



Service packages for payment terminals

Our service packages are matched to your individual requirements. Choose the package that is right for you and rely on our 7x24 hour service.

SIX Payment Services offers you unlimited consultation and support for issues involving electronic cashless payment transactions and ensures the maximum availability of the transaction processing systems.

- A 70-person team competently provides you with support services by phone 365 days a year, 7 days a week and 24 hours a day in 4 languages (E/G/F/I).
- Our team of technicians in the workshop tests new payment terminals before they are delivered, as well as defective payment terminals, to make sure that they function smoothly after they have been repaired.
- More than 30 service technicians are active daily throughout Switzerland, commissioning payment terminals, as well as providing support and maintenance.

International standards

All payment terminals from SIX Payment Services are EMV/ep2-capable and meet the highest security standards set by the international card organizations.

No communication costs

On request, we will equip your GPRS payment terminal with a SIM card. Apart from a one-off activation fee, no further communication costs are incurred, we give you the data traffic costs for free. In addition, you do not need a subscription with a mobile phone provider.

Disposal

We properly dispose of your old or defective payment terminal free of charge.

Accessories

Payment terminal accessories, such as paper rolls, cleaning materials, terminal stands, loading cables for the car and much more can be conveniently ordered by phone or on the Internet in our e-shop: www.six-payment-services.com/shop

Activation & introduction

One of the two following service packages is needed for the activation of your payment terminal.

	Service package Activation	Service package On-site
On-site instruction	–	●
On-site commissioning	–	●
Delivery	●	●
Function test	●	●
Activation	●	●

Activation

We activate and make operational on your payment terminal all necessary and requested payment means and supplemental services.

Function test

Upon delivery, the payment terminal is equipped with the latest software version and the payment means and supplemental services selected by you are comprehensively tested.

Delivery

The payment terminal is carefully packaged by us and dispatched to you via the postal service.

On-site commissioning

A service technician installs the payment terminal on site and puts it into operation. The service technician checks and tests the payment means and supplemental services activated for you, and thus ensures a smooth operation.

On-site instruction

You and your sales staff are given detailed instructions in person on the operation of the payment terminal that has been installed for you, with all its special features and supplement services.

Terminal operation & troubleshooting

One of the four¹ following service packages is needed for the operation of your payment terminal.

	Service package Light	Service package Comfort	Service package Pro	Service package Pro+
Fully comprehensive service coverage	–	–	–	●
Maintenance & inspection	–	–	●	●
Troubleshooting within 5 hours	–	–	–	●
Troubleshooting within 24 hours	–	–	●	–
Troubleshooting via postal dispatch	–	●	–	–
Software updating	●	●	●	●
Transaction journal	●	●	●	●
Free hotline	●	●	●	●
System operation	●	●	●	●

¹ For customers with more than 50 terminals, SIX Payment Services offers an additional service package at preferential conditions. Speak to your contact person for further information.

System operation

We ensure maintenance of the operation of the systems necessary for the processing of card transactions.

Free hotline 7 days a week, 24 hours a day

Our support team assists you with all questions regarding the operation of your payment terminals, free of charge, 24 hours a day, 365 days a year.

Transaction journal

The transaction journal provides you with an overview of cashless transactions with the accepted payment means at the point of sale (POS) and in your e-shop. You receive the daily statement in a clearly structured format sent to you daily per e-mail.

Software updating

As soon as updated software is available, it is automatically installed on your payment terminal. In this way, we ensure that your payment terminal is always at the state-of-the-art of software development and complies with the highest security standards.

Data backup

All SIX Payment Services payment terminals have an integrated data backup to prevent potential loss of data in case of a breakdown.

Troubleshooting

– Via postal dispatch

You send the defective device to us and receive it back repaired and refurbished via the postal service.

– On site within 24 hours on work days

From Monday to Saturday (8:00 am–6:00 pm), you profit from on-site troubleshooting within 24 hours – whether it means repairing or replacing the terminal.

– On site within 5 hours, 365 days a year

The fastest possible troubleshooting within 5 hours with repair or a replacement terminal on site (Mon to Sun 8:00 am–6:00 pm).

Maintenance & inspection

To ensure its operational reliability, a service technician checks and tests your payment terminal on site once annually (on appointed date agreed upon by phone with you).

Fully comprehensive service coverage

Regardless of the cause of the fault, or also should the fault be yours or in case of vandalism, repair and replacement of defective payment terminals are free of charge.

Cleaning

Payment terminal care leads to fewer non-payments.

You can protect your payment terminal from failures with very little effort: simply clean the card reader at regular intervals. The special cleaning card from SIX keeps your terminal free of dust and dirt, making it even more reliable.

By choosing a SIX payment terminal, you gain a reliable infrastructure for cashless payments. Nevertheless, the payment cards that pass through the card reader each day leave a build-up of dirt and dust. This can lead to failed payments, as has been shown by our experience with the repair and maintenance of payment terminals.

Here's how it works

Here's how to clean your payment terminal in just one minute:



Clearly minimise failed payments

That's where the cleaning card from SIX comes in: regular use will keep your payment terminal functioning even more reliably and improve the readability of the payment cards. Consistent cleaning of payment terminals thus not only reduces the cost of repairs, it also cut down waiting times at the point of sale.

Detailed instructions for use can be found on the cleaning card packaging.



Order your annual requirement of cleaning cards conveniently from our webshop at: www.six-payment-services.com/shop

Store the cleaning cards in a clearly visible place at your point of sale.



Clean the card reader once a month.¹



A clean card reader will keep your payment terminal functioning even more reliably.

¹ The cleaning interval varies depending on the number of transactions carried out.

Your local point of contact can be found at: www.six-payment-services.com/contact

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