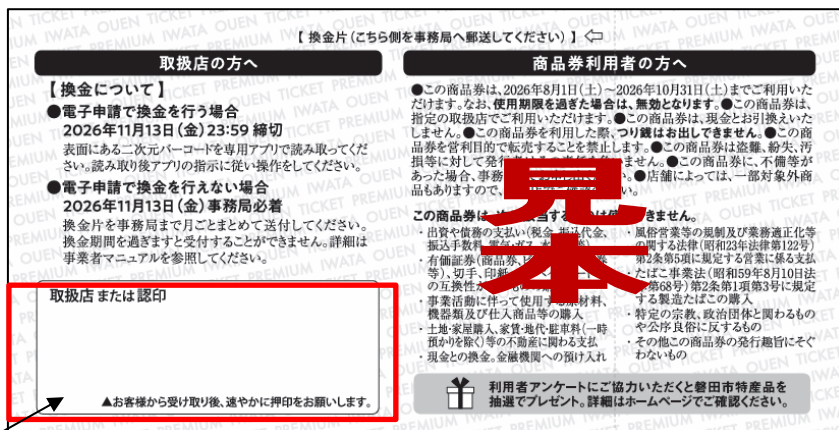
*Items with torn QR codes will not be accepted.

Perforated

*Do not accept Gift Certificates that have been detached before use.

Store
Stamp or
Signature
Field (to
be filled
after use)

*Do not accept gift Certificates that are already stamped, signed, or filled in upon receipt.



Process for accepting gift certificates

1. Accept the required number of gift certificates from the customer.
2. After completing the transaction with the customer, stamp or sign the back of the gift certificate to prevent misuse. Any of the following patterns are acceptable.

Be sure to complete the used-certificate procedure after accepting it.

A store stamp
or handwritten
entry

Signature of the
recipient

Personal
seal

【換金片（こちら側を事務局へ郵送してください）】<=

取扱店の方へ	商品券利用者の方へ
【換金について】 ●電子申請で換金を行う場合 2026年11月13日（金）23:59 締切 表面にある二次元バーコードを専用アプリで読み取ってください。読み取り後アプリの指示に従い操作をしてください。 ●電子申請で換金を行えない場合 2026年11月13日（金）事務局必着 換金片を事務局まで月ごとまとめて送付してください。換金期間を過ぎますと受付することができません。詳細は事業者マニュアルを参照してください。	●この商品券は、2026年8月1日（土）～2026年10月31日（土）までご利用いただけます。なお、使用期限を過ぎた場合は、無効となります。●この商品券は、指定の取扱店でご利用いただけます。●この商品券は、現金とお引換えいたしません。●この商品券を利用した際、つり銭はお出しできません。●この商品券を営利目的で転売することを禁止します。●この商品券は盗難、紛失、汚損等に対して発行者はその責任を負いません。●この商品券に、不備等があった場合、事務局までお申し出ください。●店舗によっては、一部対象外商品もありますので、取扱店でご確認ください。 この商品券は、次に該当するものは使用できません。 ・出賃・借賃の支払い（現金、振込代金、振込手数料等） ・有価証券（国債、地方債、国庫券等） ・切手・印紙、プリペイドカード等 ・事業活動に伴って使用する原材料、事業活動に伴って購入するもの ・土地・建物、家賃・地代・車料（一時預かりを除く）等の不動産に関わる支払 ・現金との換金、金融機関への預入れ ・風俗営業等の規制及び業務適正化等に関する法律（昭和23年法律第122号）第2条第5項に規定する営業に係る支払 ・たばこ事業法（昭和59年8月10日法律第68号）第2条第1項第3号に規定する製造たばこの購入 ・特定の宗教、政治団体と関わるものや公序良俗に反するもの ・その他この商品券の発行趣旨にそぐわないもの 利用者アンケートにご協力いただくと磐田市特産品を抽選でプレゼント。詳細はホームページでご確認ください。

取扱店または認印
株式会社イワタ
〒437-0000
磐田市〇〇1-1-1
▲お客様から受け取り後、速やかに押印をお願いします。

【換金片（こちら側を事務局へ郵送してください）】<=

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イワタタロウ
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磐田
▲お客様から受け取り後、速やかに押印をお願いします。

Important Notes

* Do not accept any gift certificates that already have stamps, signatures, or other information written on the back.

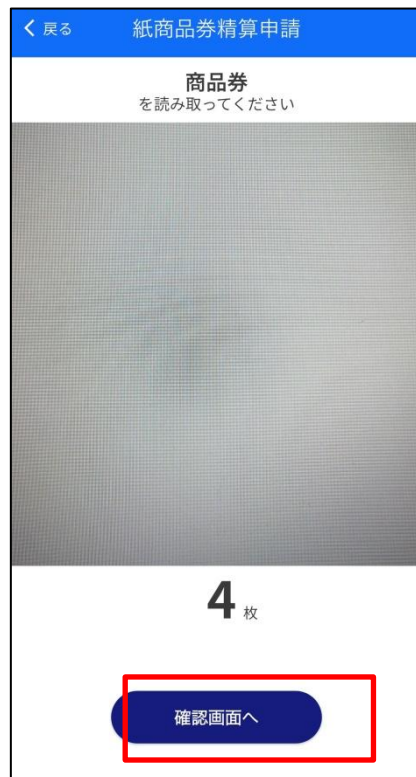
If a return is unavoidable, provide the same item/service or an alternative item/service.

* Refunds cannot be made in cash, electronic money, or by credit card.

How to redeem

1. When redeeming at individual stores:

Use the Q-pipit settlement app downloaded to your camera-equipped smartphone or tablet to scan the QR code on the paper gift certificate.



1) Log in to the app downloaded to your smartphone
Tap the redemption application button

2) Read the QR code on the front of the paper gift certificate.
(Up to 1,000 certificates can be read at once.)

3) The number of read items will be displayed.
If it matches the number of gift certificates to be redeemed, tap the confirmation screen.



4) Review the details and tap the submit button.

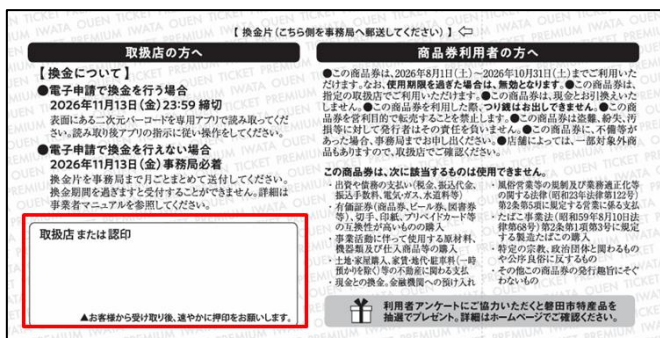
5) The redemption request is complete.
Please check the screen until "Completed" is displayed.

If your store implements steps 1 through 5, you can avoid the hassle of sending gift certificates to the secretariat each time.
Payments can also be made up to 8 times. (see page 15 for details on payment dates).

Redemption of Paper Gift Certificates for Cash

How to redeem

2. When redeeming at the secretariat



1) Stamp or sign the back to indicate that the Gift Certificate has been used.

If there is no signature or store name filled in, it cannot be redeemed.



3) Send the detached right-hand side to the secretariat.
If you have many certificates, bundle them in stacks of
100 with a rubber band.
Keep the left-hand side at your store.

2) Cut the gift certificate along the dotted line.

いわた応援チケットプレミアム 換金依頼書

事務局使用欄

2026年

月

日

館田市プレミアム付商品券事務局 宛

加加盟店名 *****

管理番号 *****

担当者TEL

1,000円券

※送付できる商品券は、

※換金券は切り離して、該当部分のみを封入してください。

以下の用紙に、送附品を記載します。

事務局使用欄 QR

取附品・
備考

集計センター
送附品

※館田市発行の QR コードに
■からなる1つにしてください。

【事務局使用欄】

ここから下は、取扱店の方は記入しないでください。

計数枚数

数

総枚数①

総枚数②

計数情報入力確認

総枚数①

総枚数②

集計センター 行き

4) Prepare the redemption request form and fill in the necessary information (red box).



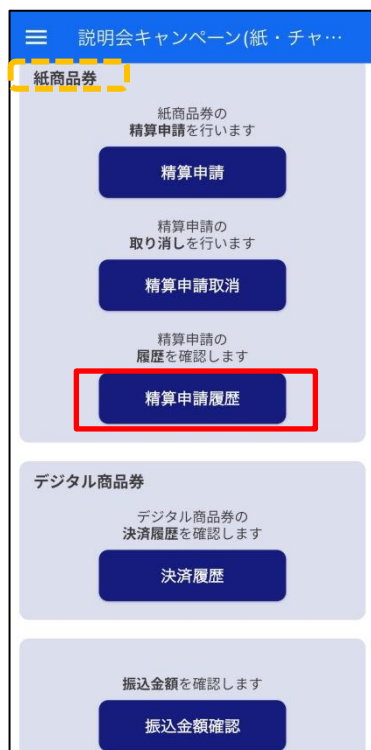
5) Place items 3 and 4 in the designated envelope and mail it.
(No stamp is required.)

Due to postal service conditions, delivery may take approximately one week from the time of mailing. Be especially careful if the delivery period includes weekends or public holidays.

If you choose to mail certificates to the secretariat for redemption, you may receive payments in up to four installments.. See page 16 for details.

How to check redemption information

You can check the redemption amount, closing date, etc., on the Q-pipit app or portal site.

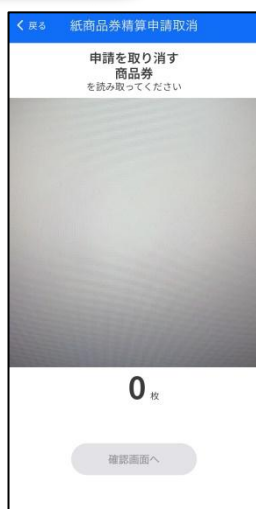


1) Tap "Redemption Application History"

2) Tap "Redemption Application Details"

3) You can check the history of the gift certificates you have redeemed. (You can also check the history for a specified period.)

Cancellation of redemption



1) Tap "Cancel Redemption Application"

2) Scan the QR code of the Gift Certificate you want to cancel.

3) Confirm the number of gift certificates to cancel and tap "Cancel Application".

4) Cancellation completed

Flow on the user screen during settlement

Electronic gift certificates cannot be used by those who do not own a smartphone.



1) Tap "Payment" on the top page of the web app.

If the screen in 1 does not appear, use your smartphone's camera or QR code reading function to read the payment QR code installed at the store, and the screen in 1 will be displayed.



QR code payment card to be placed in stores



2) Read the payment QR code placed in your store.

Note: If you are unable to read the payment QR code, enter the store's transaction number (6 digits) printed on the payment QR code to proceed to the payment screen.
(Tap the area highlighted in red to display the screen for entering the code.)



3) Enter the payment amount and tap "Proceed to Payment Confirmation".



4) Store staff confirms the payment amount and has the customer tap "Pay".

- When payment is completed, flower petals will flutter (they will move).
- A tinkling sound will also play. (The sound will not play if the customer has their sound turned off.)



5) Payment Complete

Important: Make sure that the amount displayed on the screen and the words "Payment Complete" are visible until the very end.

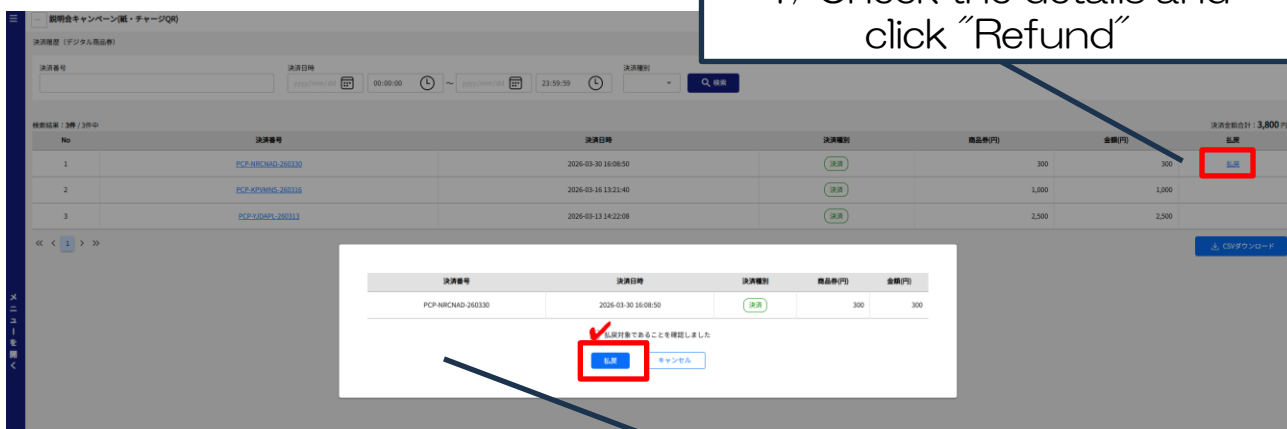
How to cancel after settlement

If you have mistakenly paid the wrong amount, you can cancel the payment.
However, this must be done at a participating store within 24 hours of payment.
(This cannot be done through the secretariat.)

If a return is unavoidable, provide the same product/service or an alternative product/service.
*Refunds cannot be made in cash, electronic money, or by credit card.

Cancellation of electronic gift certificates can only be done through the portal site.

1) Check the details and
click "Refund"



1) Check the box that says "I have confirmed that I am eligible for a refund."
2) Click "Refund."
The refund will be completed.

Electronic gift certificates cannot be canceled more than 24 hours after payment.
After cancellation, the refund amount will be immediately reflected in the user's
electronic gift certificate.

Confirmation of the amount used with electronic gift certificates

You can view your electronic gift certificate usage history through the app.



You can also check this on the portal site.

Login Information (Important)

It can be used with a smartphone, tablet, or computer that has a camera.
Note: For smartphones, please download the dedicated app.

磐田市プレミアム付商品券プレミアム

ログイン情報について

管理番号 *** 加盟店名 ****

The store name you registered is listed exactly as it was provided.

アプリのログイン

This is the information you need to log in to Q-pipit on your smartphone.



1 アプリをインストール 2 アプリを開いて赤枠の場所をタップ 3 ログインQRを読み取る

After downloading the app, please read the QR code in step 3 with your smartphone.

ポータルログイン

URL <https://q-pipit-e.qr-ux.com/shop/iwata2026/login>

ログインID ****
パスワード ****
パスワード読み *

This information is required to log in to Q-pipit on your computer or smartphone. Enter the listed ID and password into the Q-pipit portal site. The same ID and password are used when logging in via the app.

その他

紙商品券の換金の仕方、換金スケジュールなどについては別途お送りする「事業者マニュアル」

A document containing login information is included for each store. It contains the information needed to access the system. Keep it safe.

*If you have forgotten your password, contact the secretariat. When contacting the secretariat, provide your management number and the name of your participating store.

Redemption processing period

Redemption period: August 1, 2026 (Saturday) - November 13, 2026 (Friday)
(Applications must arrive at the secretariat by this date)

*Redemptions outside of this period will not be accepted.

Name of the transferer

Name of the transferer: Iwata City Premium Gift Certificate Program
(イワタシプレミアムツキショウヒンケンジギョウ)

Closing date and payment date

Note that the closing date and payment date differ depending on the redemption method.
After the transfer, check your bank statement to confirm whether the deposit has been made (you will not receive a notification from the secretariat).

1) In the case of "electronic gift certificates"

2) When "paper gift certificates" are redeemed at a participating store using the Q-pipit app

Content	1 st	2 nd	3 rd	4 th	5 th	6 th	7 th	8 th
Closing Date (deadline)	Aug 10 (Mon)	Aug 28 (Fri)	Sep 11 (Fri)	Sep 25 (Fri)	Oct 9 (Fri)	Oct 23 (Fri)	Oct 31 (Sat)	Nov 13 (Sat)
Payment Date	Aug 18 (Tue)	Sep 4 (Fri)	Sep 18 (Fri)	Oct 2 (Fri)	Oct 19 (Mon)	Oct 30 (Fri)	Nov 12 (Thu)	Nov 27 (Fri)

3) When requesting redemption of paper gift certificates through the secretariat

Content	1 st	2 nd	3 rd	4 th
Closing Date (deadline)	Aug 14 (Fri)	Sep 11 (Fri)	Oct 16 (Fri)	Nov 13 (Fri)
Payment Date	Aug 31 (Mon)	Sep 30 (Wed)	Oct 30 (Fri)	Nov 30 (Mon)

Fees etc.

- There are no transfer fees or redemption fees.
- When sending paper gift certificates in the designated envelope, do not attach stamps.
- If you are sending a large quantity of paper gift certificates that do not fit in the envelope, send them to the secretariat as valuables. Refrain from bringing paper gift certificates directly to the secretariat.

(In this case, the participating store will be responsible for the postage.)

Starter kit order and shipping schedule

For new store applications and changes to the type of gift certificates used, the secretariat will send a starter kit according to the following schedule.
Contact the secretariat as soon as possible if you wish to apply for a new participating store account or change the type of gift certificates used.

New Store Registration Date / Gift Certificate Type Change Date	Starter Kit Scheduled Shipping Date
1) Until June 19 (Fri)	July 23 (Thu)
2) June 20 (Sat) - June 30 (Tue)	July 28 (Tue)
3) July 1 (Wed) - July 9 (Thu)	July 30 (Thu)
4) July 10 (Fri) - July 21 (Tue)	August 10 (Mon)
5) July 22 (Wed) - July 30 (Thu)	August 21 (Fri)
6) July 31 (Fri) - August 11 (Tue)	August 28 (Fri)
7) August 12 (Wed) - August 31 (Mon)	September 14 (Mon)
8) September 1 (Tue) - September 10 (Thu)	September 30 (Wed)
9) September 11 (Fri) - September 30 (Wed)	October 13 (Tue)

New applications and changes to the type of gift certificates used will close at 5:00 PM on Wednesday, September 30.

Return of Used and Redeemed Paper Gift Certificates at Participating Stores

Regarding used and redeemed paper gift certificates

The paper gift certificates redeemed at participating stores will be disposed of appropriately by the secretariat after the project ends. Keep them and do not discard them.

Send them to the secretariat by November 13 in the redemption envelope included with the starter kit.

Write "Redeemed" and the store name in red on the envelope before sending it.

Write "Redeemed"
and the name of the
store in red ink on the
front of the envelope.

封をすする前に必ず一度ご確認ください

※有効期限
2025年
11月31日まで
（※各店舗のFC・
加盟店にて）

000000

静岡県浜松市中央区千歳町70-1
ファンビルディング 4階 JT-B浜松支店内

磐田市プレミアム付商品券 集計センター 宛

換金済み

店舗名：〇〇商店

使用済み いわた応援チケットプレミアム専用

上記の使用済み
いわた応援チケットプレミアムを
入れてください

封筒を間違えますと換金できなくなる場合がございます。

取扱店舗へのお願い

- 1. 「使用済み商品券」裏側の店舗押印欄に押印がされていることを確認してください。
切り離した半券は、入金完了まで大切に保管ください。
- 2. 「磐田市プレミアム付商品券プレミアム」紙商品券換金伝票に必要事項を記入ください。
- 3. 「使用済み商品券」を100枚単位で輪ゴムで止めて、この封筒に入れてください。
- 4. 封筒の口をのりですっかりとめ、未開封確認シールを貼って郵送してください。

機械に通して計数を行うため、
ホッチキスのり紙ホッチの使用、
また、穴をあける、
QRコードを書きつけるなど、
絶対にしないでください。

輪ゴムで100枚単位でまともてください。
(100枚以下でも輪ゴムでまともってください)

Q

1

What are the secretariat's operating hours?

During the period when the gift certificates can be used (August 1 to October 31), we will extend our reception hours from 9:00 AM to 6:00 PM on weekdays. Please note that we cannot respond to inquiries outside of these hours or on weekends and public holidays. (August 1st (Sat) and August 2nd (Sun) are special operating days.)

Q

2

A product purchased with a gift certificate was found to be defective, necessitating a refund.

Paper gift certificates: Cash refunds cannot be made. Give alternative goods or services.
Electronic gift certificates: Payments made with electronic gift certificates can be refunded within 24 hours after payment completion..
Refunds can be processed through the Q-pipit portal site.
After 24 hours, the same treatment as paper gift certificates will apply.
Do not issue cash refunds..

Q

3

I've lost the in-store QR codes for the electronic gift certificates. I need some more.

You can download the QR code for in-store use from the Q-pipit portal site; Print it out and use it. Additional printing of the QR code sheet is not available.

Q

4

If the Gift Certificates do not cover the full purchase amount, can the remaining balance be paid by cash, credit card, or electronic money?

Set your own conditions and handle them accordingly at each store.

Q

5

I don't have a smartphone, tablet, or computer, so I don't know how much has been spent or if the money will be deposited.

Contact the secretariat during business hours.
We also ask that each participating store record the amount of the gift certificates used.

Q 6

Is it okay to announce on social media and our website that gift certificates can be used at our store?

It is acceptable to make announcements. The Q-pipit portal site has a function to download a "Gift Certificate Acceptance" poster, so feel free to use that.
No confirmation or application to the secretariat or Iwata City is necessary.

Q 7

Gift certificates were brought in to our store before or after the usage period.

Gift certificates are only valid from August 1 (Saturday) to October 31 (Saturday). They cannot be used outside of this period. Be sure not to accept gift certificates outside of this period.
If it is discovered that you accepted them outside of this period, they will not be redeemed.

Q 8

Are there any products we cannot sell?

Check page 18, "Items which cannot be purchased with gift certificates."
Furthermore, if there are any other products or services that cannot be purchased with gift certificates as determined by the participating store, make arrangements within your store and inform your customers accordingly.

Q 9

I want to change the type of gift certificates accepted at my store.

Contact the secretariat.
Adding the use of electronic gift certificates may take some time.
Contact us as soon as possible.

Q 10

I would like to become a new participating store.

You can apply online through the dedicated website for the Iwata City Premium Gift Certificate.
If you are unable to apply online, please contact the secretariat.
<https://iwata-premium2026.jp/business.html>
The deadline is Wednesday, September 30, 2026, at 5:00 PM.

Revision Date	Revision Details
Jul. 10	P4 Starter Kit: Added sample Paper Gift Certificates for stores that accept both Paper and Electronic Gift Certificates.

Secretariat Contact Information

**Iwata City Premium Gift Certificate Secretariat
(Contracted by JTB Hamamatsu Branch)
4th Floor, Fun Building, 70-1 Chitose-cho, Chuo-ku,
Hamamatsu City
TEL: 053-456-0044**

**Business Days: Weekdays excluding Saturdays,
Sundays, and public holidays
(August 1st-2nd are special business days)
Business Hours: 9:00 AM – 6:00 PM
From November 1st, hours will be 9:00 AM to 5:00 PM.**