



We have added new features to the GIVVPOS platform which allows the following actions to be performed at the customer service desk.

Please ensure the functions below are used for the correct use case as once actioned, the process cannot be undone. If you have made an error, please call WAIVPAY to resolve.

GIVVPOS UPDATES

- Activate a digital/physical card early for the customer (to be used with discretion).
- Replace a physical gift card to new physical gift card in the event of damaged/faulty and lost cards.
- Replace a digital gift card to a new physical gift card in the event of an app error or add to wallet issue.
- Edit the recipient's mobile number for digital gift card resends.
- Resend SMS for digital gift cards.

Please review the document to understand how to perform these functions.

If you require any assistance, give our team a call on 1300 764 721 or contact us via email at support@waivpay.com

Purchase
Bulk Purchase

Transaction Receipt

Transaction ID 1070411 **Transaction Reference** INV-11979 Birkenhead Point
Transaction Date 25 Nov 2024 11:01
GIVVPOS Waipay Corporate GIVVPOS
Payment Method Manual

Product	Type	Card ID	Value	Fee	Total
Waipay Physical Gift Card	Physical	28932698092	\$700.00	\$2.95	\$702.95 
Total Value					\$700.00
Total Card Fees					\$2.95
Total Paid					\$702.95
Inclusive of GST					\$0.27

PRINT RECEIPT RESEND EMAIL RECEIPT

Powered by Waipay

To perform these functions, you will need to access the balance checker within the GIVVPOS engine.

This can be accessed via the following steps:

1. Click on 'search' tab and enter the card ID within the balance check function.
2. From the transaction receipt, click on the 'eye' icon next to the card product.

Balance Check

Transaction Search

Card Details

ID	28932698092
Type	Physical
Purchase Date	25 Nov 2024 11:01
Status	Activation Pending



Actions

CHECK BALANCE

ACTIVATE NOW

Original Purchase

ID	Date/Time	Type	Payment Method	Total Paid
1070411	25 Nov 2024 11:01	GiVPOS	Manual	\$702.95

Powered by WaiVPay

Activating a Physical/Digital Gift Card

To activate physical/digital card still in pending state, click 'activate now'.

The card will automatically be added to the activation queue. The status will update to 'activated' once activation is successful, refresh the browser to see the updated status.

Balance Check

Transaction Search

Card Details

ID	26891732324
Type	Physical
Purchase Date	15 Nov 2024 12:12
Status	Activated

Balance
\$1,000.00Expiry Date
30/11/2027

Actions

REPLACE CARD

Original Purchase

ID	Date/Time	Type	Payment Method	Total Paid
1065195	15 Nov 2024 12:12	GivVPOS	Manual	\$3,015.00

Card History

Date/Time	Type	Description	Amount
15 Nov 2024 12:12	Load	Funds load Waivpay Corporate GivVPOS	\$1,000.00

Powered by Waivpay

Replacing a Digital or Physical Gift Card

To replace a card, the status must be in 'activated' status.

1. Access the card details by following steps on page 2.
2. Click 'check balance' to confirm the card has funds available for replacement. **Note: Card Replacement feature won't be shown until a balance check function has been completed.**
3. If the card is ready for replacement, click 'replace card', follow the steps on page 5 and have the new physical card ID ready for input.

Balance Check

Transaction Search

Replace Card

This will replace the following card. The current balance of the card will be taken off and transferred to the new card. The new card is the replacement card number entered below. This action cannot be undone.

Card ID: 26891732324

Product Name: Waivpay Physical Card

Replacement Card Number

11 digit card ID of the new card

Replacement Reason

CANCEL

REPLACE

Replacing a Digital or Physical Gift Card Cont.

1. Enter the 11 digit ID located on the back of the new card that the funds will be transferred to.
2. Enter the replacement reason – examples below:
 - Card Swipe Damaged
 - Card Damaged
 - Card Lost
 - PIN Removed
 - Faulty Card
 - App Error – something went wrong
 - Cannot add to wallet
3. Once the information above has been entered, click on 'replace'. This will action the replacement process which can take up to 2 minutes to complete. To see updates, refresh the browser.

Balance Check

Transaction Search

Card Details

ID	1000X10167668310225
Type	Digital
Purchase Date	20 Nov 2024 18:59
Recipient SMS Number	0415179006
Status	Activated



Actions

CHECK BALANCE

EDIT

RESEND

Original Purchase

ID	Date/Time	Type	Payment Method	Total Paid
1067715	20 Nov 2024 18:59	GiVVPOS	Invoice	\$77.95

Powered by Waivpay

Editing the Digital Mobile for an SMS resend

To edit the SMS of the recipient for a digital gift card, click on 'edit' from the card details screen and follow the steps on page 7.

Balance Check

Transaction Search

Edit Card

Recipient Email

tobywitjes@outlook.com

Recipient SMS Number

0415179006

For SMS delivery(Australian numbers only)

CANCEL

UPDATE

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To update the recipient details:

1. Enter the correct email address and/or mobile number in the above fields. Double check the mobile number as digital gift cards are sent to the recipient's mobile number via SMS.
2. Click 'update'.

Note: This will not resend the card but update the details for the resend action to be performed, refer to page 8.

Are you sure you want to resend this card?

Cancel

OK

Balance Check

Transaction Search

Card Details

ID	1000X10167668310225
Type	Digital
Purchase Date	20 Nov 2024 18:59
Recipient SMS Number	0415179006
Status	Activated



Actions

CHECK BALANCE

EDIT

RESEND

Original Purchase

ID	Date/Time	Type	Payment Method	Total Paid
1067715	20 Nov 2024 18:59	GIVVPOS	Invoice	\$77.95

Powered by Waivpay

To action a digital gift card resend:

1. Check the recipient SMS number is correct.
2. Click 'resend', a prompt will appear to confirm this action.

Once completed, recipient SMS number will receive an SMS containing a link to access the digital gift card.