



# TICKET RESTAURANT® ZERO

User manual





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1. Presenting Ticket Restaurant® ZERO
2. User experience
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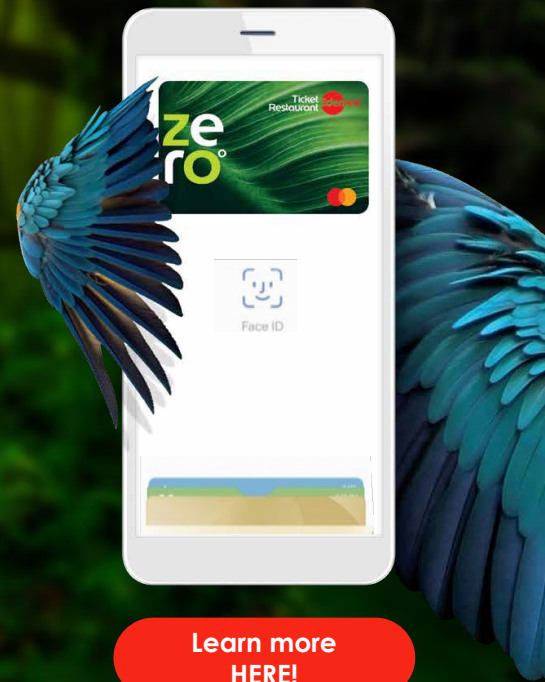
**01.**  
**Presenting**  
**Ticket**  
**Restaurant® ZERO**



**THE NEW TICKET  
RESTAURANT® ZERO WILL  
BE LOVED NOT ONLY BY  
THE WORKING  
ENVIRONMENT. BUT ALSO,  
BY THE ENVIRONMENT.**

**NEW VIRTUAL  
TICKET RESTAURANT®  
ZERO**

- 0% paper, 0% plastic
- 100% digital εμπειρία
- Instant card issuance - activation
- Mobile payments, quickly – easily – safely



**Learn more  
[HERE!](#)**

The unique benefits of,  
**TICKET RESTAURANT® ZERO**

**Welcome to the world of the new  
Ticket Restaurant® ZERO!**

A world that allows you to enjoy all the benefits Ticket Restaurant®, while supporting our efforts for **a world with less plastic**. All these via our new, **100% digital**, virtual card, that you can always carry with you inside your **digital wallet**!



**100% digital  
experience via  
mobile payments**



**Use of biometric  
data for maximum  
security**



**Without paper – without  
plastic – with full respect  
to the environment**





User guide for the,  
**TICKET RESTAURANT® ZERO**

1

Download  
**MyEdenred® app**  
and create your  
account. In the case  
you already have  
one, just **login** to your  
account.

2

Add your Ticket Restaurant®  
ZERO card - You will need the  
**card details** and the **unique  
code** you will receive in the  
email provided to us by your  
company, when issuing  
the card.

3

Add your Ticket Restaurant®  
ZERO card to one of the  
available **digital wallets**;  
Edenred Pay, Apple Pay or  
Google Pay & complete your  
**contactless transactions**,  
through your **mobile phone**.

Download the  
app:



Download on the  
**App Store**



GET IT ON  
**Google Play**



EXPLORE IT ON  
**AppGallery**

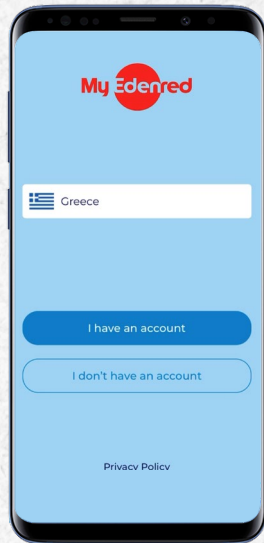


# 02. User experience

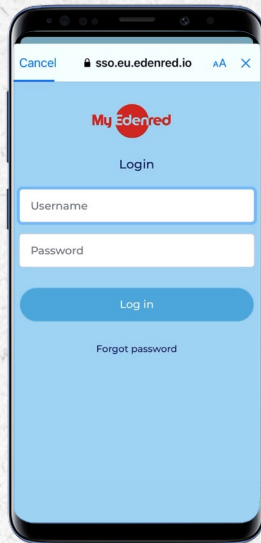
## CARD ADDITION (1/2)



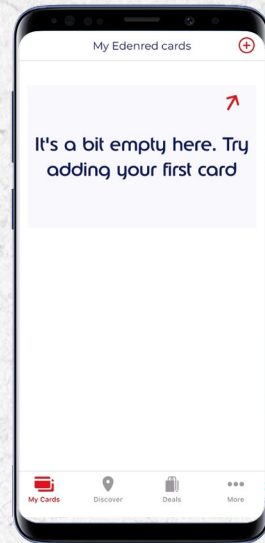
1. You receive the card information in the email provided to us by your company



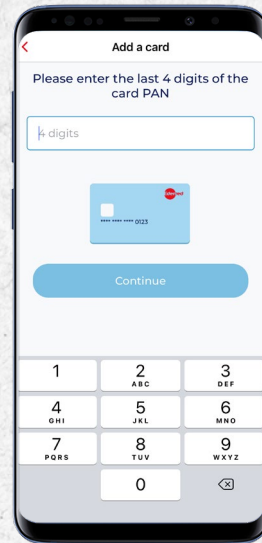
2. Visit MyEdenred® app and create your own account<sup>1</sup>



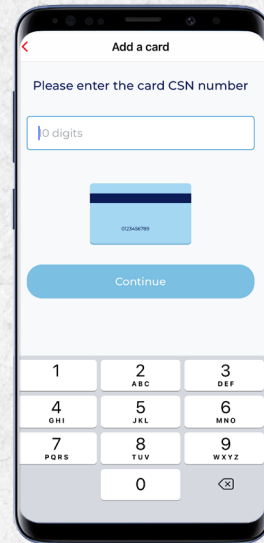
3. Add your email and password in order to login to your account



4. Under the section 'My Cards', tap on the '+' icon in order to add your virtual card



5. Add the card serial number, as it appears on the email with the card info

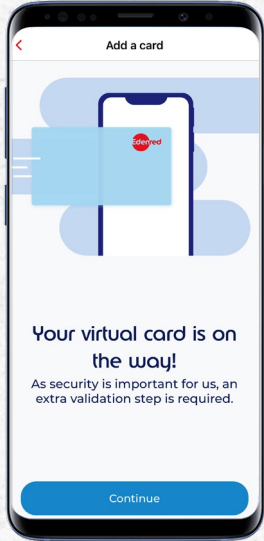


6. Add the last 4 digits of the card's PAN number, as it appears on the email with the card info



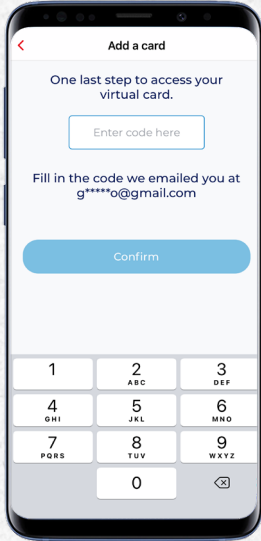
# Ticket Restaurant® ZERO – user experience

## CARD ADDITION (2/2)



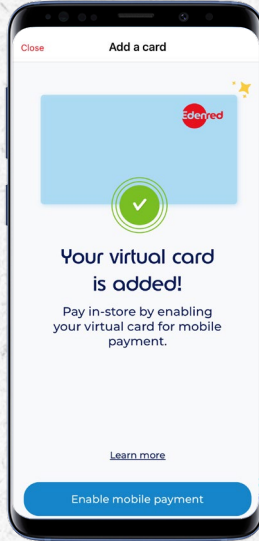
7.

Your virtual card is added – you are only one step away from completing the process



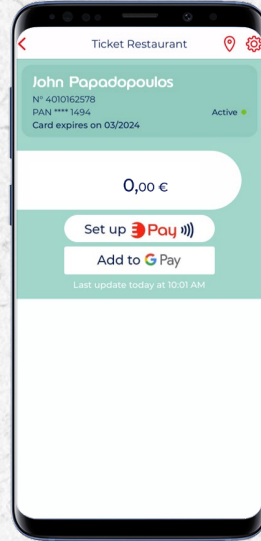
8.

Add the one-time password that you just received in the email provided to us by your company



9.

Your card has just been added! Add your card in one of the ...



10.

... available digital wallets for the full mobile payments experience!

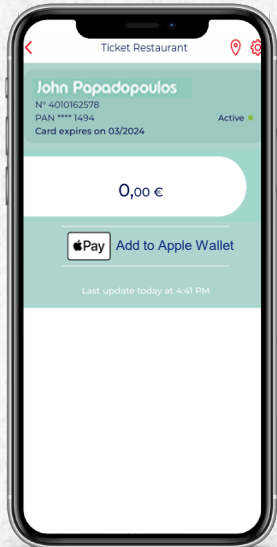
## MOBILE PAYMENTS

Depending on your mobile device,  
in the following slides you can see  
how to add your card in each of  
the available digital wallets...



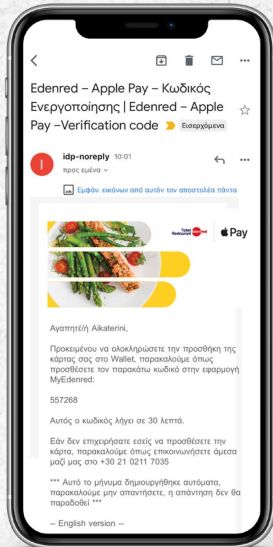
## MOBILE PAYMENTS VIA APPLE PAY (1/2)

APPLE PAY



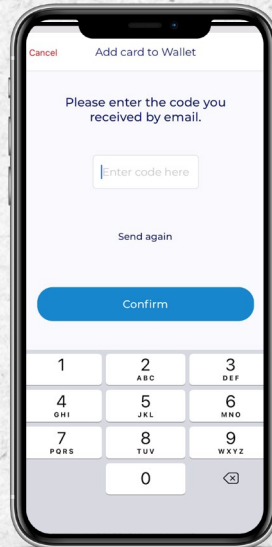
1.

After you select your virtual card under the section 'My Cards', you then select 'Add to Apple Wallet'



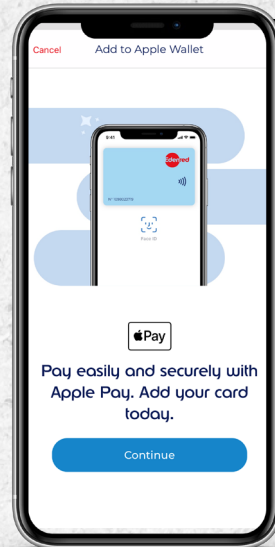
2.

Access the email account you have used when creating your MyEdenedred® account...



3.

... copy the one-time password and paste it MyEdenedred® app



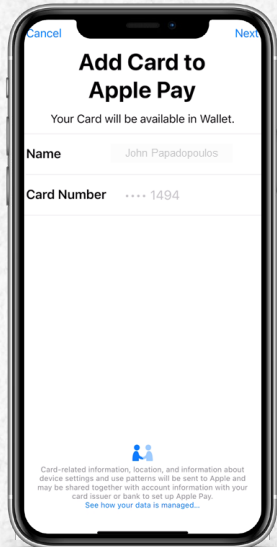
4.

Then, tap on 'continue' and you are almost done



## MOBILE PAYMENTS VIA APPLE PAY (2/2)

APPLE PAY



5.

You need to tap on 'Next' on the upper right corner



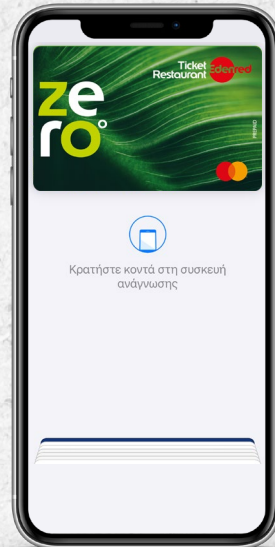
6.

Read through the Terms & conditions and tap on 'Agree'



7.

Congrats! Your virtual card has now been successfully added in Apple Pay

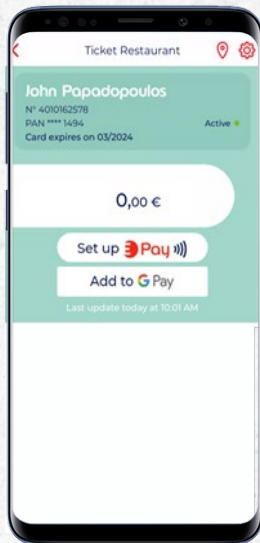


8.

You are ready to enjoy quick, contactless & secured transactions via your iOS mobile!

## MOBILE PAYMENTS VIA EDENRED PAY (1/1)

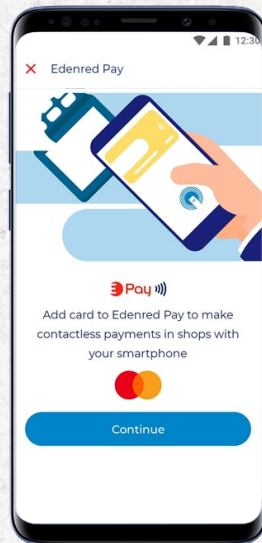
### EDENRED PAY



1.

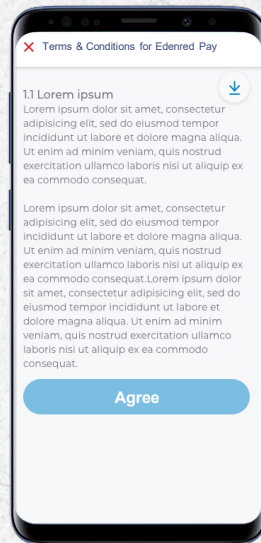
After you select your virtual card under the section 'My Cards', you then select 'Add to Edenred Pay'

2.



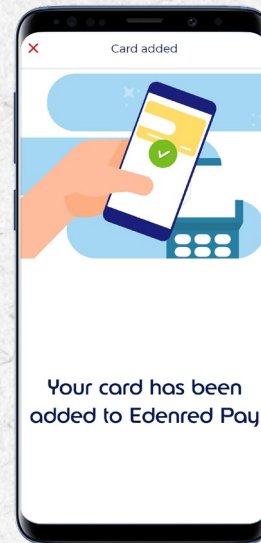
Then, tap on 'continue' and you are almost done

3.



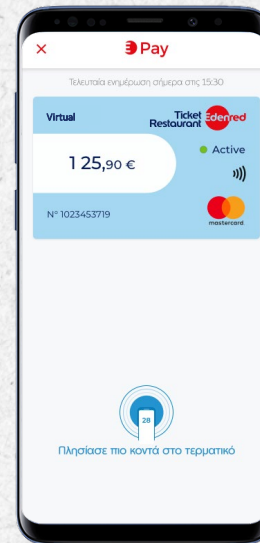
Read through the Terms & conditions and tap on 'Agree'

4.



Congrats! Your virtual card has now been successfully added in Edenred Pay

5.

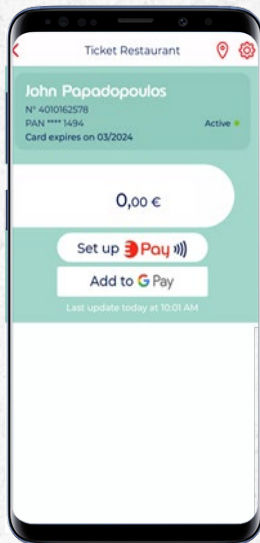


You are ready to enjoy quick, contactless & secured transactions via your Android or Huawei mobile!



## MOBILE PAYMENTS VIA GOOGLE PAY (1/1)

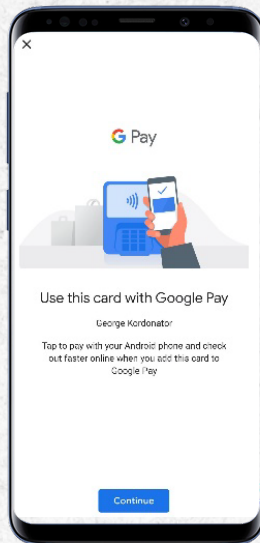
GOOGLE PAY



1.

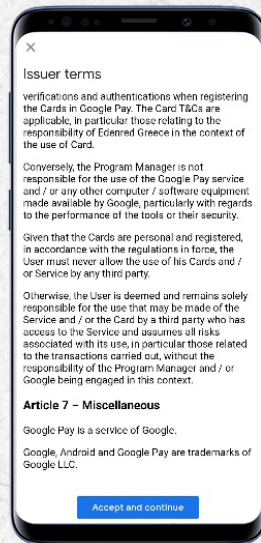
After you select your virtual card under the section 'My Cards', you then select 'Add to Google Pay'

2.



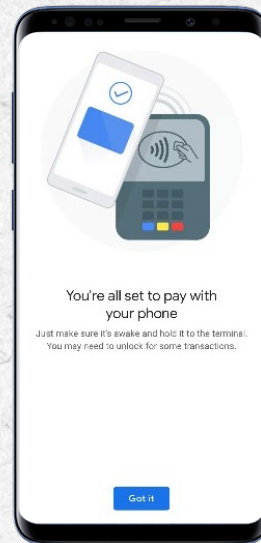
Then, tap on 'continue' and you are almost done

3.



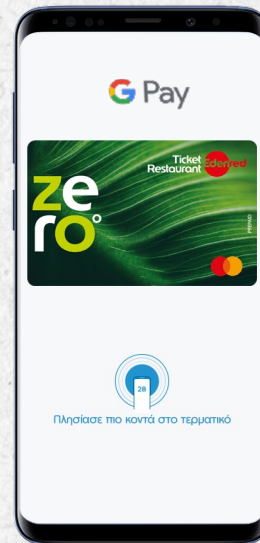
Read through the Terms & conditions and tap on 'Accept and continue'

4.



Congrats! Your virtual card has now been successfully added in Google Pay

5.



You are ready to enjoy quick, contactless & secured transactions via your Android mobile!



Ticket Restaurant® ZERO – user experience

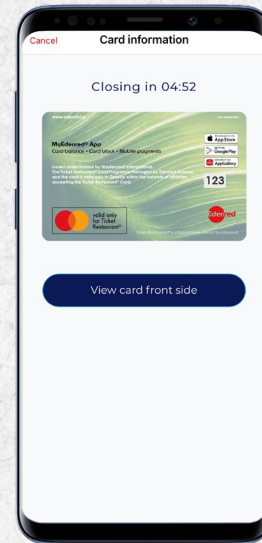
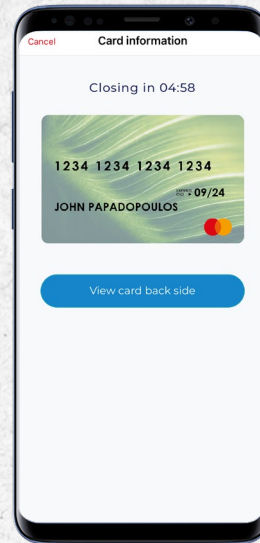
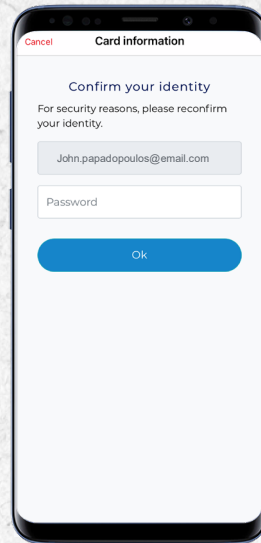
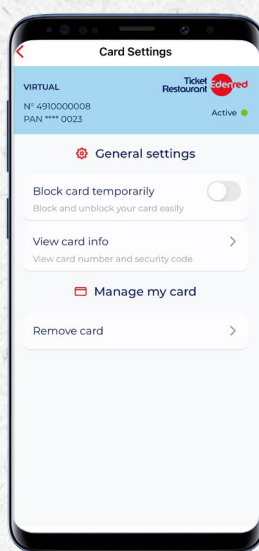
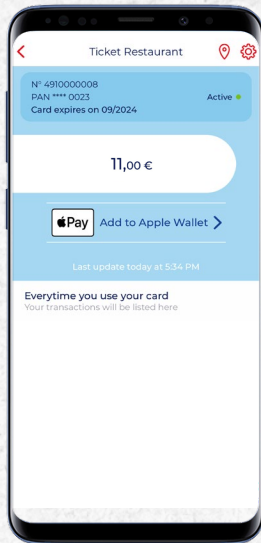
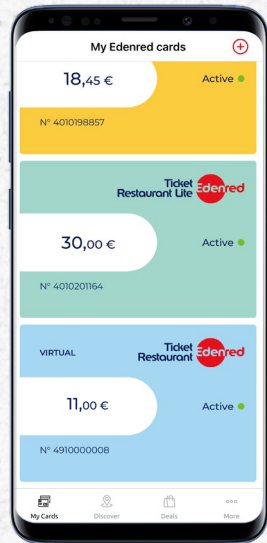
## MOBILE PAYMENTS

You are ready!  
For online transaction you will  
need your card's CVC number...



... see next how to  
retrieve it!

# RETRIEVING CVC NUMBER FOR ONLINE PURCHASES (1/1)



1. In the section 'My Cards', tap on your virtual Ticket Restaurant® ZERO
2. Then, tap on settings on the upper right corner
3. Under Card settings, tap on 'View card info'
4. Confirm your identity by adding your MyEdenred® account login credentials
5. The front side of the card appears with the full PAN number and expiration date
6. By tapping on 'View card back side' you can also access the CVC number



# **03.**

## **Frequently asked questions**



## FREQUENTLY ASKED QUESTIONS

- 1. What is the difference between the Ticket Restaurant® card and the Ticket Restaurant® ZERO card?** With Ticket Restaurant® ZERO you enjoy the exact same benefits as with your Ticket Restaurant® card, but without the plastic card itself. Ticket Restaurant® ZERO is a virtual card issued in real time, that eliminates the use of plastic and paper, and simplifies the activation and charging process.
- 2. What do I need to use the Ticket Restaurant® ZERO?** Your device must support mobile payments (NFC technology). To check this, you can access your mobile device's settings. If supported, download the latest version of MyEdenred® and create your account or login if you already have an account.
- 3. If I am already a Ticket Restaurant® card user, can I switch to Ticket Restaurant® ZERO?**  
Of course, and you can, contact your employer so they arrange your virtual card issuance.
- 4. Can I own the physical Ticket Restaurant® card and the virtual Ticket Restaurant® ZERO at the same time?**  
No, you can only have either one type of card.
- 5. Can I request a physical card in case my company has opted for the virtual option?**  
Of course, in case your mobile device does not support mobile payments, you can opt for a physical card. Contact your employer so they can initiate the issuance process.

## FREQUENTLY ASKED QUESTIONS

**6. How do I know my mobile phone is compatible?**

Your phone will be compatible as long as it supports NFC technology. You can check this, in the configuration section of your mobile phone. All Apple models following iPhone 6 are supported, as well as most Android and Huawei devices.

**7. What happens if my cell phone is not compatible?**

If you do not own a compatible mobile phone, please inform your employer so they arrange your virtual card issuance.

**8. What does NFC mean?**

NFC (Near Field Communication) technology enables mobile payments between two devices located at less than 10 cm distance.

**9. What happens if I don't receive the email to start the activation process?**

You will receive the email with the card details in the email registered by your employer while issuing the card. In case you have not received it, we recommend that you contact your company to check that we have your correct information.



## FREQUENTLY ASKED QUESTIONS

### **10. Why do I need to download MyEdenred® application and create a user account?**

MyEdenred® app is necessary for activating your virtual card and adding it to your device's digital wallet so that you can start using it. Via this, we ensure that only you have access to your card.

### **11. How can I activate the Ticket Restaurant® ZERO card via MyEdenred® app?**

Ticket Restaurant® ZERO is activated automatically by adding it to MyEdenred® app. To add your card, 1) Download MyEdenred® app and create your account (if you already have an account, just login), 2) Add your Ticket Restaurant® ZERO card to MyEdenred® app - you will need the card details (serial number & PAN) and the unique code (OTP) you will receive in the email address provided by your company when issuing the card and 3) Add your Ticket Restaurant® ZERO card to one of the available digital wallets Edenred Pay, Apple Pay or Google Pay and you are ready to carry out your contactless transactions, through your mobile phone.

### **12. What is the verification code?**

It is a security code required to add successfully Ticket Restaurant® ZERO card to MyEdenred® app. You will receive this code to the e-mail address provided by your company when the card is issued.

### **13. To which email address will the verification code be sent so that the Ticket Restaurant® ZERO addition to MyEdenred app is completed?**

You will receive this code to the e-mail address provided by your company when the card is issued.



## FREQUENTLY ASKED QUESTIONS

### 14. How can I request a new virtual card?

In case your mobile phone is lost or stolen, you can temporarily block your virtual card through MyEdenred® application or [www.myedenred.gr](http://www.myedenred.gr), by simply selecting the relevant command in the section 'Card Settings'. As a next step, contact your company to request a new card.

### 15. What happens to my old card when I activate the new virtual card?

It is canceled. When you activate the new virtual card, the old one no longer works. But don't worry: your accumulated balance is instantly transferred from one account to the other.

### 16. What do I need to do to add the Ticket Restaurant® ZERO card to a digital wallet?

In order to make transactions with Ticket Restaurant® ZERO, you must add it to at least one of the available digital wallets, Edenred Pay, Apple Pay or Google PayTM. Once your card is added to MyEdenred® app, you're ready to click on 'Add to' Edenred Pay / Apple Pay / Google PayTM button. Learn more about mobile payments [here](#).

### 17. Can I add Ticket Restaurant® ZERO card to more than one wallet?

Of course, and you can add your virtual card in up to 4 different devices and take advantage of mobile payments from your Google Pay account, as well as Apple Pay and Edenred Pay. Learn more about mobile payments [here](#).

## FREQUENTLY ASKED QUESTIONS

### 18. At which restaurants can I use the Ticket Restaurant® ZERO card?

Ticket Restaurant® ZERO card is accepted in all physical or online restaurants and food chains of the Ticket Restaurant® affiliated network in Greece, that have a POS terminal. Discover our affiliated network at [www.myedenred.gr](http://www.myedenred.gr) or in MyEdenred® app.

### 19. Can the restaurant refuse to accept mobile payments?

Do not worry, all partner stores of Ticket Restaurant® affiliated network, do accept transactions with Edenred cards, regardless of the means of payment (physical - virtual card).

### 20. Can I make online transactions with Ticket Restaurant® ZERO?

Of course, and you can make online transactions with Ticket Restaurant® ZERO. You will need your card details as well as the 3-digit CVC number which you can retrieve through MyEdenred® application. Select 'Card Info' in the 'Card Settings' section and find the 3-digit number on the back of the card.

### 21. What can I do in case of theft or loss of my mobile phone?

You can temporarily block your card through MyEdenred® app by simply selecting the relevant command in the 'Card Settings' section. In addition, you can also block your card via MyCards section at [www.myedenred.gr](http://www.myedenred.gr). In case you wish to issue a new virtual card, please contact your company.



## FREQUENTLY ASKED QUESTIONS

### 21. What can I do in case of theft or loss of my mobile phone?

You can temporarily block your card through MyEdenred® app by simply selecting the relevant command in the 'Card Settings' section. In addition, you can also block your card via MyCards section at [www.myedenred.gr](http://www.myedenred.gr). In case you wish to issue a new virtual card, please contact your company

### 22. Is the Ticket Restaurant® ZERO card safe to use?

Completely safe. With the virtual card we make sure that only you can use it since you are the only one who can access your mobile phone with your password and/or your own biometric data. If your mobile phone is lost or stolen, you can log in to your account from any other device or through [www.myedenred.gr](http://www.myedenred.gr) and block your card in the card settings section.

### 23. What happens if I lose my credentials: username and password?

You can always recover your password from MyEdenred® app by clicking 'Recover Password'. You will receive an email with a new password that you can change to when you sign into the app.



We  
connect,  
You  
win