

### LOG INTO iQ & SELECT 'REPEAT PURCHASE'

#### 1. 'VALIDATION'

- Select the customer's 'Card Type' from the drop down menu.
- Enter the customer's details:
  - 'Card Number' – for Q Card.
  - 'Customer ID Number' – for one of our Mastercard cards located on the back of the card, the monthly statement, when logged into Web Self Service or the Mobile App and on any communication we sent to the customer.
- Click Submit.

#### 2. 'GOODS / SERVICES'

- Enter the customer's purchase details, click 'Add'.
- Once all the purchase details have been entered, click 'Next'.

#### 3. 'FINANCE'

- Select the appropriate 'Finance Plan', click 'Calculate'.
- Explain to the customer the minimum repayment amount they will be expected to pay for this purchase - once the payment holiday period has ended, then click 'Next'.

*iQ is now checking the status of the customer's account to determine whether the sale can proceed*

#### 4. 'CHECKLIST' – FOR MASTERCARD PURCHASES

- Present the 'Sales Voucher' to the customer, either:
  - On screen
  - By printing
  - By emailing
- Confirm the customer is happy to proceed and all details are correct, click Next.
- Generate the 'Acceptance Code' either to the customer's email address or mobile phone.
- Retrieve the 'Acceptance Code' from the customer and then enter the code into the 'Validate Code' field.
- Validate the 'Acceptance Code'.

Once the 'Acceptance Code' has been validated the sale is complete. There is no need to send in any paperwork, payment for the sale will be made automatically overnight.

#### 4. 'CHECKLIST' – FOR Q CARD PURCHASES

- Complete the checklist:
  - Print all copies of the 'Sales Voucher'.
  - Get the customer to sign all of the copies & validate the signatures.
  - Sign all copies of the 'Sales Voucher' yourself.
- Click Submit.
- Give the customer their copy of the 'Sales Voucher' as confirmation of purchase.
- Send a copy of the 'Sales Voucher' to [retailer.enquiries@flexicards.co.nz](mailto:retailer.enquiries@flexicards.co.nz) for payout

We must receive the signed Sales Voucher on the date of the delivery of the goods/services

# iQ PROCESS GUIDE

## Processing a 'Repeat' Long Term Finance Transaction

*before we can make payment for the sale*

### SHOPPING WITHOUT A CARD

The customer does not physically need to have their card in their possession when making a 'Repeat' purchase.

#### Q CARD

- Call Customer Services 0800 22 22 55
- Customer Services will confirm the identity of the customer and once this has been completed they will supply the card details to the Merchant.
- Enter the card details into iQ and process the sale.

#### MASTERCARD

- The customer must know their 'Customer ID Number' – this can be found on an email they have received from us, their monthly statement or by logging into one of our Self Service channels.
- They must be able to access either their mobile phone or email, so that they can retrieve the 'Acceptance Code' that will be sent to them so that they can accept the terms of the purchase.