

Billing & payments

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Payments to Eskimi DSP

How to pay?

Payments to Eskimi can be made by:

- Wired transfer to Lithuanian, Nigerian, or Singaporean bank account
- Credit card
- PayPal
- Mobile wallets, such as M-Cash, M-Pesa, TIGO, MTN, and VODAFONE (support may vary country by country).

When to pay?

Default Eskimi DSP payment terms are prepaid. Credit limit and 30 days payment term can be granted for clients that match all of the below:

- have run the initial campaign on a pre-paid basis
- pass our credit check and have credit limit granted
- have signed a contract with Eskimi DSP

Late payment fee inclusion in a signed contract is a mandatory condition to receive credit limit.

Credit limit

It is very important for us that our clients not to go over the credit limit.

Consequently, when actual spend approaches the credit limit, we kindly ask the client to make a payment as soon as possible and reduce the outstanding balance even in cases where payments are not due as per payment terms.

In situations where this cannot be done, we might need to reduce or stop further spending to avoid going over the credit limit.

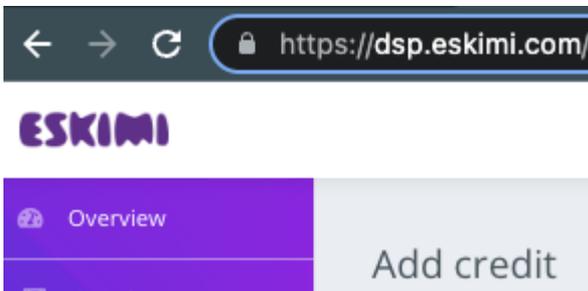
Credit Card payment issues

On some occasions, some of the users have problems paying with a credit card through "Eskimi DSP".

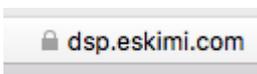
This small article will give you some tips on how to solve credit card payment issues.

Tip 1

Double-check if you browsing the DSP dashboard through a secure SSL connection (HTTPS). There is an indicator on your browser's URL bar - locker icon or *secure* means that the connection is secured. Unsecured connection can cause issues or failures while making the payment.



Google Chrome address bar



Safari address bar



Firefox address bar



Internet Explorer address bar.

Tip 2

Try avoiding using public Wi-Fi connections when using payments. Open public Wi-Fi connections are typically not secured, it is prone to data breaches or data spoofing.

Try using your local home or office DSL Wi-Fi connection.

Tip 3

When using a mobile hotspot, mobile data sometimes it happens that the connects it lost, or there is no reception. This can cause data loss when submitting the payments.

The recommendation is to use a home or office Wi-Fi Connection.

How to top up wallet by card

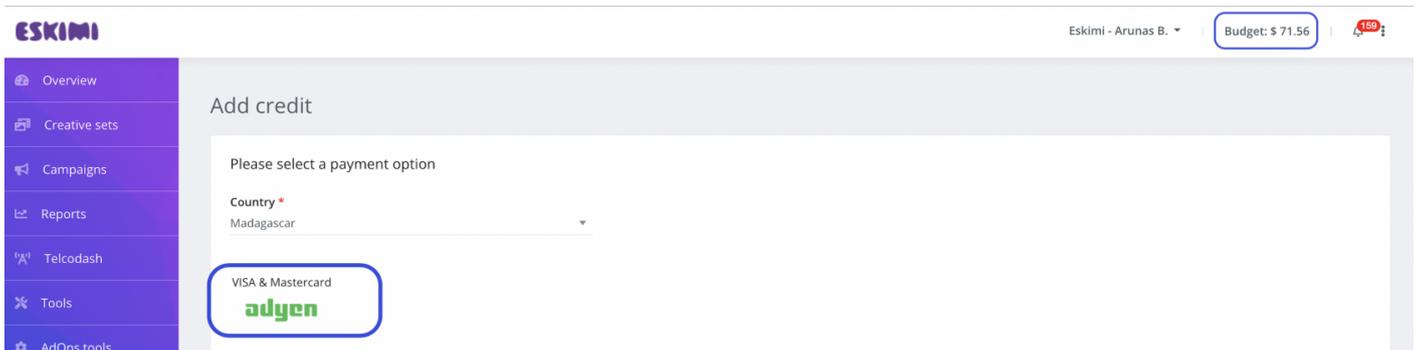
To initiate the campaigns, it is necessary to have funds in the wallet.

Top up of the wallet can be done by Adyen or PayPal (depending on the region).

How to do it?

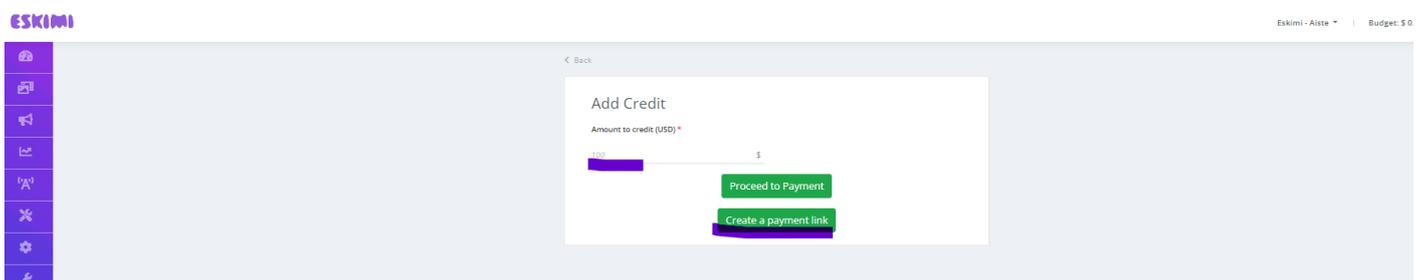
1. You can locate the account wallet in the Budget section, located in the top right corner of your Eskimi DSP account.

2. Click on Adyen or PayPal payment provider:



3. Add amount for transfer (if conversion with other currency is used, Adyen always uses \$ for a transfer).

4. Click "Proceed to Payment" button in the bottom:



5. Add card details:

The screenshot shows a mobile application interface for adding credit. The title is 'Add Credit'. Below the title, there is a form for a 'Credit or debit card'. The form includes the following fields:

- Card number:** 1234 5678 9012 3456
- Expiry date:** MM/YY
- CVC / CVV:** 123
- Name on card:** J. Smith

At the bottom of the form is a dark blue button with a white lock icon and the text 'Pay'.

6. After a moment funds will appear in the wallet.

Who can use it?

Only clients with agreements under Eskimi Lithuania and Eskimi Singapore billing entities.

Important note!

If a client had unpaid invoices, firstly unpaid balance will be covered and the rest amount will be added to account budget/wallet.