

# INSTRUCTIONS

## ORDERING MANOR GIFT CARDS ONLINE

*With Manor giftcard , each person*

*can choose its own gift*



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# INTRODUCTION

Manor provides its business customers with an online shop for ordering physical and digital gift cards:

[www.b2b-cartecadeau.ch](http://www.b2b-cartecadeau.ch)

This online shop is run in cooperation with our external partner cadooz, who is responsible for 1st level support in particular. As a customer, you can access all your orders and invoices as well as being able to activate your gift cards. Creating an account only takes a few minutes. Ordering via the online platform is quick and easy, and allows you to take advantage of discounts offered exclusively to business customers.

The Manor gift card team will be happy to assist you on 0848 802 802 or by email at [manor@cadooz.com](mailto:manor@cadooz.com).

## Advantages of the Manor gift card:

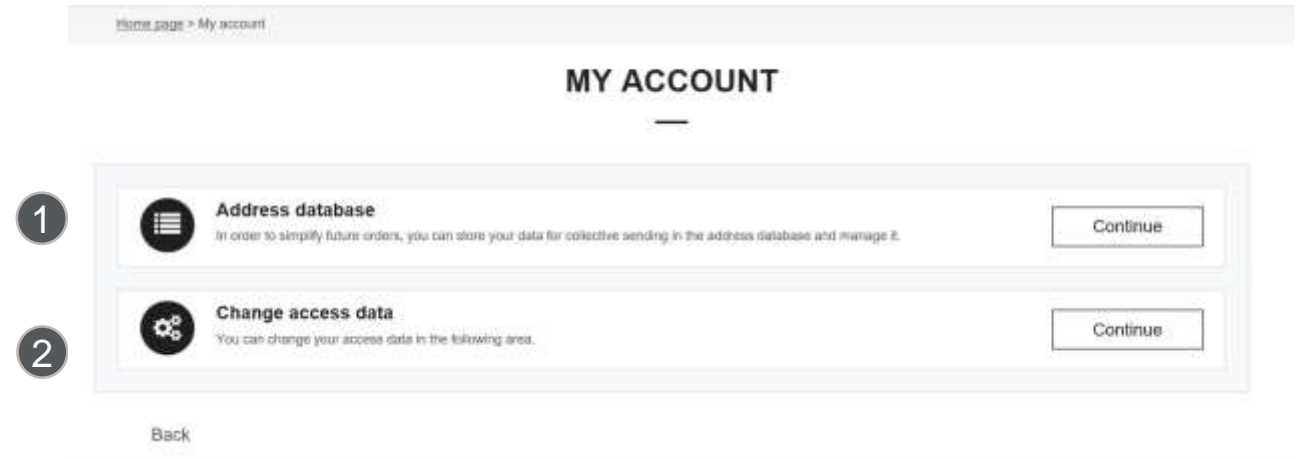
- ✓ Physical gift cards delivered by post or digital gift cards sent by email
- ✓ Attractive discount system from a minimum purchase value of CHF 1,000
- ✓ Can be used in all Manor department stores, Manora restaurants, Appunto, Manor supermarkets and online at [manor.ch](http://manor.ch)
- ✓ Choice of different payment methods
- ✓ Possibility to personalise physical gift cards with your logo or the image of your choice
- ✓ Can be sent in bulk to you or directly to multiple recipients



# MY ACCOUNT – ADDRESS DATABASE AND ACCESS DETAILS

In the “**My account**” area, you can:

- Enter several delivery addresses for future orders under “**Address database**”.
- Change your username, email, address, language and password under “**Change access details**”.



My account and address database/access details

# PLACING AN ORDER – WHICH TYPE OF DELIVERY SHOULD I CHOOSE?

## Product selection

Type of delivery	By post	By email	For download
Type of card	Physical	Digital	Digital
Personalisation of gift cards	Yes, you can personalise your card with your own logo or the image of your choice <a href="#">Find out more</a>	No	No
Choice of design	Choice of different gift card designs	Only two designs available, Manor and Manor digital	Only two designs available, Manor and Manor digital
Delivery times	3 to 5 days	24 hours	24 hours
Postage costs	Yes: CHF 1.21 excl. tax for less than 5 cards, CHF 8.36 CHF excl. tax for 5 cards or more	No	No
Suitable for large card orders?	Yes	No, because each card must be downloaded individually. The cards must be downloaded one by one	Yes, the digital cards are sent as a download link in a CSV file
Card activation	For security reasons, the cards are sent deactivated and have to be activated in your personal area	The cards are already activated	The cards are already activated

# PLACING AN ORDER, STEP 1 – PRODUCT SELECTION

## Product selection

- Select your preferred type of delivery:
  - **By post:** as physical cards delivered by post.
  - **By email:** as digital cards sent by email (to be downloaded in PDF format or as a mobile version).
  - **For download:** as digital cards sent as a download link in a CSV file. The recipient receives a URL link that they can click on to display their gift card in PDF format.

- Select the product of your choice:  
For physical cards, you can choose between different gift card designs. You can also create personalised gift cards with your own logo or image. You have the possibility to order digital cards, in which case only the “Manor” and “Manor digital” layouts are available

## Personalised cards



In order to order a personalised card, please select the card shown here.

[Find out more](#)

1

Versandart

- per E-Mail
- per Post
- per Download

Suche

MANOR

GESCHENKARTE CARTE CADEAU CARTA REGALO

Manor

MANOR

DIGITAL GIFT CARD

Manor Digital

MANOR

GESCHENKARTE CARTE CADEAU CARTA REGALO

Pattern citrus

MANOR

MANOR

MANOR

Type of shipping

- By e-mail
- By post
- By download

Product overview and type of delivery

MANOR

# PLACING AN ORDER, STEP 2 – VALUE AND TYPE OF DELIVERY

## STEP 1: Details and order dispatch

- 1 Select the value of the gift cards and the number of cards you want to order
- 2 Select the final recipient:
  - Send to company address
  - Send to final recipient
- 3 Select the type of delivery: email, post or download.

Manor

Practical and always valid – the Manor Gift Card fulfills every wish.  
You can redeem the gift cards at all Manor Supermarket stores, Manor Food markets, and Manora Restaurants, as well as at Appleto and in our online shop at [www.manor.ch](http://www.manor.ch).

Number	Value	Sum
<input type="text"/>	5.00 CHF	<input type="text"/>

1. Shipping 2. Delivery address 3. Additional information 4. Confirmation

Please indicate how you would like to send the card

Final recipient: Shipping to company address

Type of shipping: Please select

If you select "Shipping to company address", the gift cards will be shipped to your designated contact person as a batch delivery. This contact person will then further handle all the gift cards in the delivery.

Order details



# PLACING AN ORDER, STEP 3 – DELIVERY ADDRESS

## STEP 2: Delivery address

### Send to company address

If no delivery address has been registered, the billing address is recorded as the standard delivery address.

Delivery details (send to company address)

### Send to multiple final recipients

- 1 Download the CSV template and enter the final recipients. Please do not change the CSV format or the column headings.
- 2 Once you have completed the template, please upload it back onto the site. The cards will be sent directly to the addresses indicated

Delivery details (send to final recipient)

A	B	C	D	E	F	G	H	I	J	K	L
Salutation	Prénom	Nom de famille	Entreprise	Rue	Information	Code postal	Ville	Pays	Numéro de téléphone	Email	Nombre
Monsieur	Max	Mustermann		Musterstraße 1		12345	Musterstadt	DE	0123/456789	max.muster	1
Madame	Maxine	Musterfrau		Musterstraße 1		12345	Musterlager	AT		maxine.mus	5
Entreprise			cardoo GmbH	Osterbekstraße	Customer 56	22083	Hamburg	DE		service@card	1

Template in CSV format for delivery to final recipients

# PLACING AN ORDER, STEP 4 – ADDITIONAL INFORMATION FIELD

## STEP 3: Additional information

Here you have the possibility to enter information of your choice, for example:

- 1 • Your own **order number, PO**
- 2 • **Comments**

This information will appear on your bill.

1. Shipping      2. Delivery address      3. Additional information

**Additional information**

You can enter information here which will be visible on the invoice later.

Your order number

Your order number will appear on the invoice.

Additional information for the invoice

Order number and other comments

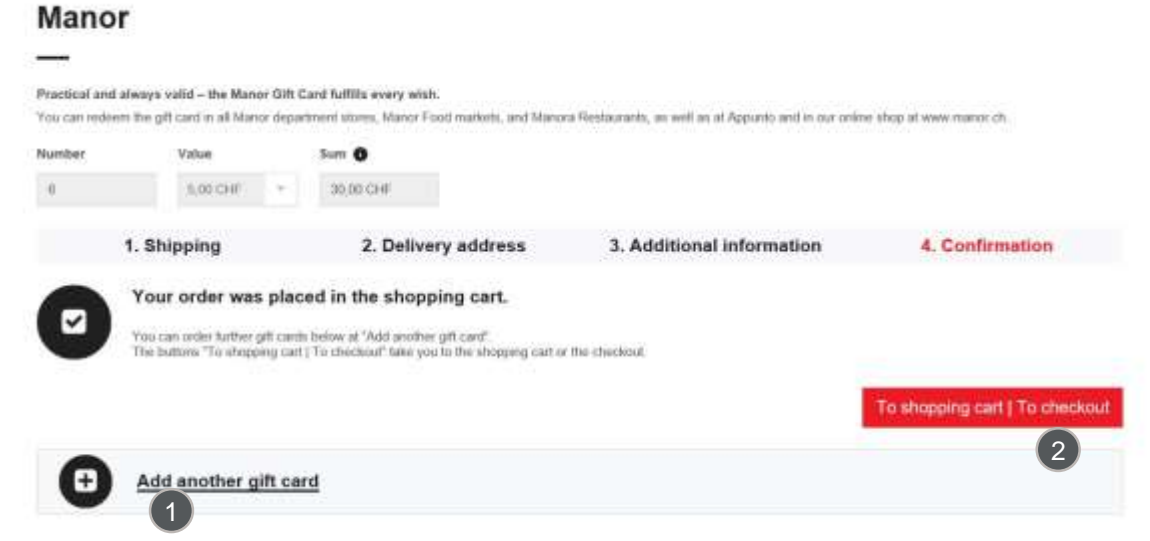
Back

# PLACING AN ORDER, STEP 5 – VALIDATION AND PACKAGING

## STEP 4: Validation / Adding additional cards / Packaging

It is then possible:

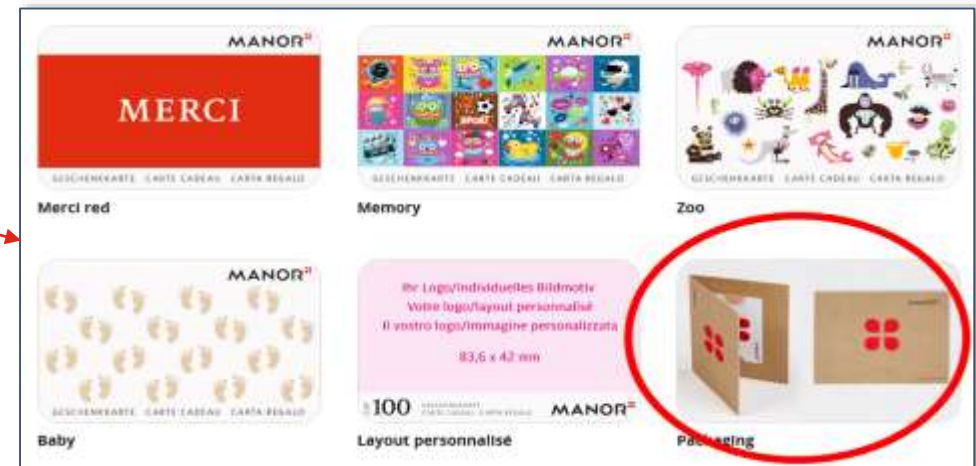
- 1 • To **add more gift cards** to the basket
- 2 • And/or to **finalise your order**.



Finalise order / continue shopping

### Packaging:

Please note that card packaging is not automatically added to the basket. This is free of charge and can be added separately to the basket if required.



Home page – product selection

MANOR

# PLACING AN ORDER, STEP 6 – PAYMENT

## STEP 5: Basket validation – payment

Once you have selected all the cards you wish to order, validate your basket and specify your billing address.

### Methods of payment:

- **Advance payment by bank transfer**

*Please note that you will receive a proforma invoice by email for an advance payment by bank transfer. Delivery will be initiated on receipt of payment. A confirmation of payment in the form of an invoice will always be sent to you afterwards.*

- **Credit card** (Mastercard or Visa)
- Payment by **invoice** is not a standard option but can be added to the customer account by sending a request to [customerservices@manor.ch](mailto:customerservices@manor.ch). We require the email address you used to create your account as well as your VAT/ID number. Adding this option takes two working days. For associations without a VAT/ID number, a Manor store must act as guarantor.

The following articles are in the shopping cart:

Product	Delivery address	Face value	Amount	Shipping	VAT	Sum
Manor	Chloë Heyberger MANOR AG Rebgasse 34 4005 Basel Schweiz	8,00 CHF	12	offline	0,00 CHF	60,00 CHF
Delivery costs					0,84 CHF	8,36 CHF
<a href="#">Edit position</a> -						<a href="#">Remove position</a> -
Number of physical gift cards:						12
Number of packages:						0
Have you considered ordering packaging for your physical gift card(s)? <a href="#">Return to products</a>						
Total sum:						60,00 CHF
Delivery costs:						8,36 CHF
Value added tax:						0,84 CHF
<b>Invoice amount:</b>						<b>69,00 CHF</b>

[Continue shopping](#) [To checkout](#)

Final basket

# RECEIPT OF YOUR ORDER BY EMAIL

Type of shipping

By e-mail 1

By post 1

By download 1

1

## DIGITAL CARDS – delivery by email:

1 If you have selected “**by email**” as the delivery method, the gift cards will be sent within a few hours of receipt of payment. Do not hesitate to check your junk mail.

2 ➤ You will receive an email with a link to the landing page where you can download the gift cards you ordered one by one.

➤ This will allow you to:

- Save the card to a smartphone “**wallet**”
- Or **download it in PDF format** and print it out.



Manor Digital



Manor

## Recommendations for large card orders:

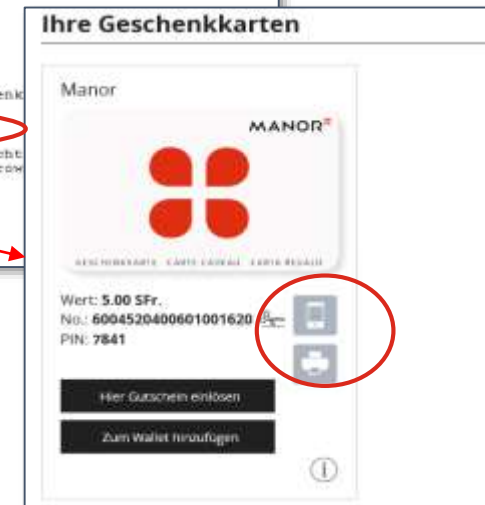
- Choose “**Send to final recipients**” as the final recipient so that our system will send the cards directly to the email addresses of your recipients. The message cannot be personalised.
- Choose the “**for download**” method if you prefer to send the cards yourself. You will then receive an Excel file with all the links to the digital cards. Simply send this link to your recipients and they will be able to download their cards. The advantage of this option is that you can personalise your message yourself.

2



Email with link for digital gift cards

3



Download landing page

# RECEIPT OF YOUR ORDER FOR DOWNLOAD

## DIGITAL CARDS – delivery as a download link:

- 1 If you have selected **“for download”**, the activated gift cards will be delivered to you within 24 hours of receipt of payment. You can download them from your customer account under **“My Orders”**.
- 2 Please note that you will receive your digital gift cards as URL links in a CSV file. You can then insert the link directly to the recipient of your choice in your emails.
  - This will allow them to:
    - Save the card to a smartphone **“wallet”**
    - Or **download it in PDF format** and print it out.
- 3

### N.B.:

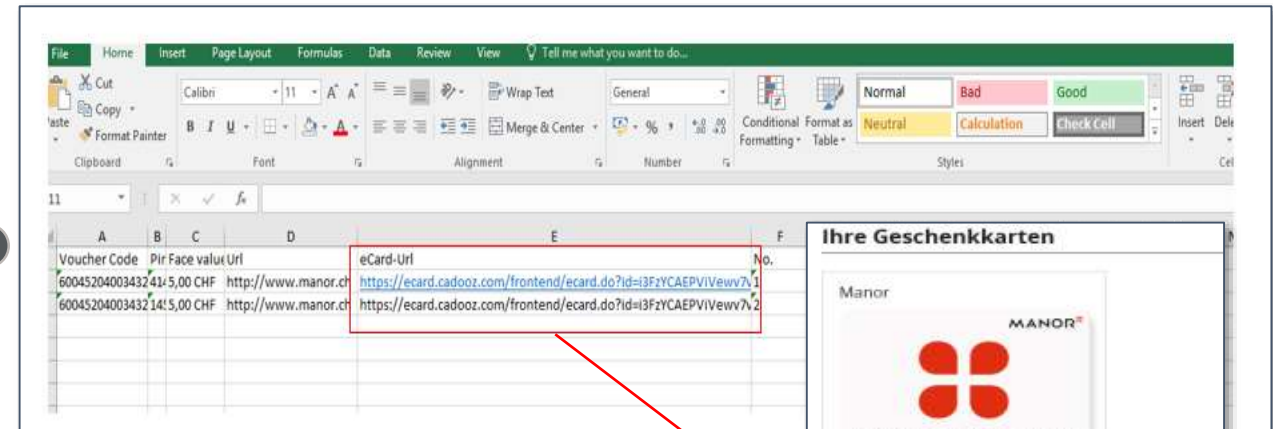
It is essential that the URLs of the electronic cards are sent to the final recipient for them to download the card. Gift card numbers and PIN codes alone cannot be used in Manor stores.

Type of shipping

By e-mail

By post

By download



File with links to digital gift cards



Download landing page

# RECEIPT OF YOUR ORDER BY POST AND ACTIVATION OF THE CARDS

## PHYSICAL CARDS – delivery by post:

The gift cards will be delivered by post within three to five working days of receipt of your payment.

You will receive them at the delivery address you provided when you placed your order.

**Please note that for security reasons, the physical cards are delivered inactive. It is necessary to activate them on receipt.**

### Card activation process:

- Log in to your customer account
- 1 ➤ Click on “**Activating gift cards**”
- 2 ➤ All cards can be sorted and activated. You can search by different criteria (gift card number, order or delivery note number, product name, card value and date). It is also possible to only display inactive cards.

MANOR

Heyberger Chloé

Activating Gift Cards

Shopping cart | Checkout

Home page > My orders

## GIFT CARD SEARCH & ACTIVATION

On this page you have the possibility to search and activate your ordered gift cards. You can choose between two search either search for a single gift card or for several gift cards according to various search criterias.

**Search and activate a single gift card:**

Gift card code

Search

**Search and activate selected gift cards:**

Order number

All products

Gift card value

inactive gift cards only

01.03.2021

Search

Card activation

# RECEIPT OF YOUR ORDER BY POST AND ACTIVATION OF THE CARDS

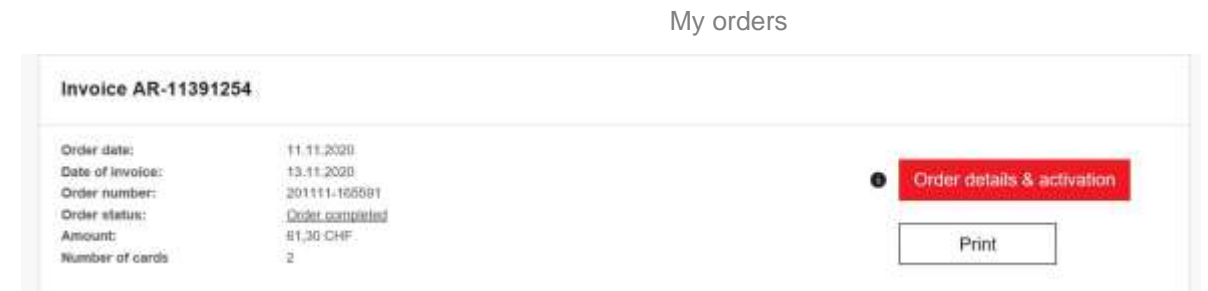
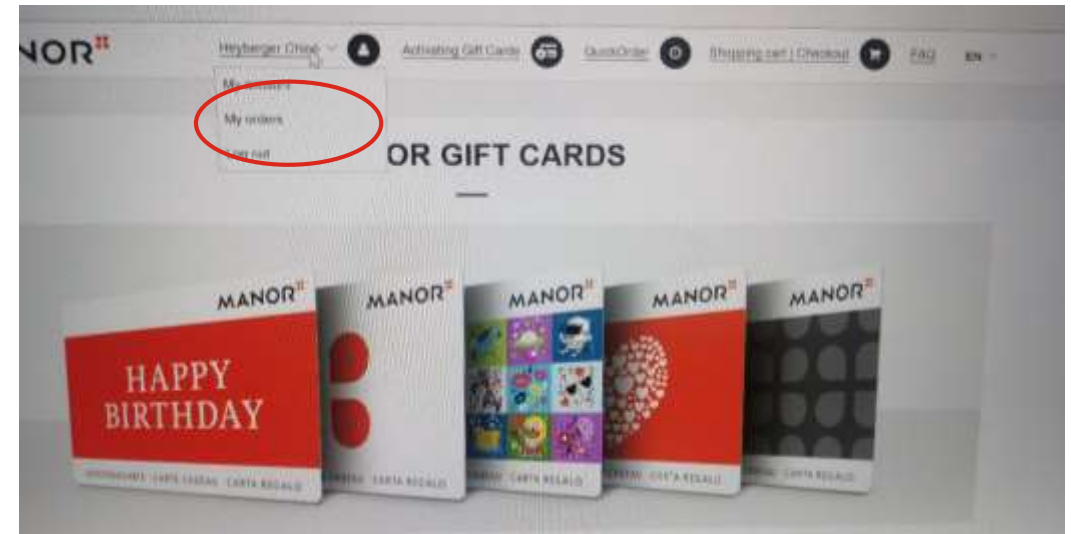
Please note that for security reasons, the physical cards are delivered inactive. It is necessary to activate them on receipt.

## Global activation process for a complete order:

- Log in to your customer account
- Move the cursor over your name and a drop-down menu will appear. Click on **"My orders"**
- On the page that opens, click on the **"Order details and activation"** button on the right
- Another page will now open. Select the **"Global activation"** button on the right

All the cards in your order will then be activated. If a prohibited sign appears when you try to click on "Global activation", this means that your request has already been processed.

All orders placed can be viewed under **"My Orders"**.



Order details and activation



# PERSONALISED CARDS

## Personalised gift cards:

It is possible to personalise gift cards with the logo or image of your choice from a minimum order value of CHF 1,000.

- 1 ➤ Choose whether or not you want an amount to be written on your card
- 2 ➤ Insert the desired image or logo
- 3 ➤ Fill in the contact form

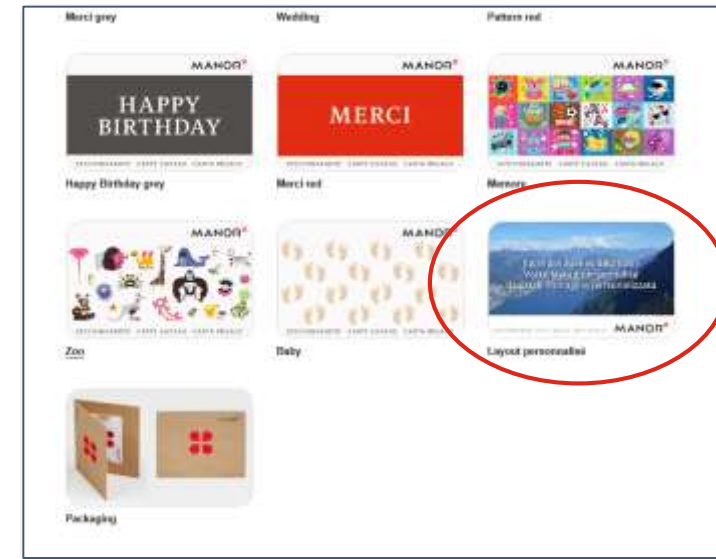
## What next?

You will receive an email within two working days with a design proposal for your personalised gift cards. **Please validate the layout by replying to this email.**

A few days later, **your personalised gift cards will be available to order in your customer account.** Simply select the design like a normal card and choose the number of cards you wish to order. Please allow up to 3 weeks of production time.

## Costs:

When you place your order, a production fee of CHF 0.80 (incl. 7.7 % VAT) per card will be added to the face value of the cards. Delivery costs are not included in the price.



Desired layout:

1

Without amount

With amount

Upload picture file:

2

Search...

No file selected!

Contact form

3

Title:

Please select

Name:

Mandatory field

Mandatory field

Company:

Mandatory field

E-mail:

Mandatory field

Tel:

Mandatory field

Ordering personalised cards

MANOR

# QUICK ORDER OPTION

## Quick order:

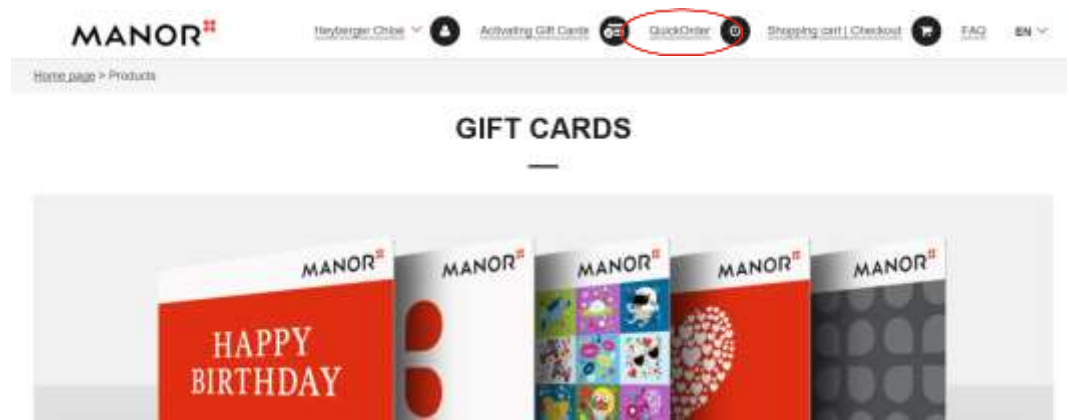
This function allows you to send gift cards of different amounts to several recipients in one go using a template in CSV format.

1 The **Quick order** function is not a standard option but can be added by sending a request to Manor.

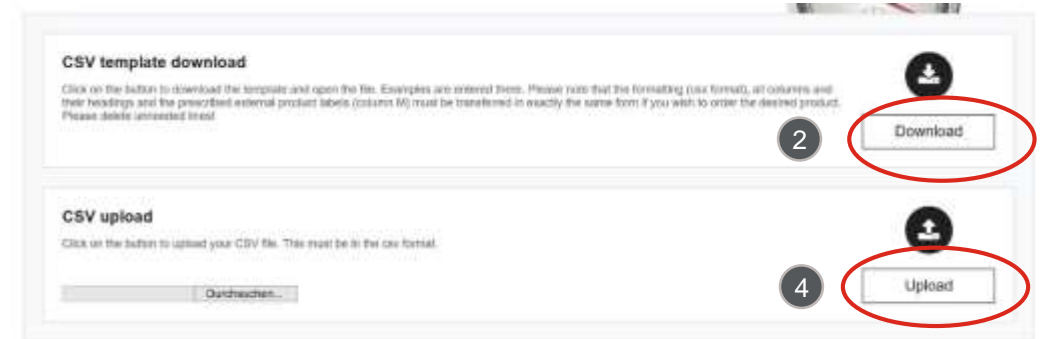
## Ordering process:

- 2 ➤ Download the CSV template
- 3 ➤ Fill in the template: please do not change the file format or the column headings
  - The "Marital status", "First name", "Last name", "Company", "Department", "Street", "Additional address details", "Postcode", "City" and "Country" columns must be filled in according to the delivery address. The "Service" and "Additional address details" fields are optional.
  - Enter the desired value of the gift card in the "Value" column.
  - Under "Currency", always specify "CHF".
  - Under "External product name", you must enter the name of the desired gift card. (Only "Manor" and "Manor Digital" gift card designs are available as digital cards.)
  - Under "Send", please select "offline" if you want your cards to be sent by post / "online" if you want them to be sent by email / "download" if you want them to be sent as a download link to your account.
  - The "External document number" and "Debtor" fields are optional.

4 ➤ Upload your completed file back onto our site.  
Please note that once your file has been added and your order confirmed on the site, the order will be taken into account directly and cannot be modified. You will not receive an email to confirm the order



Go to the home page and choose "Quick order"



Quick order

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Arnold	Vorname	Nachname	Firma	Abteilung	Strasse	Adresszusatz, PLZ	CH	Land	Anzahl	Wert	Währung	externe Produktbezeichnung	Versand	E-Mail	Externe Bek.Debitor	
2	Max	Mustermann	Musterfirma	Musterstrasse	Musterstrasse	12	12345	Musterstadt	Schweiz	1	5	CHF	Manor	offline	max.muster@12345-12345		
3	Max	Mustermann	Musterfirma	Musterstrasse	Musterstrasse	12	12345	Musterstadt	Schweiz	1	5,00	CHF	Manor Happy Birthday red	offline	max.muster@12345-12345		
4	Max	Mustermann	Musterfirma	Musterstrasse	Musterstrasse	12	12345	Musterstadt	Schweiz	1	5,00	CHF	Manor Pattern gray	offline	max.muster@12345-12345		
5	Max	Mustermann	Musterfirma	Musterstrasse	Musterstrasse	12	12345	Musterstadt	Schweiz	1	15,00	CHF	Manor with value imprint	offline	max.muster@12345-12345		
6	Max	Mustermann	Musterfirma	Musterstrasse	Musterstrasse	12	12345	Musterstadt	Schweiz	1	5,00	CHF	Manor Love	offline	max.muster@12345-12345		
7	Max	Mustermann	Musterfirma	Musterstrasse	Musterstrasse	12	12345	Musterstadt	Schweiz	1	5,00	CHF	Manor Blessi gray	offline	max.muster@12345-12345		
8	Max	Mustermann	Musterfirma	Musterstrasse	Musterstrasse	12	12345	Musterstadt	Schweiz	1	5,00	CHF	Manor Wedding	offline	max.muster@12345-12345		
9	Max	Mustermann	Musterfirma	Musterstrasse	Musterstrasse	12	12345	Musterstadt	Schweiz	1	5,00	CHF	Manor Pattern red	offline	max.muster@12345-12345		
10	Max	Mustermann	Musterfirma	Musterstrasse	Musterstrasse	12	12345	Musterstadt	Schweiz	1	5,00	CHF	Manor Happy Birthday gray	offline	max.muster@12345-12345		
11	Max	Mustermann	Musterfirma	Musterstrasse	Musterstrasse	12	12345	Musterstadt	Schweiz	1	5,00	CHF	Manor Blessi red	offline	max.muster@12345-12345		
12	Max	Mustermann	Musterfirma	Musterstrasse	Musterstrasse	12	12345	Musterstadt	Schweiz	1	5,00	CHF	Manor Manoy	offline	max.muster@12345-12345		
13	Max	Mustermann	Musterfirma	Musterstrasse	Musterstrasse	12	12345	Musterstadt	Schweiz	1	5,00	CHF	Manor Zoo	offline	max.muster@12345-12345		
14	Max	Mustermann	Musterfirma	Musterstrasse	Musterstrasse	12	12345	Musterstadt	Schweiz	1	5,00	CHF	Manor Billy	offline	max.muster@12345-12345		
15	Max	Mustermann	Musterfirma	Musterstrasse	Musterstrasse	12	12345	Musterstadt	Schweiz	1	5,00	CHF	Manor Packaging	offline	max.muster@12345-12345		

Template in CSV format

# GENERAL TERMS AND CONDITIONS

- **Manor physical gift cards**

Manor gift cards are valid in all Manor department stores and in the Manor online shop. The balance can be checked on request at any checkout in our department stores. The card can also be recharged if desired. The remaining amount is carried forward and cannot be converted into cash, exchanged for a voucher or credited to a credit card. Cards are not replaced in case of loss or theft. Cards cannot be exchanged or returned. Manor gift cards are for personal use only. It is strictly forbidden to sell them or use them in any other way for profit.

No points are credited when purchasing gift cards. Points are credited when a Manor gift card is used and on presentation of the Manor customer card.

- **Manor digital gift cards**

Manor digital gift cards are valid in all Manor stores and online shops up to the amount available on the card at the time of purchase. The balance can be checked and the card can be recharged at all checkouts. The remaining balance can be used at a later date and cannot be exchanged for cash, vouchers or credited to a credit card. Manor accepts no responsibility and will not replace a card in case of loss, theft, illegal copying or use by an unauthorised person. Manor also reserves the right to refuse the card as a means of payment and to take legal action in the event of suspected fraud or forgery. Manor gift cards are intended for personal use only and the sale or any other lucrative use of these cards is strictly prohibited.