



# Vanilla Visa Giftcard User's Guide

## How to use the Vanilla Visa Giftcard

- 1 Sign your name on the back of the card.
- 2 At merchant locations, please tell them you want to pay with your Visa.
- 3 Please sign the receipt as required.



## How to use the Vanilla Visa Giftcard for online purchases

This function is only available for the Japan domestic mobile phones for security reasons.

- 1 Initial Setup - Please complete an initial setup prior to the purchase to receive your 4 digit passcode which will be required for online purchases. This setup is required only once before your first purchase.

### STEP1

Access the SMS setup website (<https://vvgift.jp/online.action#nbb>) to receive your 4 digit passcode



### STEP2

Enter the card tracking ID, security code, your mobile phone number and authentication text image.

### STEP3

You will receive the 4 digit passcode on your mobile phone via SMS.

### STEP4

Enter the 4 digit passcode received on your mobile phone at the SMS setup website.

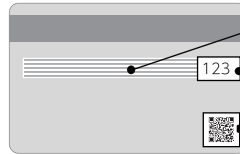
- 2 Using for online purchases - Please select "Pay by credit card" when asked for the payment type and enter all the necessary information such as card number, expiration date, security code (CVV) and cardholder name.

### Front side of the card



- Card Number
- Expiration date
- Cardholder Name
- Card Tracking ID

### The other side



- Signature Panel
- Security Code
- QR code for Balance Inquiry

For Cardholder Support - Please dial (English languages support availabe)

Japan domestic calling only

☎ 0570-077-096 9am ~6pm Weekdays only





## How to check the available balance on the Vanilla Visa Giftcard

- Please note:
- The card balance is not printed on the receipt.
  - Store cashiers are not able to check your card balance. You can check the available balance either by telephone or through the website.

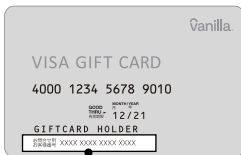
### By phone

Call 0570-077-096, press [1] and enter your card tracking ID. English guidance is followed by the Japanese guidance.

### Website

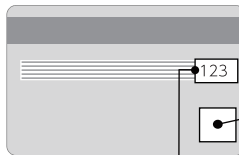
Access the website (<https://vvgift.jp/login.action#nbb>), enter your card tracking ID and security code.

#### Front side of the card



Card Tracking ID

#### The other side



Security Code

#### For Balans and History Inquiry



<https://vvgift.jp/login.action>



## Where you can use your Vanilla Visa Giftcard

You can use at any locations that accept Visa.

There are approximately 61 million shops that accept Visa globally including online shopping.

Department stores

Supermarkets

Convenience stores

Drug stores

Restaurants

Amusement parks

D.I.Y. stores

Baby apparel stores

Book stores

Retail stores

### • Stores and services which will not accept the Vanilla Visa Giftcard

In-flight purchases / Subscription services/ Recurring payments/  
Top up for eMoney/ Purchasing other prepaid cards/ Expressway tolls/  
ETC payment/ Gas stations, and online payments where 3D-Secure authentication is required.