

MERCHANT & ISO INFO

Merchant Name: _____ Contact Phone: _____ Date: _____

Terminal Type: _____ Number of cards to be converted: Active: _____ Inactive: _____

Current Gift Card Processor: _____ ISO Group Name: _____

ISO Contact Name: _____ ISO Contact Info (phone/email): _____

GIFT CARD CONVERSION INFORMATION

Paya Services offers FREE gift card conversions for new merchants with existing gift card service through another provider!

The following process must be completed in order to complete such a conversion:

Step 1: Submit the Gift Merchant Application, voided check & any supporting documentation

Step 2: Ship a conversion test card to the below address along with a copy of this form:

**Paya Services
Attn: Gift Department
73 Eglin Parkway
Suite 301
Fort Walton Beach, FL 32548**

Step 3: Once the test gift card is on file, submit an Excel spreadsheet detailing ALL gift card numbers (in full) and if active, their remaining balance:

- Please include both Active gift card numbers as well as Inactive gift card numbers
 - For active cards, we will only convert cards with a balance of \$0.01 or greater.
- The merchant should not process any gift cards from when the Excel report is generated until the conversion process is complete.
- We will complete the database conversion in 1-2 business days.**

**The rep should proceed with downloading the merchant's terminal during this time to limit downtime.

**Contact Sales Support for any questions:
Phone #888-884-7171
Email sales@giftcardtraining.com**

Conversion must be completed within 1 month of activation to take advantage of first 1,000 for free. There is a cost of \$0.30 per card after the first 1000. Upon conversion completion, processor will ACH any related cost from the merchant's bank account.

MERCHANT ACCEPTANCE

Merchant must agree to accept full responsibility for the final database sent for conversion. If merchant sends final database and continues to process gift cards with the old provider we will be unable to recognize cards issued or balances that were not in the original file. Merchant also acknowledges and agrees to all fees related to the above listed gift card conversion and authorizes the debit of such fees from the merchant bank account on file. Merchant must accept these terms and conditions and sign below acknowledging that the processor will not be held liable in the event the conversion steps are not followed. 1000 Card conversion promotion applies for total quantity of active and inactive converted cards combined.

Name: _____ Signature: _____ Date: _____