

Spafinder Gift Card FAQs

TERMINAL ACTIVATION CARD

1. How do I activate my eftpos terminals?

- a) Swipe the Terminal Activation Card through your terminal and select "PURCHASE".
- b) Enter the amount of \$0.05. Don't worry you won't be charged this amount.
- c) Select "SAVINGS" and enter the PIN as displayed on the back of the card.
- d) You will receive a DECLINED transaction message - this is correct.

We will collect your eftpos terminal details from this transaction and update the Spafinder gift card program.

2. Do I need to swipe the Terminal Activation Card through all of my eftpos terminals?

Yes. For every terminal you have, you will need to process a transaction using the Terminal Activation Card. If a terminal is not activated with this card, then the Spafinder gift card will be declined.

3. Do I need to keep the Terminal Activation Card?

Yes. You should keep the Terminal Activation Card in a safe place. If, for any reason, you receive a new terminal in the future (eg a replacement or additional terminal) you will need to follow the steps in (1) above to activate the new eftpos terminal so it can accept the Spafinder gift card.

4. I am changing my eftpos terminal, what do I need to do?

If you change your eftpos terminal, you need to follow the steps in (1) above before you can accept the Spafinder gift card.

5. What if I lose my Terminal Activation Card and need to activate a new eftpos terminal?

If you lose your Terminal Activation Card contact us on 1300 119 557 and we will send you a replacement Terminal Activation Card.

6. What if I am having trouble activating my eftpos terminals?

Contact us on 1300 119 557 for assistance.

7. Do I need to swipe the Terminal Activation Card before every Spafinder gift card transaction?

No. You only need to follow the steps in (1) above ONCE for each eftpos terminal. After that the terminal will be recognized on the Spafinder gift card platform.

PROCESSING GIFT CARDS

1. I have been presented with a Spafinder gift card, what do I do?

The Spafinder gift card runs on the eftpos network and is processed in the same way as a standard debit card.

- a) confirm with the customer the amount they wish to debit their gift card for,
- b) swipe the card through your eftpos terminal,
- c) select "Savings"
- d) enter the PIN as displayed on the back of the card (take care when removing the scratch panel to ensure the PIN is not damaged).

2. Do I need to select "Credit", "Cheque" or "Savings" on the eftpos terminal?

Yes, select SAVINGS and enter the PIN which is located under the scratch panel on the back of the gift card (take care when removing the scratch panel to ensure that the PIN is not damaged).

3. Does the gift card need to be present when redeeming?

Yes, the Spafinder gift card must be physically swiped through an eftpos terminal at the time of redemption.

4. What do I do if the eftpos terminal does not approve the gift card transaction?

Check the Troubleshooting Guide for assistance.

5. Does the customer need to spend the entire amount of the gift card in a single purchase?

No. The Spafinder gift card can be used multiple times within the gift card's validity period as long as there is sufficient balance available.

6. Does the gift card expire?

Yes, the Spafinder gift card will expire 3 years from the date of issue.

7. Do I need to give change for a gift card transaction?

No, the Spafinder gift card can be used multiple time, so if there is any balance remaining on the card, ensure that you return it to the customer.

8. What if the value of the purchase is greater than the value/balance on the gift card?

This requires a split transaction. First, process the amount the customer specifies on the gift card and then ask the customer to pay the remaining amount with another tender type i.e. cash or credit card.

9. Do I need to keep the gift card once the transaction has gone through successfully?

No you should hand the gift card back to the customer.

10. When will the funds from the gift card transaction appear in my account?

As a Spafinder gift card is processed through the eftpos system, you will receive the funds like you would any other debit card transaction.

PAYMENT/BILLING

1. What are the costs for accepting the Spafinder gift card?

You will be charged the agreed commission percentage on the total amount of each gift card redemption in your store. The commission amount excludes GST.

There are no setup costs.

You will be sent an invoice on a monthly basis for all Spafinder gift card transactions processed in your store in the previous month.

2. What bank account will the funds go into?

Spafinder gift card redemption amounts will settle to the bank account which is linked to your eftpos terminal.

3. Will the full amount of the transaction go into my account?

Yes, if you have processed a successful payment then the full amount will be settled into your bank account. Please note however that if the transaction has been split by payment type eg 50% paid with the gift card and the remaining 50% paid with a credit card, these amounts may show separately in your statement in the relevant categories, dependent on your bank.

4. When will I be invoiced for the commission?

Invoices will be generated on the 1st of each month and will include all transactions that were processed in your store for the previous calendar month.

The invoice will show the date and amount of each gift card transaction that was processed at your store.

Invoices are payable within 7 days from date of issue.

For your convenience we have setup a Direct Debit facility to assist with easy payments.

5. Who do I contact for billing enquiries?

For billing enquiries please contact us at accounts@spafinder.com.au.

Where possible please include your invoice number, merchant name and contact details to assist with your enquiry

PLEASE ENSURE THAT YOU FAMILIARISE YOUR STAFF WITH THE ABOVE PROCESSING DETAILS OF THE SPAFINDER GIFT CARD

TROUBLESHOOTING GUIDE

(Note: the error messages will vary depending on your eftpos terminal)

Issue	Resolution
Insufficient Funds <ul style="list-style-type: none"> The amount of the transaction is for more than the balance on the gift card 	<p>Check the balance on the gift card by visiting www.spafinder.com.au. If the available balance is less than the amount you are trying to process you will need to do a split transaction. First, process the gift card in the amount of the available balance. Then the outstanding amount is to be processed using another tender /payment type.</p>
PIN Error <ul style="list-style-type: none"> Incorrect PIN has been entered 	<p>Ask the customer to try again.</p> <p>If the PIN is damaged/unreadable the gift card cannot be used and will need to be replaced. The customer can request this by phone: 1300 882 590 or email: info@spafinder.com.au.</p> <p>If the PIN is damaged the customer will need to provide another form of payment.</p>
Card Expired <ul style="list-style-type: none"> If the card has passed its 3 years validity period the funds are no longer available to use 	<p>Call 1300 882 590 or visit www.spafinder.com.au to check the balance and expiry date of the card.</p>
No funds loaded on the card <ul style="list-style-type: none"> Funds may not have been loaded correctly at the time of purchase 	<p>If no funds are available the gift card cannot be used and the customer will need to raise an investigation with Spafinder. The customer can request this by phone: 1300 882 590 or email: info@spafinder.com.au.</p> <p>The customer will need to provide another form of payment.</p>
Card Not Read <ul style="list-style-type: none"> The magnetic strip on the back of the card has been damaged and cannot be read through your eftpos terminal 	<p>The customer needs to contact Spafinder on 1300 882 590 or at info@spafinder.com.au as a replacement card will need to be sent out.</p> <p>The customer will need to provide another form of payment.</p>
Eftpos is not available <ul style="list-style-type: none"> There may be an Eftpos outage if you are not able to process any cards via eftpos 	<p>Customer will need to pay via cash if you are unable to accept card payments.</p>
General Card decline <ul style="list-style-type: none"> Have you ever been able to process Spafinder gift cards? Examples of error messages you may see are: <ul style="list-style-type: none"> Refer to card issuer Invalid Transaction Restricted card Transaction not permitted 	<p>If no, have you activated your eftpos terminal?</p> <p>If you are unsure, please locate your Terminal Activation Card and follow the instructions on the back.</p> <p>If you are still having troubles activating your terminal or are unable to locate your Terminal Activation Card, please contact us on 1300 119 557 or via info@spafinder.com.au.</p>
General card decline <ul style="list-style-type: none"> Have you previously been able to accept Spafinder gift cards but they are not working now? Examples of error messages you may see are: <ul style="list-style-type: none"> Refer to card issuer Invalid Transaction Restricted card Transaction not permitted 	<p>Have you recently changed your eftpos terminal? If so, you will need to activate the new terminal using the Terminal Activation Card.</p>