



GOOGLE PAY™

How to install & use
Google Pay™



An aerial photograph of a busy city street with a large red circle overlay. The circle contains the text 'Edenred & Google Pay™' in white. The background shows a crowd of people walking on a crosswalk.

Edenred & Google Pay™

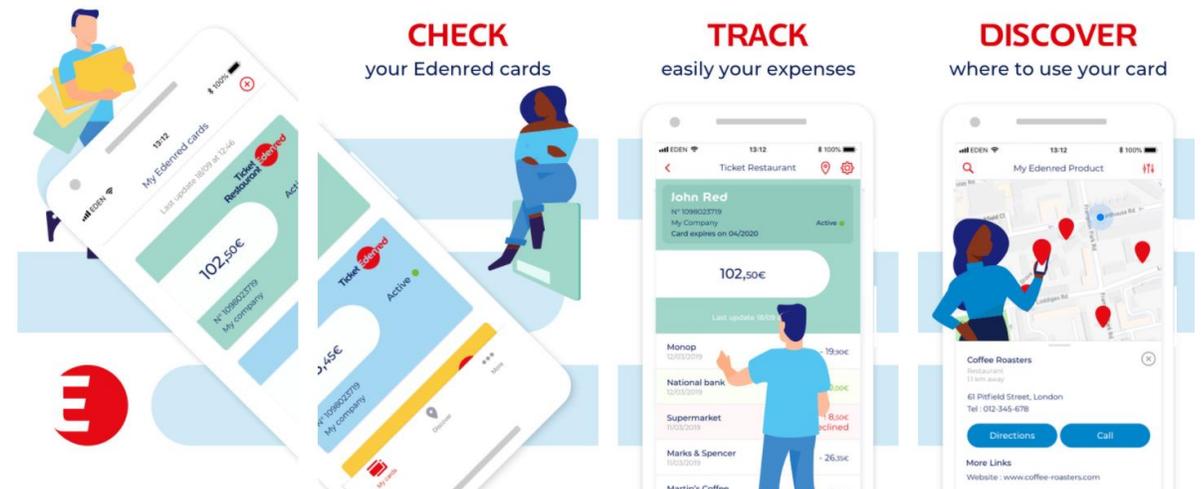
GET STARTED WITH TICKET RESTAURANT® CARD & GOOGLE PAY™

Download MyEdenred app to pay with your Ticket Restaurant® card and Google Pay™

In order to add your Ticket Restaurant®, Spendeo® or MyBenefits® card to the **Googly Pay™** mobile wallet, you need to download the free MyEdenred® app from [Google Play](#).

In addition to mobile payments, MyEdenred® app offers you a **24/7 management of your card**; card block/unblock, PIN reveal & PIN set, real-time notifications, card balance, transactions history, etc

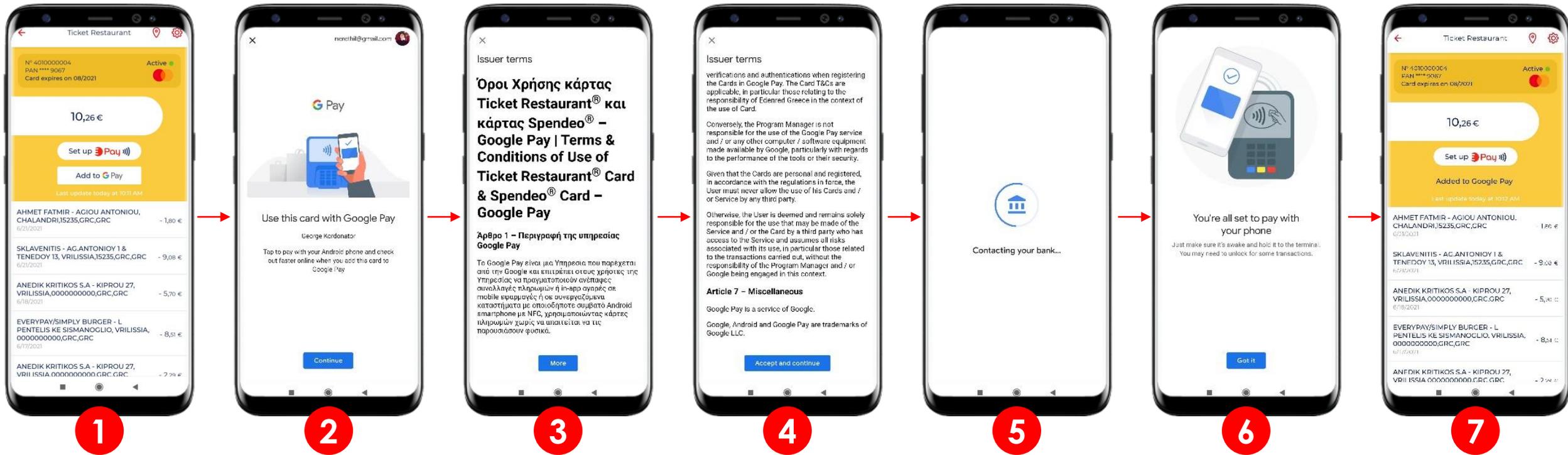
The **MyEdenred® app**, also works as the easiest medium to find, **the nearest stores** of the affiliate network as well as all about the **exclusive Ticket Restaurant® deals!**



An aerial photograph of a busy city street with a large red circle overlay in the center. The circle contains the text "User Experience" in white. The background shows a crowd of people walking on a crosswalk and a street. The red circle is semi-transparent, allowing the background image to be visible through it.

User Experience

HOW TO ADD YOUR CARD TO GOOGLE PAY™



Open **MyEdenred®** app, select the Ticket Restaurant® card and click on **“Add to Google Pay”**.

Confirm by clicking on **“Continue”**.

Read the **Issuer terms of use**

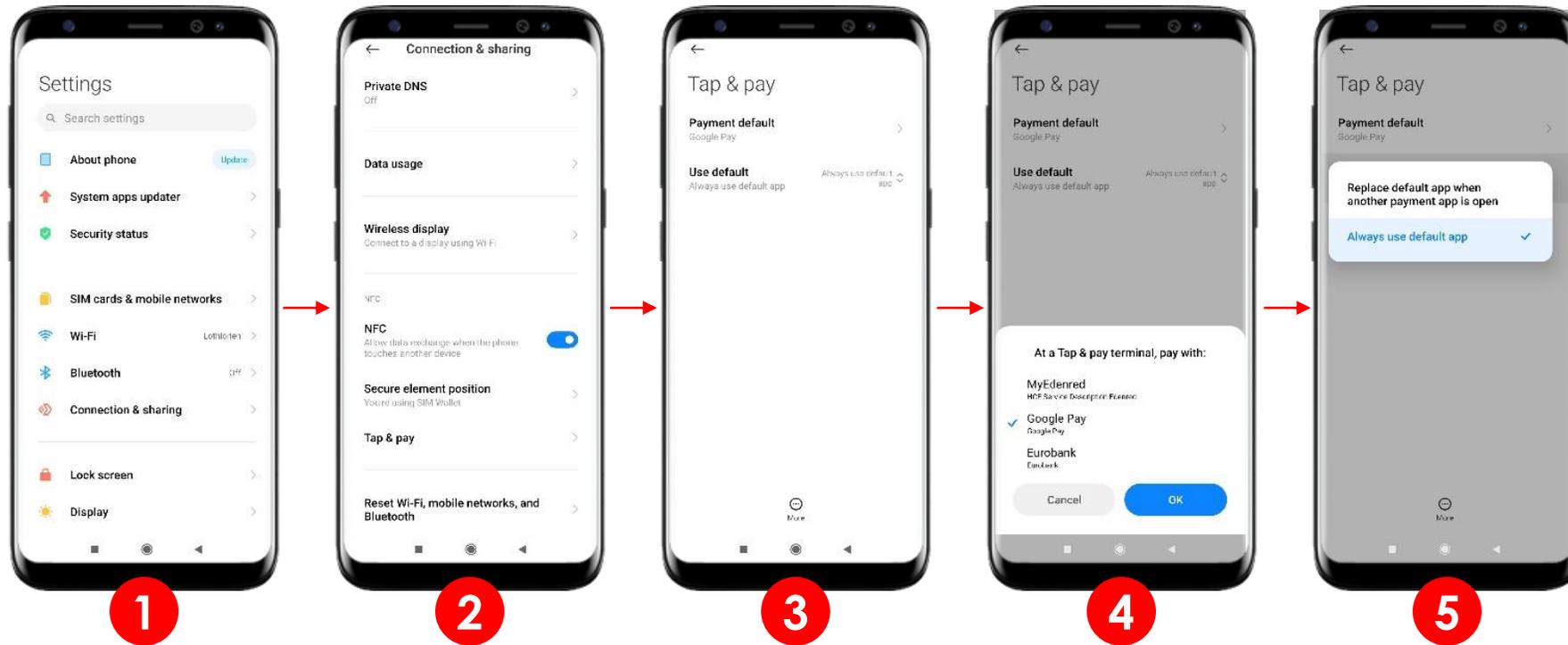
Scroll to the end to **‘Accept & continue’**

A few seconds wait while **setup...**

...until the **process is completed** and confirm by clicking **‘OK’**

Your card now is **‘Added to Google Pay’** – the setup is complete

SET GOOGLE PAY™ AS STANDARD PAYMENT SERVICE (DEFAULT WALLET)



1 Open '**Settings**' on your Android device and tap '**Connections & sharing**'

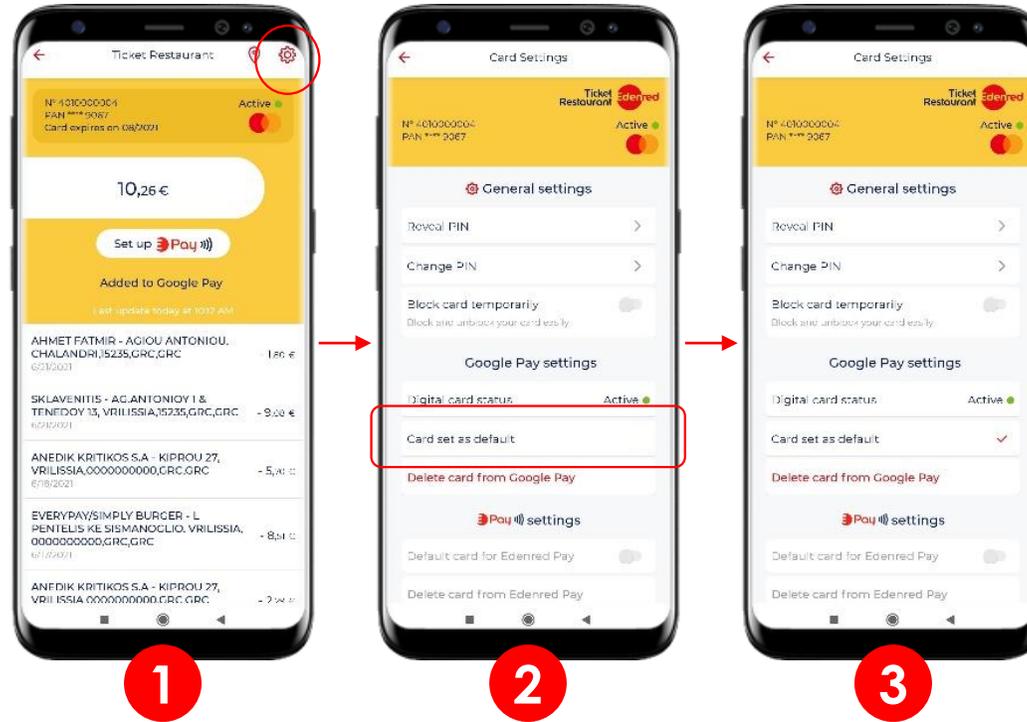
2 Turn '**NFC**' on and then tap on '**Tap & Pay**'

3 From the '**Tap & Pay**' menu, select '**Payment default**'

4 From the pop-up menu, select '**Google Pay**' and click '**OK**'

5 From the pop-up menu, select '**Always use default app**' & you are done!

SET A DEFAULT CARD FOR GOOGLE PAY™

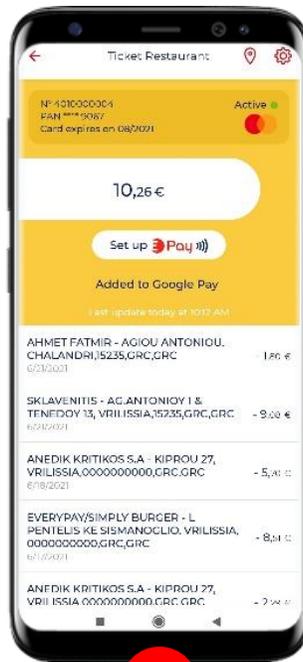


1
Open **MyEdenred®** app, select the Ticket Restaurant® card and click on **'settings'**

2
Click on **'set card as default'**

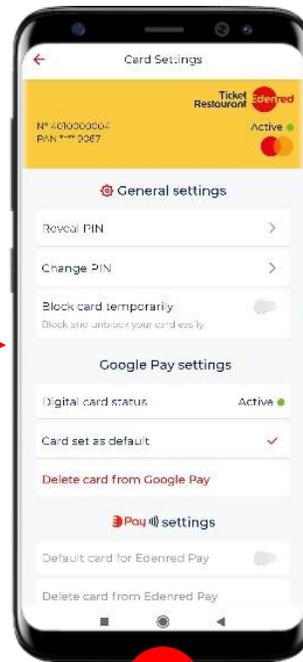
3
This was it - you are now **ready!**

DELETE A CARD FROM GOOGLE PAY™



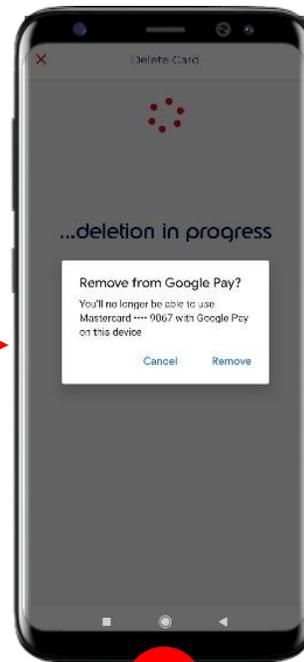
1

Open **MyEdenred®** app, select the Ticket Restaurant® card you want to remove and click on **'settings'**



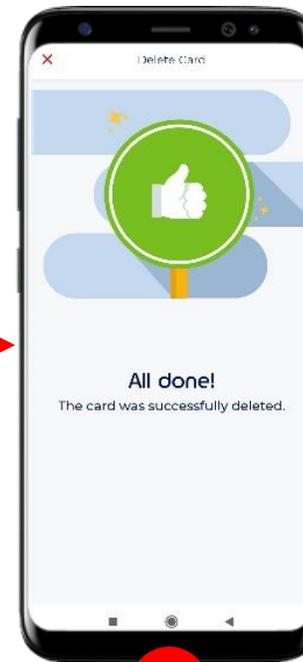
2

Click on **'Delete card from Google Pay'**



3

Tap on **'Remove'** to confirm the action



4

All done! The card is now successfully removed

NFC ACTIVATION ON YOUR SMARTPHONE



1
Navigate to
your home
screen

2
Swipe down from the
top of the screen to
open the settings, then
click on NFC logo to
enable NFC



3
NFC logo turns
white - NFC is now
activated and
ready for payment

PAY WITH GOOGLE PAY™



1

Unlock your smartphone as you normally do, with your PIN, pattern or fingerprint



2

Hold your smartphone or Android device over the **payment terminal**

Attention: **NFC must be activated!**



3

Google Pay will run **automatically** as soon as your device is placed over the terminal

Attention: **Google Pay must be set as your default wallet!**



4

Wait for a few seconds for a **blue check mark** to appear on your phone



5

You will **receive confirmation** from the cashier that your payment has been **approved**

An aerial photograph of a busy city street with a large red circle overlay in the center. The circle contains the text 'FAQ's' in white. The background shows a crowd of people walking on a crosswalk with white stripes on a dark asphalt road. The people are wearing various colorful clothing, and some are carrying bags or backpacks. The overall scene is a high-angle view of a diverse group of pedestrians in an urban environment.

FAQ's

FAQs

1. What are the advantages of Google Pay™?

- Just leave your Ticket Restaurant®, Spendeo® or MyBenefits® card at home. With Google Pay™, your card details are protected because they are not stored on your device and are not shared with the merchant during payment. It has never been so easy and safe to pay for your lunch.

1. On which devices can I use Google Pay™?

- To use Google Pay™, you need an Android device with Lollipop 5.0 or higher. You can find help for setting up Google Pay™ here: <https://support.google.com/pay>

2. Where can I pay with Google Pay™?

- You can use Google Pay™ to pay at all Ticket Restaurant®, Spendeo® or MyBenefits® card acceptance partners that have an NFC-enabled terminal.

3. How can I set up Google Pay™ on my mobile phone?

- First, download the MyEdenred® app and log in. When you select your Ticket Restaurant®, Spendeo® or MyBenefits® card (the card must be activated) click the "Add to Google Pay" button. Read and accept the terms and conditions. After this step, the card is set for payment with Google Pay™. Follow the on-screen steps to finish activating the card in Google Pay™. You can use the service immediately after completion.

FAQs

5. How can I activate NFC on my device?

- On your Android device, tap the "Settings" menu item. Then tap Connections, then NFC & Payment. NFC can be activated there.

6. How can I set Google Pay™ as my default wallet?

- Open "Settings", tap "Connections" and then tap "NFC and payment" again. Then tap on "Tap and Pay". Select Google Pay, then tap the back arrow. The next time you use your phone at a payment terminal, Google Pay is your default payment service.

7. Do I need an authentication method in order to pay with Google Pay™?

- To be able to pay with Google Pay™, you need to configure a method to unlock your smartphone (fingerprint, pattern or mobile PIN). You can only initiate the transaction with the configured method.

8. How would I know if a Google Pay™ transaction has been accepted or declined?

- The last transaction or the last transaction attempt will be displayed in your MyEdenred® account. As with card payments, however, it is the merchant receipt that confirms whether the transaction has been accepted or declined.

9. Do I need an internet connection in order to pay with Google Pay™?

- No, you don't have to be online to pay with Google Pay™.

FAQs

10. How secure are my payments with Google Pay™?

- Google Pay™ is even more secure than paying with a physical prepaid card. Your payment information is encrypted and stored on secure servers.

11. What are the fees for using Google Pay™?

- Google Pay™ is a free Google product. Neither the Edenred cardholder nor the card accepting partner incurs additional fees for use.

12. What is the transaction limit?

- The transaction can be cumulative and without a daily limit in terms of value.

13. What happens if I update the Android version on my device?

- The Android update has no effect on the card registered for Google Pay™.

14. I've lost my Android device, or it was stolen. How do I proceed now?

- In the event that your device is lost or stolen, you can use "Find my device" at <https://www.google.com/android/find> to lock or delete the data on your device. In this case, the service will no longer be available to you, but you can still use your card in accordance with the card terms of use.

FAQs

15. In the event of fraudulent use or loss of your card, to prevent further improper use, you must:

1. Contact our customer service immediately in accordance with the card terms of use.
2. Delete your card from Google Pay™.
3. If you do not delete your card from Google Pay™, it can still be used with Google Pay™.

16. What security precautions should I take when using Google Pay™?

- Do not let your device out of your sight, ensure adequate protection for your user profile (password, user name, etc.); Keep your passwords and card IDs safe and only use Google Pay™ in accordance with the applicable terms of use.

17. How can I delete my card from the wallet?

- To do this, please select your card on MyEdenred® app and click on “Settings” icon on the upper right corner. Click on “Delete card from Google Pay” and confirm the action. The card will be removed from Google Wallet. However, the card can still be used to pay at the terminal and can be added back to Google Wallet at any time.

18. Who can I contact in case of any issue?

- You may contact Customer Service at +302102117035 Mon-Fri 09.00-20.00 or at info-gr@edenred.com.

We
connect,
you
win