



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 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.

- Our competent team provides you with telephone support throughout the year.
- 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.
- Our service technicians are there for you every day to commission payment terminals and provide relevant support.

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

We equip our GPRS payment terminals with a SIM card upon request. This will save you having to take out a contract with a mobile phone service provider.

Disposal

We properly dispose of your old or defective payment terminal.

Delivery & installation

One of the two following installation options is needed for the activation of your payment terminal.

Delivery

Delivery
Function test
Activation

¹ Delivery via the postal service is not available for all countries.

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 installation¹

On-site instruction
On-site commissioning
Delivery
Function test
Activation

On-site commissioning

A service technician installs the payment terminal on site and puts it into operation (the installation date is set up with you by phone). 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 two following service packages is needed for the operation of your payment terminal.

Service package Complete

Troubleshooting: send-in repair
Software updating
Hotline
System operation

Service package Extra¹

Troubleshooting: seamless exchange by courier
Software updating
Hotline
System operation

Service package Advanced¹

Troubleshooting: directly on site
Software updating
Hotline
System operation

¹This service package is not available for all countries.

System operation

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

Hotline

Our support team assists you with all questions regarding the operation of your payment terminals.

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.

Troubleshooting

- **Send-in repair**
You send the defective device to us and receive it back repaired and refurbished via the postal service.
- **Seamless exchange by courier**
You will receive a replacement terminal immediately. The courier will take the defective payment terminal away
- **Directly on site**
Profit from on-site troubleshooting – whether it means repairing or replacing the terminal.

You will find information about the detailed services offered in your country in the factsheet “Terminal Services Overview”.

Your personal contact: www.six-payment-services.com/contact

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