



Payment Services

Giftcard Easy

FAQ

Version 1.2

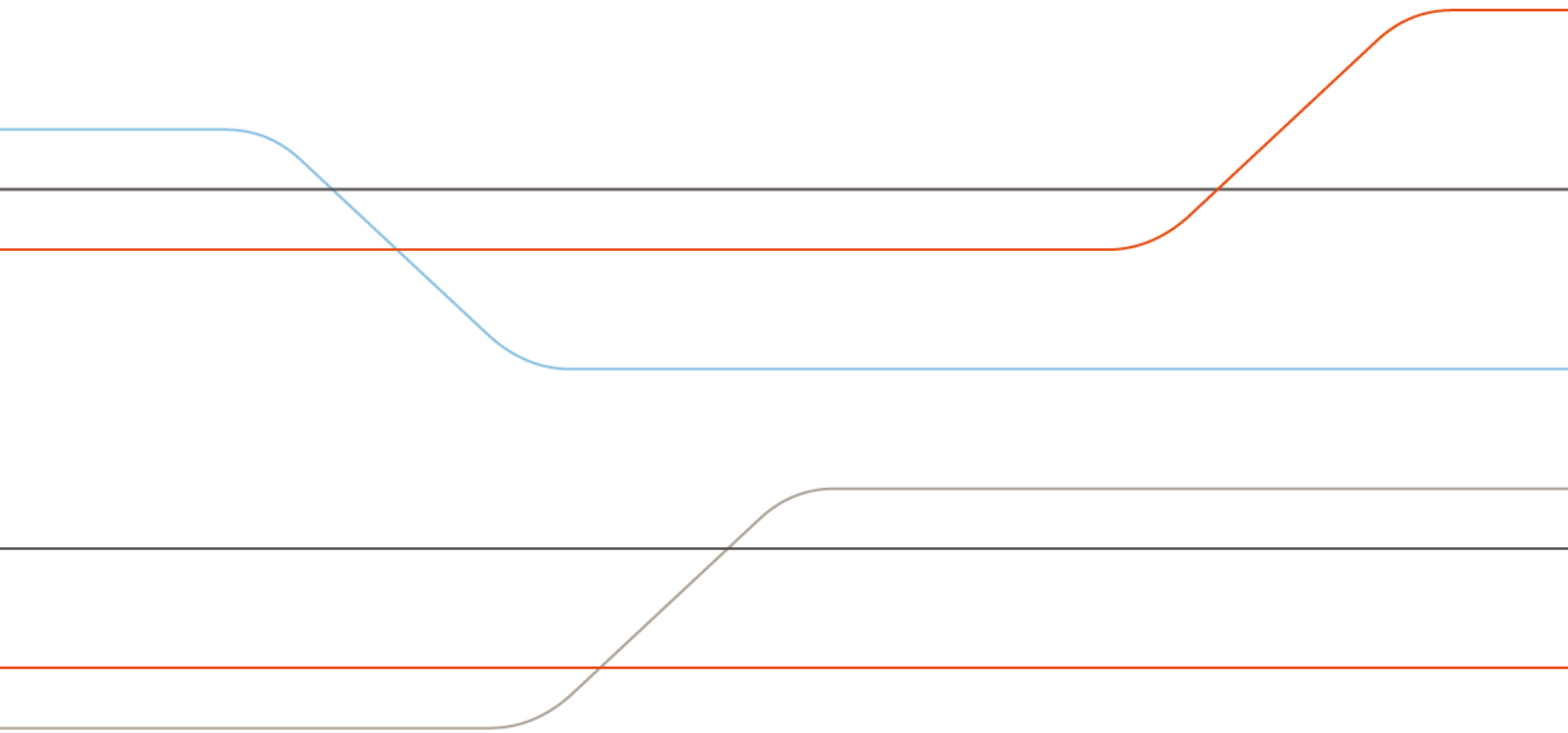


Table of contents

1	Layout	4
1.1	Which layouts are available for Giftcard Easy?	4
1.2	What design does the back of Giftcard Easy have?	4
2	Accessories	4
2.1	What accessories are available for Giftcard Easy?	4
2.2	Can packaging be personalised?	4
3	Giftcard Easy acceptance	4
3.1	Which SIX terminals currently accept Giftcard Easy?.....	4
3.2	Can third parties also accept Giftcard Easy?.....	4
3.3	Can the Giftcard Easy also be used in an online shop?	4
4	Multiple branches	5
4.1	Can Giftcard Easy be used in multiple branches?	5
4.2	How can I pick out transactions for each branch?	5
5	Ordering in the online shop	5
5.1	What do I need to make online shop orders?	5
5.2	I have forgotten my password. What should I do?	5
5.3	Do I have to register to be able to order from the online shop?	5
5.4	Do I have to upload a logo or the company name to be printed on the back of the gift card?	5
5.5	What format is required to print the logo on the back of the card?	5
5.6	What can I do if there is no logo available?	5
5.7	Can the shopping cart be subsequently changed?	5
5.8	Can I save the shopping cart?	5
5.9	Do I need to order a minimum number of gift cards?.....	5
5.10	What does 'payment terminal activation' mean?	5
5.11	Where can I find my terminal ID?	6
5.12	Will I receive an order confirmation after completing my order?	6
5.13	How can I cancel my order?	6
5.14	Can I make a change to an existing order?	6
5.15	Is the merchant's data securely transmitted?	6
6	Online portal	6
6.1	I didn't receive any login data. What should I do?	6
6.2	I need a guide for the online portal. How can I get one?	6
6.3	How can I pick out transactions for a specific time period?	6
6.4	I have a question concerning the additional functions?	6
7	Cardholder app	6
7.1	How can the cardholder find out how much credit they have left?.....	6
7.2	Where can the cardholder get the app?.....	6
8	POS-integrated terminals	7
8.1	I have a payment terminal integrated into my cash register. What must I keep in mind if I want to accept Giftcard Easy?	7
9	Payment and invoicing	7
9.1	How can I change my billing address?	7
9.2	What payment methods are available?.....	7
9.3	When will I get an invoice?	7
10	Shipping and delivery	7
10.1	How long does it take for Giftcard Easy to be delivered?	7
10.2	Can I arrange a specific delivery date?.....	7

11	Returns and complaints	7
11.1	Can I return unwanted cards?	7
12	Contact	7
12.1	Where can I address my questions?.....	7
12.2	I would like to order Giftcard Easy but I have a third-party terminal. Who should I contact?	8

1 Layout

1.1 Which layouts are available for Giftcard Easy?

Giftcard Easy is available in eight different designs. Alternatively, you can also design your gift cards with your own individual layout. Both design variations can be ordered from your SIX advisor or conveniently through our online shop at <https://giftcard.six-payment-services.com>.

1.2 What design does the back of Giftcard Easy have?

Your company logo can be printed on the back of the gift cards. A standard text is also provided for the credit check.



2 Accessories

2.1 What accessories are available for Giftcard Easy?

Every gift card is delivered in standard white packaging. Additional gift packaging and matching Plexiglas holders are also available. The entire range can be found in Giftcard Easy online shop under 'Accessories'.

2.2 Can packaging be personalised?

Yes, packaging can be personalised. Additional costs apply, however, for personalisation which must be requested on an individual basis from the card producer.

3 Giftcard Easy acceptance

3.1 Which SIX terminals currently accept Giftcard Easy?

- yomani and yoximo terminals

3.2 Can third parties also accept Giftcard Easy?

Giftcard Easy is only available to merchants with a SIX terminal.

3.3 Can the Giftcard Easy also be used in an online shop?

If you use a popular shop system, such as Magento or Openshop, and want to integrate Giftcard Easy into your online shop, you can use existing plug-ins. Please contact our Customer Service at customerservice.ch@six-payment-services.ch.

4 Multiple branches

4.1 Can Giftcard Easy be used in multiple branches?

Giftcard Easy can also be used in multiple branches. Please note, however, that the individual branches must be part of the same organisational structure (e.g. subsidiary, industry, etc.).

4.2 How can I pick out transactions for each branch?

You can use the online portal (under Settlement > Transaction list) to export an Excel file with a list of all transactions on a branch-by-branch basis.

5 Ordering in the online shop

5.1 What do I need to make online shop orders?

An Internet-enabled computer or a smartphone/tablet as well as a valid credit card are required for all online purchases. A business relationship with SIX Payment Services (acceptance contract) for the rental or purchase of a terminal must also exist.

5.2 I have forgotten my password. What should I do?

Please click on the 'Forgotten password?' link in the login window. Click on 'Change' in the provided email address field. An email with a link will be sent to you that will enable you to create a new password.

5.3 Do I have to register to be able to order from the online shop?

Yes. The advantage of registering is that your data is stored, meaning you don't have to re-enter your data the next time you visit the online shop.

5.4 Do I have to upload a logo or the company name to be printed on the back of the gift card?

Yes, the logo and company name are required for personalisation. Your end customer can automatically see where they can use the gift card (at which company).

5.5 What format is required to print the logo on the back of the card?

The logo must be in jpeg or jpg format. The maximum possible final format for your logo or company name is 30 x 23.5 mm.

5.6 What can I do if there is no logo available?

Alternatively, you can upload your company name as a jpeg/jpg file.

5.7 Can the shopping cart be subsequently changed?

Yes. Before placing your final order, you are given the option of changing the quantity of the items or removing them entirely. Important: The shopping cart must be updated after making changes.

5.8 Can I save the shopping cart?

You can easily save the items on your personal list in your customer account. To do this, just use the 'save' option on the item detail page.

5.9 Do I need to order a minimum number of gift cards?

Yes, you must order a minimum of 100 cards per layout.

5.10 What does 'payment terminal activation' mean?

You must activate your terminal in the online shop in order for your payment terminal to accept Giftcard Easy. Your terminal ID must be listed in the online shop. You can save up to ten terminal IDs. If you have more than ten terminals, please contact your SIX consultant or send an email to our Customer Service at customerservice.ch@six-payment-services.ch. You do not need to provide a terminal ID when re-ordering cards.

5.11 Where can I find my terminal ID?

The terminal ID is provided on each transaction receipt under TRMID.

It can also be found on the daily closing report: TID, beginning with the number 2 or 3 and consisting of eight digits.

You can also find out your terminal ID directly from your terminal.

5.12 Will I receive an order confirmation after completing my order?

After submitting your order in the online shop, you will automatically receive an email confirmation of your order.

5.13 How can I cancel my order?

Unfortunately, you cannot cancel your order once it has been received. Each order is issued directly so that it can be processed as soon as possible.

5.14 Can I make a change to an existing order?

Changes can be made to the card layout as soon as the card producer gets in touch with you to approve printing. Depending on the status of the order and the type of change, your request can be taken into account.

5.15 Is the merchant's data securely transmitted?

Of course, the SIX Giftcard online portal has data protection in place. All orders are carried out with secure SSL encryption. We also never share customer data and only use it for internal purposes at SIX.

6 Online portal

6.1 I didn't receive any login data. What should I do?

Did you take a look in your spam folder? If you didn't receive any login data, please get in touch with our Customer Service at customerservice.ch@six-payment-services.ch.

6.2 I need a guide for the online portal. How can I get one?

Please contact our Customer Service at customerservice.ch@six-payment-services.ch.

6.3 How can I pick out transactions for a specific time period?

Please contact our Customer Service at customerservice.ch@six-payment-services.ch.

6.4 I have a question concerning the additional functions?

Please contact our Customer Service at customerservice.ch@six-payment-services.ch and describe your request in detail.

7 Cardholder app

7.1 How can the cardholder find out how much credit they have left?

A link is available on each gift card to find out your credit amount: www.six-payment-services.com/valuemaster. It is also possible to find how much credit is available using the Giftcard Easy App from SIX.

7.2 Where can the cardholder get the app?

The free Giftcard Easy App is available for iOS and Android. It can be downloaded directly from the App Store.

8 POS-integrated terminals

8.1 I have a payment terminal integrated into my cash register. What must I keep in mind if I want to accept Giftcard Easy?

You need to have your cash register functions expanded. In this case, you are the customer of the cash register manufacturer and not SIX. If you have any technical questions, you can contact our experts at the following email address: pos-integration@six-payment-services.com

Please provide us with the following information:

- What business transactions are concerned? (Payment, loading, etc.)
- Are you contacting us about Giftcard Easy or another gift card solution?

9 Payment and invoicing

9.1 How can I change my billing address?

Please inform our Customer Service that you want to change the master data in the online portal.

9.2 What payment methods are available?

A credit card (Mastercard, VISA, American Express, Diners) or Postfinance Card can be used to pay for online shop orders. In case of an order placed with a SIX consultant, you will be sent an invoice by post after signing the contract.

9.3 When will I get an invoice?

The disagio and the (monthly) service fee is invoiced on a quarterly basis.

10 Shipping and delivery

10.1 How long does it take for Giftcard Easy to be delivered?

It takes approx. two weeks to deliver gift cards with the standard layout; individualised gift cards take approx. three weeks after being approved.

10.2 Can I arrange a specific delivery date?

You can use the online shop or the 'Comment' field in the contract to specify when you'd like delivery to take place. However, we cannot guarantee this delivery date. SIX can only inform you of when the cards will be delivered once it has consulted with the card producer.

11 Returns and complaints

11.1 Can I return unwanted cards?

No right of return exists due to the fact that the cards are personalised for your business. If your gift cards are flawed, please send a photo of the defective items to our Customer Service at customerservice.ch@six-payment-services.ch and we will get back to you.

12 Contact

12.1 Where can I address my questions?

Our Customer Service is available to answer your questions daily during office hours. Get in touch with us by phone on 0848 832 000 or by email at customerservice.ch@six-payment-services.ch.

12.2 I would like to order Giftcard Easy but I have a third-party terminal. Who should I contact?

Our Lead Management team is available to answer your questions daily during office hours. Get in touch with us by phone on 0800 333 600.