

FAQs

Enterprises

- **What does it cost to register on SOS Business?** Nothing. It's free to register and you keep 100% of the proceeds of vouchers purchased.
- **Do you need to make an online gift voucher?** No. SOS Business issues vouchers on your behalf, so you don't have to design your own.
- **What do the vouchers look like?** SOS Business vouchers are digital vouchers that are emailed to customers. They come with a unique Voucher ID and look like this:

Vouchers



- **How do I process an SOS Business voucher?** Businesses can use the SOS Business Vendor portal to see voucher sales and check them off as they're redeemed. From there, you can download the voucher sales as a CSV and upload it into your POS system. You can track redemptions through the Vendor portal as well. You can also manually strike off vouchers as they're redeemed. Visit <https://sosbusiness.nz/pages/vendor-portal>
- **How can I see how many vouchers I've sold?** The SOS Business vendor portal allows businesses to track voucher sales. Visit <https://sosbusiness.nz/pages/vendor-portal>
- **I'm a service-based business, can I use a business voucher?** Yes. The value of the voucher simply comes off the cost of your service.
- **How long are vouchers valid for?** 6 months. Businesses have the discretion to accept vouchers that are overdue if they wish, but there is no obligation to do so. Universal Vouchers are eligible for 12 months.
- **What vouchers should customers buy?** Customers need to buy a voucher from a specific business in order to be eligible to win. They will not go in the draw if they purchase universal vouchers. This is because universal vouchers can be used for any business on the SOS Business platform, whether they're in Taranaki or not. We want to ensure Taranaki businesses are getting the benefit of all

money raised. To purchase a voucher direct from a Taranaki business, visit sosbusiness.nz/collections/taranaki.

- How does SOS Business work? By signing up to SOS Business, you agree that it will act as an agent for selling vouchers online. It will make vouchers available for anyone to purchase and you will honour the value of the voucher when customers redeem it in the future. SOS Business will process payments for you and remit the funds to you on a regular basis.

- How long will it take to get paid? SOS Business handles money transfers and we take no responsibility for the frequency at which this happens. SOS Business aims to pay money at least once a week, or more frequently if it can.

- How can I get listed on SOS Business?

1. Go to sosbusiness.nz and click 'Register' from the top menu
2. Follow the prompts and set up a user account
3. Once you have an account, follow the prompts to add your business
4. Fill in your business details and hit 'submit'
5. Your business will be listed and online within 24 hours

In order to receive the proceeds of vouchers, you will need to include your preferred bank account number.

- I'm concerned about sharing my data with SOS Business. Is it safe? While we can't guarantee the safety of information exchanged with a third party, the SOS Business platform is no more risky than many other routine online activities that businesses undertake every day. SOS Business has been operating for the past two years, and there are more than 2,300 businesses registered on the platform. To our knowledge, there have been no reports of any security concerns.

- What does it mean when it says the voucher is a Donation? It means the voucher is a donation. Customers have the option to donate an amount rather than purchase a voucher if they wish.

- Can I still sell my own vouchers if I'm listed on SOS Business? Yes. Or, if you want, you can use SOS Business to administer all your vouchers so you don't have to.

- Are many other businesses signed up? There are more than 170 businesses from all over Taranaki on the SOS Business platform. We expect this number to increase throughout this campaign.

- How do I tell my customers I'm on SOS Business? However you like! You're free to spread awareness through your social media, email and any other channel - in fact, we encourage you to! We are also looking to provide standardised designs for businesses to use, and will be in touch with you about this in due course.

Customers

- How do I purchase an SOS Business voucher?

Visit - sosbusiness.nz/collections/taranaki or sosbusiness.nz/collections/south-taranaki or

Head to sosbusiness.nz, and under the header 'Buy Individual Business Vouchers', select either 'Taranaki' or 'South Taranaki'.

Follow the prompts to purchase your voucher, which will be emailed to the address you provide.

- How do I make sure I'm eligible to win a voucher through the SOS Go Local campaign?

To be eligible, you need to purchase a voucher of at least \$30 in value from a business listed under either Taranaki or South Taranaki on sosbusiness.nz. Vouchers must be purchased between March 28 - June 26 (inclusive) to be eligible.

- Am I eligible to win if I purchase a Universal Voucher? No. To be eligible, you need to purchase an individual business voucher from a specific business. This is because Universal Vouchers can be redeemed with any business in the SOS network, regardless of where they are. This campaign is specifically about supporting Taranaki businesses, which is why vouchers need to be purchased from a business.

- Do businesses get all of the value of my voucher? Yes. It's free for them to sign up to SOS Business, and there are no fees or deductions charges on vouchers that are purchased.

- How do I redeem my voucher? An SOS Business voucher works like any other voucher. You can use the voucher from your email address, or you can print it off if you like. Simply take it into the business you purchased it from and tell them you'd like to pay with an SOS Business voucher.

- What is the option to make a donation? Some people simply want to support local businesses, and don't want the voucher itself. If this is you, tick the box to make a donation. Your money will go straight to the business you select and you won't get a voucher.

- Does my voucher expire? Vouchers are eligible from six months from the date of purchase. Winners are required to claim their voucher within two weeks of it being emailed to them. This is in order to maximise the update of available prizes. Winning vouchers may be reallocated if not claimed within two weeks.

- When are prize vouchers given away? For privacy reasons, SOS Business will conduct prize draws each Monday throughout the campaign, including June 27 after the end of the campaign. Monthly prize draws will take place on April 28, May 28 and June 27.

- How will I know when I've won? SOS Business will email winners using the email provided.

- How will I receive my prize if I win? SOS Business will send winning vouchers along with the notification email letting you know you've won.

- What will the winning voucher be? Prize vouchers will be Universal Vouchers that can be used with any business registered on SOS Business. You don't have to spend it all at once - you can redeem parts of a Universal Voucher at a time.

- How do I redeem my winning voucher? To claim your winning voucher, you'll need to create a profile within the In Kind app, which administers SOS Business. Instructions on how to do this will be included in the email notifying you that you've won.