

Service packages for payment terminals

SWITZERLAND

With our complete range of service packages, we offer you just the support that you and your company need.

Our expansive, competent team is available to support you, ensuring that all your questions and issues concerning your payment terminal are taken care of. In addition, all payment terminals from Worldline are EMV/ep2-compatible and meet the applicable security standards of the international card organizations.

Delivery & installation

To activate your payment terminal, one of the two installation variants is required:

	Activation	On Site
Activation	●	●
Functional test	●	●
Delivery	●	●
On-site installation	-	●
On-site instructions	-	●

ACTIVATION

We connect all the means of payment and specified additional services required for operation to your payment terminal so that it is ready to go.

FUNCTIONAL TEST

On delivery, the payment terminal is equipped with the latest software version. The means of payment and additional services you selected are thoroughly tested.

DELIVERY

The payment terminal is securely packed by us and sent to you by post.

ON-SITE INSTALLATION

A service technician installs the payment terminal on-site and puts it into operation (appointment by telephone). As far as possible, they check and test the activated means of payment and additional services, thus ensuring its flawless operation.

ON-SITE TRAINING

You and your sales staff will receive detailed on-site training in how to operate the payment terminal with all its special features and the additional services that have been activated for you.

Terminal operation & repair

One of these service packages is required to operate your terminal:

	Light*	Comfort	Pro	Pro+	Top account**
System operation	●	●	●	●	●
Free hotline	●	●	●	●	●
Transaction log	●	●	●	●	●
Software upgrade	●	●	●	●	●
Repair		Delivery by post	On-site within 24 hrs on working days	On-site within 5 hrs throughout the entire year	On-site within 5 hrs throughout the entire year
Extended warranty	-	●	●	●	●
On-site installation & training	-	-	●	●	-
Change of location	-	-	●	●	-

* Only valid for purchase terminals

** Terms: 50 terminals in operation

SYSTEM OPERATION

We take care of the maintenance of operations for the systems that are necessary for processing card transactions.

24/7 HOTLINE

Our support team is available to help you with any questions concerning the payment terminal – free of charge, 24 hours a day, 365 days a year.

TRANSACTION LOG

The transaction log gives you an overview of your cashless sales with the accepted means of payment at the point of sale and in the online shop. Each day, you will receive a clearly structured daily closing statement by e-mail.

SOFTWARE UPGRADE

As soon as upgraded software is available, it is automatically (remotely) installed on your terminal. This allows us to ensure that your terminal is always up to date with the latest software developments and that it meets the highest security standards.

REPAIR

- **Delivery by post**
You send in the defective device and receive it repaired and revised through the mail.
- **On-site within 24 hrs on working days**
From Monday to Saturday (8.00 a.m.–6.00 p.m.), you benefit from on-site repair within 24 hours – either by means of repairs or a replacement terminal.
- **On-site within 5 hours throughout the entire year**
Fastest possible repair within 5 hours on-site by means of our repair service or a replacement terminal (Mon to Sun, 8.00 a.m.–6.00 p.m.).

EXTENDED WARRANTY

The extended warranty covers all malfunctions and defects with the exception of vandalism, theft, loss and deliberate damage.

ON-SITE INSTALLATION & TRAINING

On-site installation and detailed training are included as described on page 1.

CHANGE OF LOCATION

If your business has multiple locations, the payment terminals can be moved within your locations at no additional cost.

Your local point of contact can be found at: worldline.com/merchant-services/contacts

