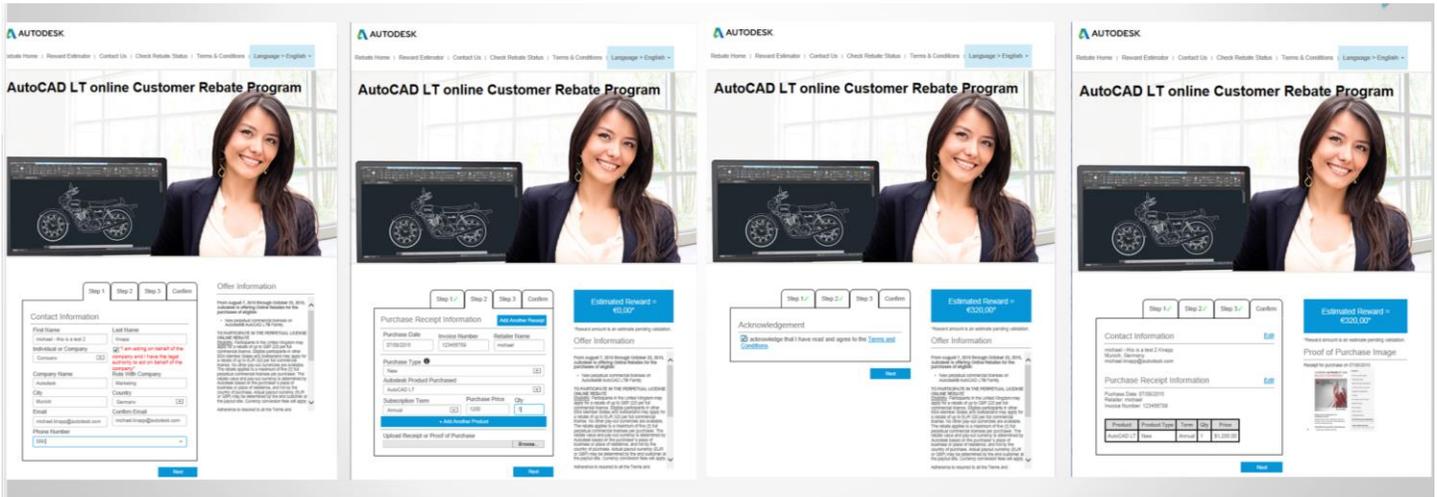
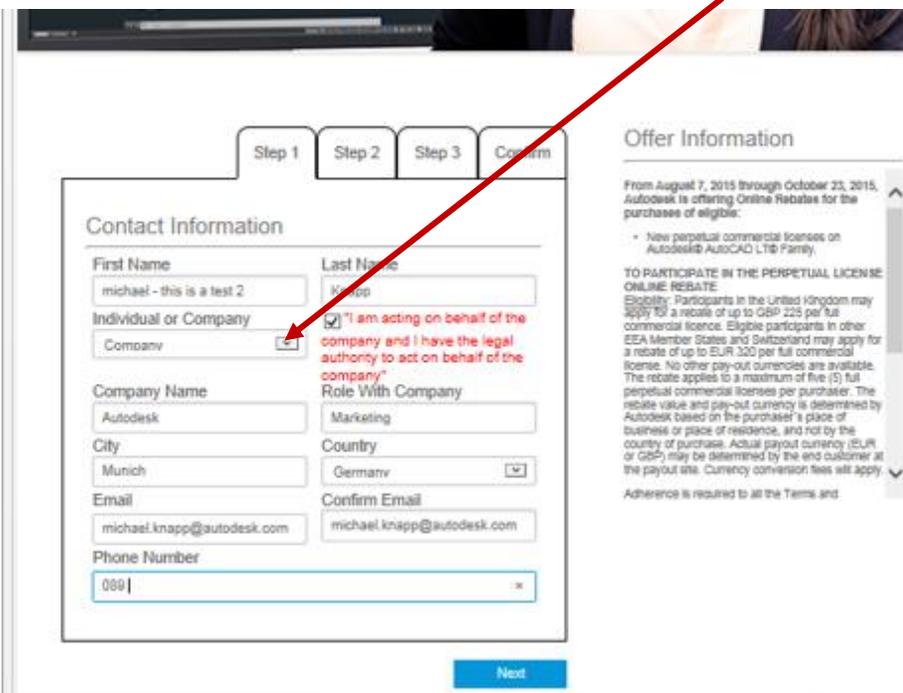


Krok 1. vyžádání rabatu (CRP) - již proběhlo



Zde je klíčové, jaký údaj uvedl zákazník do kolonky **Individual / Company**. Podle toho se bude lišit postup.



Po vyplnění formulářů na webu a přiložení **scanu faktury** (scan výpisu z účtu nebo příkazu k úhradě nelze uznat) byl zákazníkovi odeslán jeden z následujících emailů. Možno dohledat podle odesílatele nebo předmětu. je nutné, aby zákazník klikl do modrého linku.

Email 1: Sent to business users to claim new payment

Subject: You have received an EntroPay payment!
Sender: support@business.entropay.com



Simple. Instant. Global.

Dear Sir/Madam,

Welcome to EntroPay!

Autodesk has made a payment of EUR100.00 to you using EntroPay. Below are your payment details:

Amount equivalent to: EUR100.00
Payment Reference: test01

<https://md1lbs02-stg.lnx.ix.com:8443/corporate/unprotpayout/deposit.html?registrationCode=151af44fd97026c&affiliateUserAccountId=test123&referrerAccountType=AFFILIATE&referrerAccountId=autodesk&affiliateBrandId=autodesk&lang=en>

PLEASE NOTE: This link contains secure information essential to your claim. Whether or not you already have an EntroPay Business account, you will only be able to claim your payment by using this link.

When the web page loads, kindly follow the provided instructions. You will be asked to enter some basic personal information. Once you have done this we will set-up your EntroPay Business Account immediately, and deposit your payment automatically!

If you already have an EntroPay Account, we will deposit the payment onto your Account Balance: Click the link above, and then use the login form.

After completing the claim, the funds will be added to your EntroPay Business Account, from where these can be deposited to your personal Bank Account, or else transferred onto an EntroPay Virtual MasterCard card, and used anywhere MasterCard cards are accepted online or by telephone.

If you need assistance, kindly contact our Customer Support team by emailing support@entropay.com.

Kind regards,
EntroPay

EntroPay™ is operated by Ixaris Systems Ltd.

Ixaris Systems Ltd is authorised and regulated by the Financial Conduct Authority under the Payment Service Regulations 2009 for the provision of payment services. Registration number 540990. Registered address Ixaris Systems Ltd, 52 Grosvenor Gardens, London, SW1W 0AU, United Kingdom.

Ixaris Visa cards are issued by Bank of Valletta, Transact Payments Limited and IDT financial services, pursuant to a licence from Visa Europe.

Ixaris MasterCard cards are issued by Bank of Valletta, Transact Payments Limited and IDT Financial Services Ltd., pursuant to a licence by MasterCard International Incorporated. MasterCard is a registered trademark of MasterCard International Incorporated.

Email 2: Sent to individual users to claim new payment

Subject: You have received an EntroPay payment!
Sender: support@entropay.com



Simple. Instant. Global.

Para leer este mensaje en español por favor haga [click aquí](#).

Para ler este email em português, [clique aqui](#).

Pour lire cet email en français veuillez [cliquer ici](#).

Per leggere questa email in italiano, [clicca qui](#).

Dear Sir/Madam,

Welcome to EntroPay!

Autodesk has made a payment of EUR320.00 to you using EntroPay. We will place the funds onto a new EntroPay Virtual VISA card for you.

EntroPay Virtual VISA cards can be used to make purchases anywhere VISA is accepted online. You can use your Virtual Visa to start spending instantly or take advantage of our Bank Transfer service and transfer the funds to your bank account.

To start using your new EntroPay Virtual VISA card click the link below.

Link: https://staging.entropay.com/processes/upopenaccountpayoutuser/unprotpup_openaccountpayoutuser_page1.do?registrationCode=151afbad8c:a0f6c&affiliateUserAccountId=TestInq1234577&referrerAccountType=AFFILIATE&referrerAccountId=autodesk&affiliateBrandId=autodesk&lang=en

When the web page is loaded, follow the instructions. You will be asked to enter some basic personal information. Once you have done this we will set up your EntroPay Virtual VISA card immediately, and you'll be ready to spend!

If you already have an EntroPay Account, we will load the payment onto your default EntroPay card. Click the link above, and then use the login form.

If you need assistance, please contact our Customer Support team by emailing support@entropay.com.

Kind regards,
EntroPay

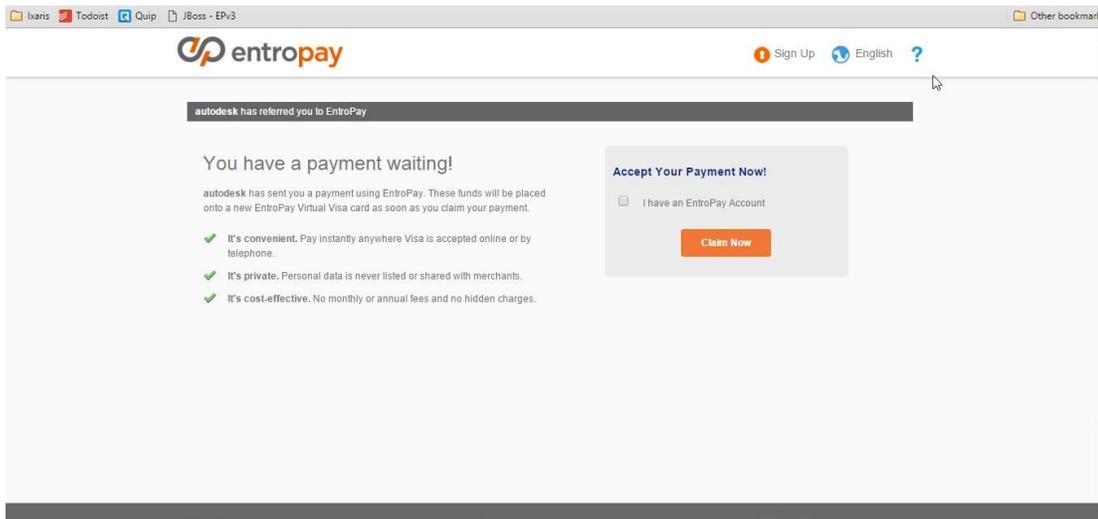
EntroPay™ is operated by Ixaris Systems Ltd.

Ixaris Systems Ltd is authorised and regulated by the Financial Conduct Authority under the Payment Service Regulations 2009 for the provision of payment services. Registration number 540990. EntroPay Visa cards are issued by Bank of Valletta, pursuant to a license from Visa Europe.

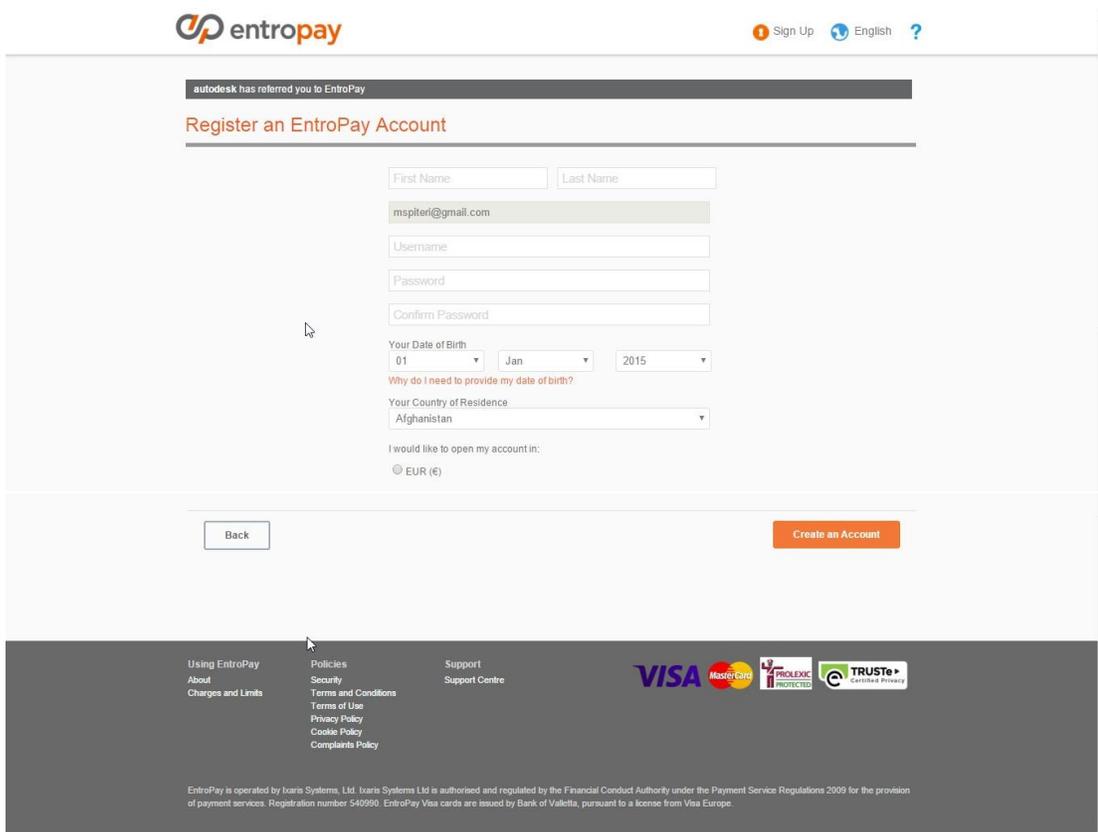
V případě, že zákazník vyplnil do prvního dotazníku, že je "Individual", pak bude následovat následující postup:

- Stiskněte Accept

- Stiskněte Accept



Tím přejdete na další stránku:



- Zde vyplníte požadované údaje a zakliknete Euro
- Stisknete **Create an Account**

Tím přejdete na další stránku:

Please Review and Accept the Payment

We are about to load your new EntroPay Visa Card with funds as detailed below.

Amount received from autodesk	EUR 320.00
Payment processing fee	EUR 0.00
Total payment to EntroPay Visa Card	EUR 320.00

If you have any transaction queries please contact support@entropay.com.

This transaction may take up to 30 seconds to complete.
Once you have clicked 'Accept Payment', this transaction cannot be reversed. Do not click on anything else until the next page is shown.

Accept Payment

Zde uvidíte objem prostředků na účtu.

- Stisknete **Accept Payment**

Tím přejdete na následující stránku:

You have reached your funding limit!

You have reached your maximum funding limit of €250.00 every 12 months and hence you cannot deposit further funds to your EntroPay account. Upgrade your account to raise this limit and continue topping up without restriction.

How do I upgrade my account?

To upgrade your account you need to complete the following steps:
Provide additional personal information

Once the above criteria have been satisfied you will be able to take advantage of the following benefits:

- ✓ Have up to 10 active virtual card(s)
- ✓ Top-up up to €3,000.00 every 12 months
- ✓ Withdraw funds without any limits
- ✓ Receive payments of up to €3,000.00 every 12 months

Click the button below to start the upgrade process!

Ignore

Upgrade Account Now!

- Stisknete **Upgrade Account Now**

Tím přejdete na následující stránku:

Upgrade your account

STARTER ✓

It just works
Starter accounts offer the ability to:

- ✓ Have up to 1 active virtual card(s)
- ✓ Top-up up to €250.00 every 12 months
- ✓ Spend at any online merchant
- ✓ Receive payments of up to €250.00 every 12 months

BASIC

Increase your spending power
Basic accounts include all the benefits of Starter accounts plus the ability to:

- ✓ Have up to 10 active virtual card(s)
- ✓ Top-up up to €3,000.00 every 12 months
- ✓ Withdraw funds
- ✓ Receive payments of up to €3,000.00 every 12 months

To Upgrade:
Provide additional personal information

PREMIER

Be in total control
Premier accounts include all the benefits of Basic accounts plus the ability to:

- ✓ Have up to 10 active virtual card(s)
- ✓ Top-up without any limits
- ✓ Withdraw funds
- ✓ Receive payments

To Upgrade:
Provide identification documents

Zde si vyberete **BASIC** tím, že kliknete na oranžový text pod tímto sloupečkem **“Provide additional information”**

Tím přejdete na další stránku:

The screenshot displays the Entropay account management interface. At the top, the Entropay logo is on the left, and navigation links for Alerts, My Entropay Cards, My Account, and English are on the right. Below the header, there's a section for Account Type (Starter) and an Upgrade Account button. A message asks if the user has moved house and wants to change their password. The main content is divided into three sections: Account Limits, My Profile, and Account Security. The Account Limits section shows Loading Limits (€250.00 every 12 months), Remaining Loading limit (€250.00), Withdrawal Limits (—), and Transaction Limits (Top-up min / max (per transaction) €1.00 / €1,000.00). The My Profile section contains fields for First name (Mark Anthony), Last name (Spilleri), Country of residence (Malta), Phone country code, Phone number, Postal address (line 1 and 2), Town or City, State, County or Region, and Postal code. There are also checkboxes for email notifications (Entropay News & Tips, Entropay Offers) and a Password field with a confirmation prompt. The Account Security section includes a Change Your Password form with fields for Old password, New password, and Confirm password. An important note states: "Important: The password chosen must be between 6 and 30 characters long and must contain one lowercase letter, one uppercase letter and a digit. Special characters allowed are: _ # @ % ^ & * - | } () ~". The footer contains links for Using Entropay, About, Charges and Limits, Policies, Security, Terms and Conditions, Terms of Use, Privacy Policy, Cookie Policy, Support, Support Centre, and Account Login Activity, along with logos for VISA, MasterCard, POLKING, and TRUSTe.

- Zde vyplníte požadované informace o adrese a heslu (“password”).

Důležité upozornění: nepoužívejte prosím žádné háčky a čárky.

- Stisknete **Update Profile**

Tím se dostanete na následující stránku

Stisknete **“Update profile”** (nebo stisknete **My Entropay card**)

Tím se dostanete na další stránku, (ale nevidíte zde zatím onu kartu napravo):

- Stisknete **“My Account”** a vyberte **“My bank account”**
- Tím se dostanete na další stránku”

- Stisknete **“Add Bank Account”**

Dostanete se na další stránku:

The screenshot shows a web form titled "Add your bank account". The form contains the following fields and values:

- Account Name *: Testing
- Bank Country *: Malta
- Bank Name *: HSBC
- Branch Address *: Ta Xbiex Malta
- Account Holder Name *: Mark Anj
- SWIFT *: (empty)
- IBAN *: (empty)

At the bottom of the form, there are two buttons: "Cancel" on the left and "Add Bank Account" on the right.

- zde doplňte údaje Vaší banky

- stisknete **"Add Bank Account"**

The screenshot shows the same "Add your bank account" form, but now it displays a success message in a green box:

✔ The bank account has been successfully added to your account as a new payment method.

The form fields are now filled with the following values:

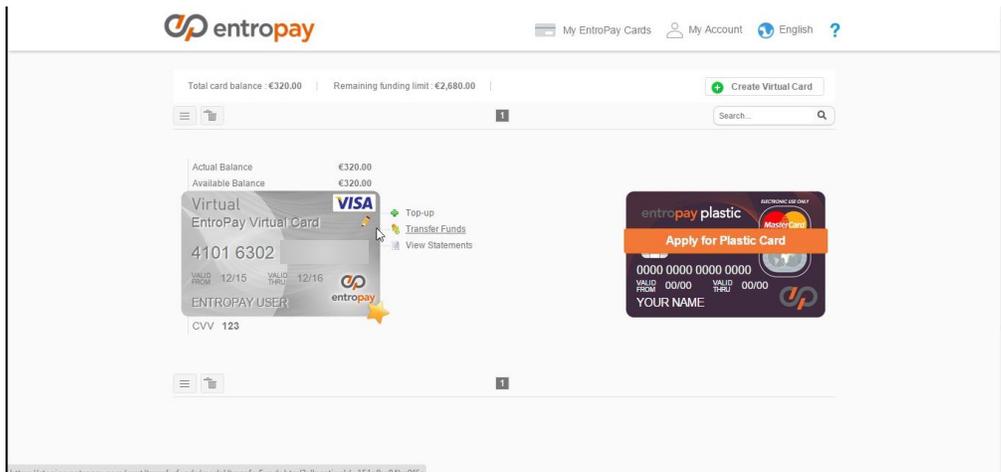
- Account Name *: Testing
- Bank Country *: Malta
- Bank Name *: HSBC
- Branch Address *: Ta Xbiex Malta
- Account Holder Name *: Mark Anthony Spiteri
- SWIFT *: BHSASVS8
- IBAN *: MT98VALL2201300000016800490011

A "Close" button is located at the bottom right of the form.

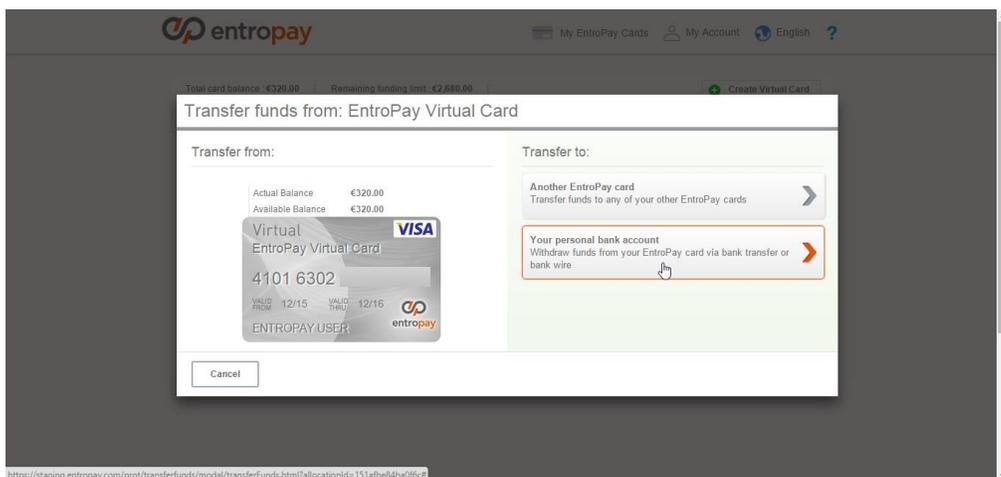
- Zde stisknete **"Close"**

Tím přejdete na další stránku

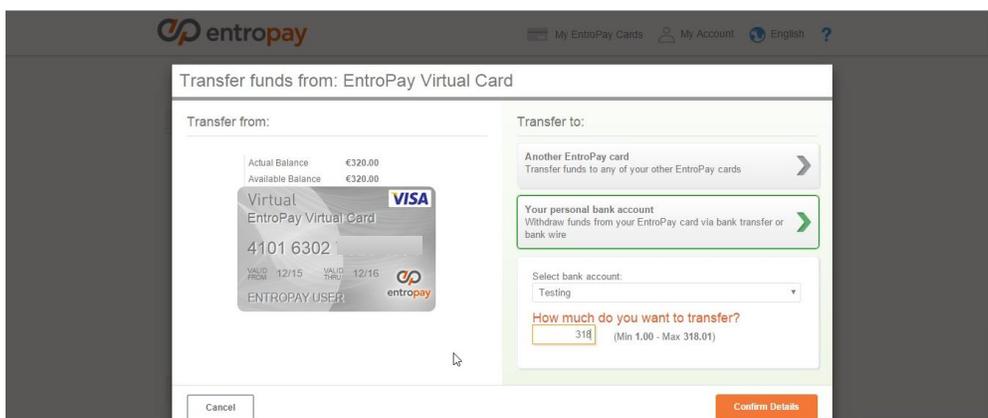
Jdete zpět na **"My Entropay cards"**



- Klikněte na ***“Trasfer funds”*** *u pravé karty (levá nebude zobrazena)*

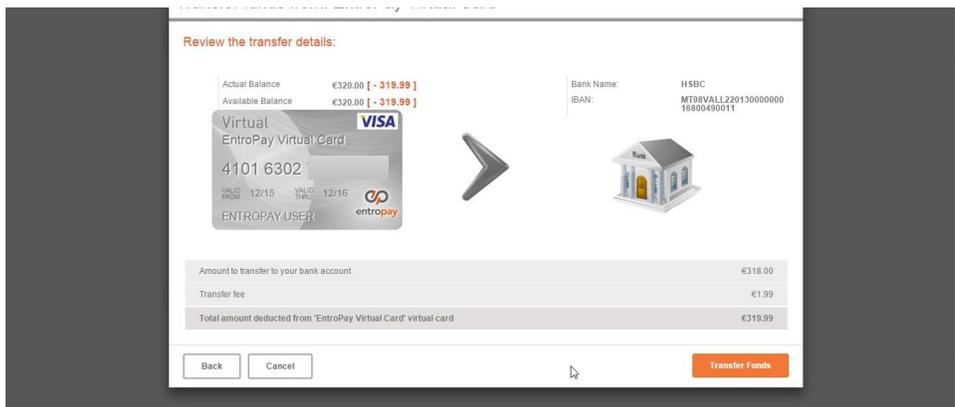


- Klikněte na ***Your personal bank account***



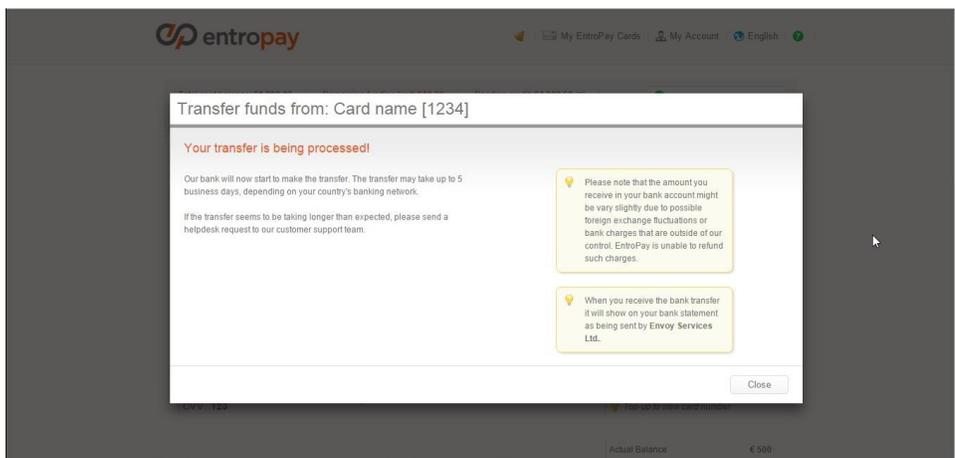
- Uveďte převáděnou částku
- Klikněte na ***Confirm details***

Tím přejdete dále:



- Klikněte **“Transfer Funds”**

Zobrazí se Vám následující stránka s potvrzením:



- Zaklikněte **Close**

Poté zákazník obdrží následující potvrzovací email.

Email 4: Adhoc Email sent when documents approved

Dear XXXXX

Thank you for your documents.

The account that you have created has now been verified.

I can see that you have made the bank transfer. This will be approved today.

Please allow 3-5 business days for the funds to be received due to bank clearance times.

I hope that the above is of help.

If we can be of any further assistance, please do not hesitate to contact us.

Kind Regards

Fiona
Customer Support

V případě, že rabat převyšuje částku 1000 Euro, pak společnost Entropay v souladu s legislativou EU požaduje dodatečné údaje o společnosti či fyzických osobách. Dokumenty nemusí být přeloženy.

1. Údaje o společnosti – Úplný výpis z obchodního rejstříku (adresa, identifikační údaje, údaje o společnících)
2. Údaje o bance
3. U společníků s podílem 25% a více – jakýkoliv document prokazující jejich adresu. Z úředního dokladu nebo například z nějakého bankovního dokumentu

Zákazník obdrží níže uvedený email.

Email 3: Sent to businesses with payments over €1,000 (heads-up)

Subject: Autodesk Rebate Payment Information
Sender: support@entropay.com

Dear Sir / Madam,

As you know Autodesk is using EntroPay as payment for your rebate. You will shortly be receiving an email that will contain details on how you claim your payment. However, we would like to point out that due to the fact that the amount you are receiving is over GBP800/EUR1,000, in line with EU Anti-Money Laundering regulations, we are required to collect information about our customers – in this case your business.

In light of this, before the withdrawal is processed you will be required to submit the following documentation:

- Certificate of Incorporation
- Copy of the latest Memorandum & Articles or other incorporation document indicating the shareholder/s of the company
- Valid identity documents for all individual beneficial owners (>25% shareholders)
- Proof of residential address for all individual beneficial owners (>25% shareholders)
- Bank account statement, showing the details of the bank account to which the withdrawal will be made

Once the above documents have been received and approved by our compliance team your withdrawal will be processed.

Thank you in advance.

Regards,
EntroPay Support

Potřebné údaje přidá do přílohy k odpovědi na tento email.

Následuje opět potvrzovací email:

Email 4: Adhoc Email sent when documents approved

Dear XXXXX

Thank you for your documents.

The account that you have created has now been verified.

I can see that you have made the bank transfer. This will be approved today.

Please allow 3-5 business days for the funds to be received due to bank clearance times.

I hope that the above is of help.

If we can be of any further assistance, please do not hesitate to contact us.

Kind Regards

Fiona
Customer Support