

PayPoint - customer guide

The email will come from PayPoint Services no-reply@paypointsvp.com. The voucher attached to the email has a barcode which you can present at your local PayPoint retailer.

The SMS will come from CashOut.

Redeeming your voucher

I have a voucher but don't know what to do with it

1. Take your mobile phone/device to a PayPoint store.
2. Hand the voucher to the store assistant who will scan the barcode (or key in the voucher number) and give you cash to the value of the voucher.

Please note: this voucher will expire on the date shown and can only be redeemed once.

If it is an Energy Credit Voucher, please make sure you have your gas card, electricity key or Smart Meter card with you.

How can I find a PayPoint Store to redeem my voucher?

- [Find your nearest PayPoint store](#)

I am in a PayPoint Store, but the assistant won't redeem my voucher.

Explain to the assistant that this is a standard PayPoint service that works on the PayPoint terminal, and they need to try. If they still will not help, please step aside from the counter and call PayPoint on 0330 400 0002. If the store assistant has any questions, they should call the PayPoint Contact Centre on 0800 310 0000.

Is the PayPoint retailer obligated to redeem my voucher?

If your retailer appears on the voucher site finder, then they are obligated under their contract with PayPoint to process your voucher providing they have the funds available.

I tried to use my CashOut voucher, and the store refused because they didn't have enough cash to give me. What do I do?

Retailers are only able to process CashOut vouchers if they have enough cash in their tills. If the funds are not available, the retailer will not be able to honour the voucher. We would suggest looking for the next nearest store using our store locator or arranging a suitable time with the retailer when more cash will be available.