



epayworld

AUTUMN 2020

# MUM'S THE WORD!

Our gift card range has  
Mother's Day covered



## **ALSO INSIDE**

### **ALTERNATIVE PAYMENTS**

New store launches

### **GLOBAL INITIATIVES**

epay news from around  
the world

Connecting Brands  Consumers



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Connecting Brands  Consumers

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# Welcome



Welcome to 2020 and the first epayWorld issue for the New Year.

I'd like to start off by reflecting on the incredibly difficult time many Australians have had over the Summer period.

The bushfires across vast parts of our country were ruthless and devastating. The impact of these fires have been felt far and wide and I would just like to say our thoughts and prayers are with those who have lost property, family, friends and animals during this time.

We are thankful to have received some rainfall across many bushfire affected areas and we hope that this continues well into the Autumn and Winter months.

2020 is ramping up quickly with some key gift buying periods on the horizon where epay's products will help boost your sales. The Easter long weekend starts on Friday, 10th April before Mother's Day falls on Sunday 10th May.

Head to our Mother's Day gift card feature on page 18 where we highlight the epay products that will make every Mum's day, then call us to ensure you have them in your stores before the buying rush begins. And check out page 29 to see the excellent deals we currently offer on our gift card stands. Remember, an eye-catching gift card display is proven to generate sales.

The alternative payment options available through epay continue to expand.

We are looking forward to announcing the addition of UnionPay QR code to our list of alternative payment Options.

***"We also spotlight new high-end brands that have started to offer alternative payments. It should speak volumes to people thinking of getting on board with these services when such household names as Haigh's Chocolates, Calvin Klein and Tommy Hilfiger are now offering these payment methods in their store networks."***

UnionPay is an alternative payment service extremely popular with Chinese travellers. Placed alongside the services we already provide from Alipay and WeChat Pay, you will soon have China's most popular payment methods available in your store.

Head to page 10 to discover more about this excellent service.

We also spotlight new high-end brands that have started to offer alternative payments. It should speak volumes to people thinking of getting on board with these services when such household names as Haigh's Chocolates, Calvin Klein and Tommy Hilfiger are now offering these payment methods in their store networks.

Across four pages from page 14, we speak with these retailers about why they began offering Alipay and WeChat Pay and the benefits they are now experiencing.

We also interview Voyager Estate, one of Australia's most ambitious and innovative wine producers, and discuss their motivation to offer epay's suite of alternative payments for their target customers.

Happy Autumn trading everyone and we will see you soon in the Winter edition of epayWorld magazine.

**Kind regards,  
Matt Blayney  
Country Manager**

**Our new Global Initiatives section will showcase epay's reach around the world. epay operates in 39 countries, recording an average of 1.3 billion transactions a year as its key payments category becomes a spearhead of the company, both here in Australia and abroad.**

**epay partners with ALDI SÜD**

German supermarket giant ALDI SÜD and epay have created a partnership that rewards customers with store gift cards if they purchase particular items each month.

The collaboration includes recurring monthly add-on promotions in the valuable non-food segment. Customers will receive an ALDI SÜD gift card when they buy selected promotional items.

“Our digital solution for ALDI SÜD makes generating and authenticating gift cards possible through our technical platform without the cash registers in the stores needing to be adapted. It was therefore possible to realise the implementation at a particularly low cost and within a few weeks,” Stephan Heintz, senior director of issuing at epay, said.

*“Due to the speed, flexibility and reliability of our technical platform for digital solutions at the point of sale, I see great potential within Europe to gain more retailers for our couponing and value-added services, and to develop existing retailers,” Stephan Heintz Senior Director Issuing epay.*



**Euronet partners with Amazon**

epay's owner Euronet Worldwide, a leading global financial technology solutions and payments provider, will provide integration and content aggregation services through APIs from its REV™ Payments Cloud to add mobile recharges, bill payments, gift cards, consumer software and other offerings to Amazon India.



In addition to the transaction processing services, Euronet will also provide technology integration and reconciliation services for onboarding new billers and merchants onto the platform. The integration has already created an LPG cylinder booking category on Amazon with several more categories scheduled to launch in the coming months.



**epay powers AppleCare purchases**

epay USA is powering recurring billing services for purchasing AppleCare products in major US retailers. The service enables consumers to purchase AppleCare+ coverage for Apple iPhone, iPad and Watch devices in Apple and epay authorised retailers at affordable monthly prices, conveniently billed on a recurring basis.



By making this monthly payment service available, more Apple customers will have the option of purchasing AppleCare+ coverage at low monthly prices.

Through its worldwide processing platform and accessibility via its 'Digital Integrated Payments Cloud', epay provides authorised retailers with a convenient method for implementing and offering the new service to its consumers.



# THE NEXT GEN TERMINAL

The PAX A920 – the next generation of POS terminals – is now available to epay retailers. PAX is an Android-based POS terminal featuring intuitive, user-friendly design to enable retailers to easily issue vouchers, activate prepaid cards and accept Alipay and Wechat Pay payments in store and on the go. UnionPay QR payments will also be available soon on PAX.



## 4G & WIRELESS

Either use 4G connectivity or wireless for a portable payment solution on the go



## POWERED BY ANDROID

Combines the full features of an Android tablet with a powerful payment terminal



## SELLS PREPAID

Supports prepaid product selling, including a full range of vouchers and prepaid card activation



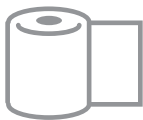
## DUAL CAMERAS

Read QR codes with both front and rear cameras



## TOUCH SCREEN

5-inch (720 x 1280) touch screen display



## THERMAL PRINTER & CARD READERS

2-inch printer, 80mm per second plus magnetic and smart card readers

## How to accept alternative payments like Alipay, WeChat Pay and UnionPay QR codes



### Merchant scans customer

In the payment app, the customer clicks on the 'Pay' icon



Use PAX's camera to scan QR code & follow prompts to finalise sale



PAX generates a QR code and displays it on the screen



### Customer scans merchant

In the payment app, the customer clicks on the 'Scan' icon

Enquire about PAX from epay today! ☎ 1300 301 408 ✉ support@epayworldwide.com.au



# GIFT GUIDE

Check out these great gift ideas consumers can purchase with the ePAY products available in your store.



## Amazon Echo Show 8

Featuring an HD 8-inch smart display with Alexa built-in, the Amazon Echo Show 8 can help manage your day at a glance. Just ask Alexa to show you movie trailers, TV shows, movies, sports streams or the news and even call friends and family who have the Alexa app or an Echo device with a screen.

[amazon.com.au](https://amazon.com.au)

Get the Amazon Echo Show 8 or millions of other great gift ideas on [Amazon.com.au](https://Amazon.com.au).

**Available in amounts of: \$30/\$50/\$100 plus a variable denomination from \$30 to \$500.**



## JBL Under Armour Headphones

Featuring two of Under Armour's unique fabric technologies, these wireless headphones are built for the gym. The 'SuperVent' fabric lines the outer ear cushions and delivers breathability in a light, durable, fast-drying fabric that is removable and hand washable. The 'Grip' material completely lines the inner headband and ear cushions, providing a soft feel and maximum stability.

[jbl.com](https://jbl.com)

## JBL Pulse

Kick start the party with JBL signature sound and a dazzling LED light show all in 360 degrees with the Pulse wireless speaker. The bold, waterproof design shines bright and keeps the tunes flowing for up to 12 hours on a single charge. Tap the JBL 'Connect App' to change the sound-responsive colours and patterns and connect with other JBL 'PartyBoost' compatible speakers.

[jbl.com](https://jbl.com)

Available at

**JB Hi-Fi**

Get the JBL Under Armour headphones or JBL Pulse with the JB Hi-Fi gift card, or thousands of other gifts in store or online.

**Available in amounts of:**

**\$50/\$100**





**PlayStation VR with camera and game**

Make sure you're ready to dive into a whole new reality with this PS VR bundle – including a headset, a PlayStation camera and PlayStation VR Worlds game featuring five incredible virtual reality adventures.

[playstation.com](http://playstation.com)



**Xbox One X Console Bundle**

A special new bundle on the market sees the Xbox One X console now available with the Star Wars Jedi: Fallen Order Deluxe Edition game. With 40 per cent more power than any other console, Xbox One X users can immerse themselves in a true 4K picture, plus it works with all your other Xbox One games and accessories.

[xbox.com](http://xbox.com)

**PlayStation Plus Membership**

Spend hours playing PS VR Worlds when you buy the bundle with a gift card from a participating store.

**Gift cards available:**

**\$15, \$30 and \$50 plus 3 and 12 month subscriptions**



**Xbox Gift Cards**

Spend hours playing Star Wars Jedi: Fallen Order on your new Xbox One X this Christmas after you pick up a gift card in store.

**Gift cards available:**

**\$15, \$25, \$50 and \$100**



**Microsoft Surface Pro X**

Sleek design and ultimate mobility combine with the razor-thin bezels of the 13-inch touchscreen. The Surface Pro X adapts to the user, instantly transforming from laptop to tablet to portable studio. Pair with Surface Pro X keyboard and pen to complete the experience.

[microsoft.com](http://microsoft.com)

**Microsoft Office 365**

Make the Microsoft Surface Pro X even better with the Office 365 Home software download available through epy electronics retailers.





# BEACON POS

Beacon POS is a complete end-to-end POS software and hardware solution that can be tailored to your needs and is perfect for the fuel, convenience and automotive industries. epay is integrated with Beacon POS, which allows you to access its wide range of prepaid products. If you already have Beacon POS you can start to access this easily and efficiently today. Or if you are considering utilising an integrated POS solution in your store, Beacon POS could be the answer for all of your needs.

## About Beacon

With over 30 years' experience, Beacon are proudly Australian owned and operated with offices in Victoria and Western Australia. They pride themselves on their level of integration and deliver solutions that are streamlined and simple to use. The epay interface is a superb example of that and in association with epay, Beacon have designed a fully integrated solution that is both as easy to use on the POS as it is to reconcile in the back office.

*“Customer feedback on our integrated epay solution has been overwhelmingly positive. Not only is it faster and easier to use, it is far more secure than the traditional method which involves staff manual entry,” Beacon POS spokesperson.*



- Simple, fast and easy to use
- Touch screen POS
- Customisable customer display
- 24/7 support
- USB cash drawer with high security
- Digital signature pads
- Easily manage promotions, discounts, stock and pricing
- Takes only minutes to train staff
- On-demand management of key data
- Manage retail pricing, inventory, suppliers and customers
- Site data is easy to audit and verify
- Consolidated analysis of all aspects of retail performance

Enquire about Beacon POS from epay today! ☎ 1300 301 408 ✉ [support@epayworldwide.com.au](mailto:support@epayworldwide.com.au)





**WorldSmart is the leading provider of integrated Point of Sale, loyalty, E- Commerce and Business Intelligence (BI) solutions to the FMCG industry.**

With over 30 years of experience and over 1600 supermarkets, greengrocers, liquor stores, petrol stations and convenience stores using our systems in Australia and New Zealand, our focus is to help businesses save time and money and drive sales to their stores. Putting more money in your back pocket.

With offices in all states, our geographical reach and deep understanding of the markets in which we operate allows us to move quickly and implement solutions that continue to set the industry benchmark.

WorldSmart has proudly worked with epay since 2004 and we support over 6,000 POS terminals selling epay recharge, giftcard and other valued products, the most of any epay partner.

For a completely integrated browser based, cloud ready retail solution for your business, including epay, CCTV, Mobility, Loyalty, BI, eCommerce, Cash Management and POS hardware with implementation services and ongoing support excellence, look no further than the expert team at WorldSmart.

See more about WorldSmart at [www.worldsmart.com.au](http://www.worldsmart.com.au) or Contact your local office:

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Visit [shop.worldsmartpos.com.au](http://shop.worldsmartpos.com.au)



**NOW OPEN**



Enquire about Worldsmart POS from epay today! ☎ 1300 301 408 ✉ [support@epayworldwide.com.au](mailto:support@epayworldwide.com.au)



# UnionPay and ePay TO BRING QR PAYMENT TECHNOLOGY TO AUSTRALIA

**Australian retailers will soon be able to unlock new ways of accessing the preferred payment method of international students and tourists arriving from China**

**G**lobal UnionPay cardholders will soon be able to access their payment method of choice when visiting Australia thanks to the partnership between UnionPay International (UPI) and ePay.

The partnership between ePay and UPI will enable Australian retailers to offer UnionPay QR code payments to UnionPay cardholders when they visit Australia. This will remove the need to use less preferred methods like cash.

Users of the “UnionPay” mobile application as well as many more e-wallets with UnionPay-standard QR code payment function will be able to enjoy a safe and convenient way to make scan-and-go payments.

The “UnionPay” mobile application is the one-stop mobile payment tool that enables users to make QR code-based payments at more than 16 million merchants worldwide, including about 500,000 merchants in 32 countries and regions outside mainland China.

ePay is Australia’s leading alternative payments provider with

more than 23,000 locations Australia wide. Australian retailers including Muji, Haigh’s Chocolate, L’Occitane, Vodafone, MJ Bale, Priceline Pharmacy and Tigerlily have already enabled QR payment technology with ePay through bank or ePay terminals, while fashion retailers Tommy Hilfiger and Calvin Klein have directly integrated ePay into their Point of Sale System to enable the features.

Once UnionPay QR Code payment is integrated with the ePay System, ePay will help onboard Australia retail merchants and provide in-store solutions including ePay terminals and POS integration.

In addition to technology onboarding, ePay will also roll-out a series of marketing activities to help retailers promote the new payment option and increase recognition of their products with UnionPay Card holders. Marketing opportunities will include UnionPay’s Upland and instant deductions, as well as in store promotions and the opportunity to for retailers and their products and services to feature on the UnionPay app.

*“This new partnership will see epay expand its remit and provide safe, secure and convenient alternative payment options for Chinese travellers visiting Australia. UnionPay are leaders in providing preferred payment technologies, so this is a partnership that we know Australian retailers will be excited about,”*  
**Matthew Blayney, Country Manager of epay Australia.**



*“The relationships and technical integration that epay has with Australian retailers enables UnionPay to provide QR Code payment for the impressive list of high-profile brands and retailers. This partnership will allow us to continue our track-record for providing simple, convenient and safe alternative payment solutions into the hands of the UnionPay cardholders,”*  
**James Yang, General Manager at UnionPay International South Pacific.**



### Benefits to epay retailers



Target a broader customer base



All the Chinese payment methods of choice including UnionPay APP at your fingertips



It's very simple to access alternative payments like UnionPay QR. Call us today



Similar transaction flows to other payment methods, making training staff easy and familiar



Comprehensive marketing support like help issuing coupons or instant deductions

### epay's alternative payment category

epay is a global aggregator of alternative payment services including Alipay, WeChat Pay, UnionPay QR code payment and others. One connection with epay allows retailers to accept a new range of alternative payments in store. We provide fast, secure and innovative ways to connect you with millions of consumers.



Contact epay customer support team to find out more ☎ 1300 301 408 ✉ [support@epayworldwide.com.au](mailto:support@epayworldwide.com.au)

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Powered by epay



## Alipay, WeChat Pay and UnionPay QR code payment available now through epay

### Boost your sales today!

Partner with epay today and capitalise on the booming alternative payments industry by accepting Alipay, WeChat Pay and UnionPay. Many of Australia's leading retailers have already seen the benefit of targeting an all-new customer base and you can too.

### Our new retailers

Tigerlily



Muji



Guylian Café



Peter Sheppard



### Our existing retailers



### Our partners

epay is the best partner your store can have when it comes to accepting Alipay, WeChat Pay and UnionPay QR code payments



### Are you an epay retailer? Here's what you need to do:

As an existing epay retailer you are just one step away from activating China's leading alternative payment methods Alipay, WeChat Pay and UnionPay in your stores. Call or email us now to get activated!

1300 301 408 [support@epayworldwide.com.au](mailto:support@epayworldwide.com.au)

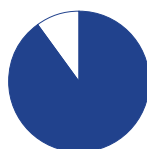
EPAY AUSTRALIA PTY LTD ABN: 71 093 566 057 ACN: 93566057



### Why choose it?



\$11 billion is spent annually by Chinese in Australia



90% would use mobile payments if they could



Location services draw customers to you

### What will epay do for you?

As the official Alipay, WeChat Pay and UnionPay partner to many key retailers in Australia, epay is here to take the hassle out of accepting alternative payments and to help boost your sales.



Instant authorisation and confirmation through your epay terminal



All settlement in AUD direct to your bank account from epay



Free POS and promotional materials



Face-to-face retailer training and hardware installation



epay will provide you with 24/7 service and support



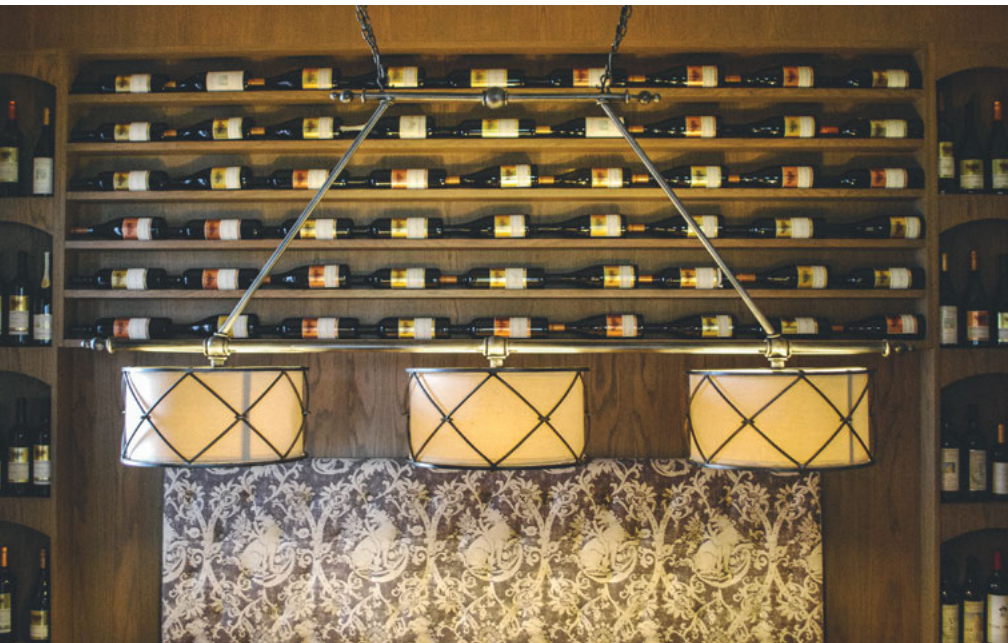
epay will help promote your brand or store on the Alipay and Wechat Pay apps

### Already Alipay/WeChat Pay/UnionPay active? Here's what you need to do:

epay is here to help your brand or store with using Alipay, WeChat Pay and UnionPay. Call or email us today to find out how epay will assist with marketing and promoting your business to millions of potential customers.

1300 301 408 [marketing@epayworldwide.com.au](mailto:marketing@epayworldwide.com.au)

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# A PAYMENT'S VOYAGE

**We spoke with Voyager Estate's Sean Hsu – who is their Wine Room & Restaurant Chinese Specialist – about how the famous Margaret River brand is benefitting from accepting Alipay and WeChat Pay payments via epay.**

**Why did you start offering Alipay and WeChat Pay payments?**

With our Chinese visitors gradually increasing ever year, our aim was to make their customer experience as streamlined as possible. We also offer a wine delivery service to China where the client can purchase our wines via WeChat Pay. This payment method has become vital and handy.

**How have you benefitted by having these alternative payments available?**

It is really easy to operate and makes dealing with customers who are not in Australia so much easier and more efficient. We can send the customer the QR code and once they have paid, we will receive the notification immediately.

**Would you recommend these payment services to other retailers, and if so, why?**

We highly recommend it – it is free of charge to customers and really easy to use.



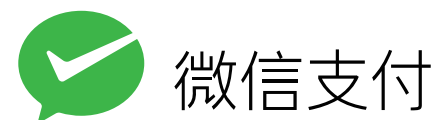
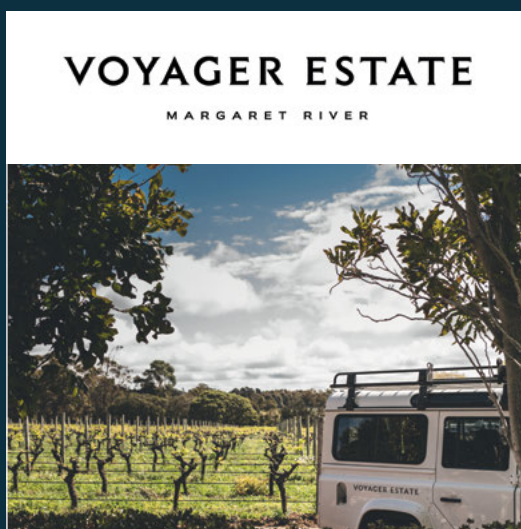


***"We offer a wine delivery service to China where the client can purchase our wines via WeChat Pay. This payment method has become vital and handy."***



### **About Voyager Estate**

Voyager Estate is a second-generation, family-owned Estate in Stevens Valley, Margaret River, Western Australia. Established in 1978, in 2018 it celebrated 40 years since the original plantings. Currently undergoing full organic conversion, it is one of Australia's most ambitious and innovative producers of world-class Chardonnay and Cabernet Sauvignon. All wines are 100% estate-grown, made and bottled on site, and reflect the unique qualities of the place in Stevens Valley, with its undulating slopes, warm summers and cooling maritime breezes. Their aim is to shine a light on what makes their unique place in Margaret River so special. Both through how they grow and make their wine, and how they share the experience of it. In doing so, they hope to help lead the way in establishing this very special place as one of the world's great wine regions and experiences.



Powered by  ePay

To find out how Alipay and WeChat Pay can benefit your business contact us today!

 1300 301 408

 [support@epayworldwide.com.au](mailto:support@epayworldwide.com.au)

# IT PAYS OFF

More high-end retailers have started offering epay's alternative payment services like Alipay and WeChat Pay in store to boost sales and diversify their customer base. We visited some that are based in the upmarket Sydney shopping districts of Westfield Pitt St Mall and the Queen Victoria Building.

## Peter Sheppard

"Offering Alipay and WeChat Pay in our three stores was a no-brainer. It is inexpensive, easy to implement and a great marketing tool. This means that while diversifying our customer base through Alipay and WeChat pay, we are simultaneously able to allocate more resources to other areas of the business," Elle Pierce, Marketing Manager.

**About Peter Sheppard:** Peter Sheppard Footwear is a premium retailer of European shoes for women. Made from luxurious leathers and quality materials, Peter Sheppard promises excellence and comfort without compromising on style. With Australia's largest range of shoes in sizes and widths, Peter Sheppard also offers exceptional customer service and advice.



## M.J. Bale

"Alipay and WeChat Pay have been a great way for us to introduce M.J. Bale to new customers. We reward our Alipay and WeChat Pay customers with exclusive rewards and have received great feedback on both the service and our brand," Bree Salzman, Retail Marketing Manager.

**About M.J. Bale:** Founded by Matt Jensen in 2009, M.J. Bale is an Australian-owned gentlemen's clothier making garments of integrity for men of character. They pride themselves on tailoring expertise with natural fibres, particularly Australian merino wool and measure them against the all-important brand tenets of provenance, authenticity, integrity and character. They are the official tailor to the Australian Test Cricket side and the Wallabies, as well as a host of professional and cultural organisations and operate 59 stores across Australia.





## Haigh's Chocolates

"To enhance our customer experience we found it most beneficial to accept Alipay as an additional form of payment. Having the capability to offer Alipay has allowed us to promote our brand and stores to a wider audience through this emerging communications channel," Fiona Krawczyk, Marketing Manager.

**About Haigh's Chocolates:** It's Australia's oldest family-owned chocolate maker. They have been making chocolate from the cocoa bean for over 100 years. Their chocolate makers still use artisan techniques to create over 250 different chocolates. They have stores in Adelaide, Melbourne, Canberra, Sydney and online and offer free gift wrapping and free tastings of their premium quality chocolate.



## Tommy Hilfiger

Situated in Sydney's Westfield Pitt St Mall, the Tommy Hilfiger store is in a prime position to capitalise from Alipay and WeChat Pay payments.

**About Tommy Hilfiger:** It's one of the world's leading global lifestyle brands and is internationally recognised for celebrating the essence of classic American style, with a twist. Delivering premium styling, quality and value to consumers worldwide under the Tommy Hilfiger and Tommy Jeans brands, with a breadth of collections including TommyXLewis, Tommy Icons, men's, women's, kids', sportswear, denim, swim, underwear accessories and footwear.

## Calvin Klein

The Calvin Klein store is directly adjacent to the Tommy Hilfiger store so Alipay and WeChat Pay shoppers have plenty of retail options within touching distance, making Westfield Pitt St Mall an alternative payments destination.

**About Calvin Klein:** One of the best known designer names in the world, Calvin Klein is a provocative, modern, sensual and iconic underwear and apparel company for men and women.



# MUM'S THE WORD!

A key gift card sales period is looming so make sure you are ready for Mother's Day on Sunday, 10th May. epay's range of gift cards are many and varied, so no matter what taste each Mum has, we've got something for everyone.



## STORE CARDS

Gift cards will be the ideal Mother's Day present this year so ensure you have the epay range on show in your establishment. epay's store gift cards – from the likes of Myer, JB Hi-Fi and the Ultimate Her Gift Card redeemable at the likes of Seed and Bras n Things – can be loaded with a specific dollar amount and used by the recipient in store or online.



## GIFTING

Say it with a gift card this Mother's Day and treat Mum with the likes of a shopping spree or a night out on the town. Give her an Uber gift card that will get her to the movies on time to spend her Event Cinemas gift card. Or let her shop to her heart's desire online with a Mygift2u prepaid VISA card and an Amazon gift card.





## STREAMING

Give Mum the ultimate break this Mother's Day and give her the television remote along with one of epay's streaming services gift cards and let her put her feet up for some serious binge watching. Make Mum's day and promote epay's range of TV streaming gift cards – from the likes of Stan, Netflix, Google Play and Amazon – and place them in prominent areas in your store.



## MUSIC

Let Mum plug in and tune out this Mother's Day with a music gift card from epay's excellent range. iTunes, Google Play and Amazon gift cards are popular year round but in the lead up to Mother's Day you won't regret putting them front and centre in your store.



To order your gift cards call or email us today

1300 301 408 [support@epayworldwide.com.au](mailto:support@epayworldwide.com.au)

Connecting Brands  Consumers

**Buy price \$89**

**RRP \$200**

**Limited to first 200 orders**



**OPTUS**

**Offer ends 31/5/20**

Only available to stores that have a signed and valid PPS Retailer Agreement in place based on a valid company ABN. Items will be delivered to your store as per the terms of your Retailer Agreement. **Returns policy:** Please visit [prepaidservices.com.au/pps-returns-policy](https://prepaidservices.com.au/pps-returns-policy) or contact customer support on 1300 555 002. Limit of two packages per store.

# Get \$200 worth of SIM Starter Kits for \$89

**Includes 4x \$30 SIM Starter Kits  
and 2x \$40 SIM Starter Kits.  
Limit of two packages per store.**

For a limited time, eligible new or current retailers will receive a discounted SIM package. To become an Optus Prepaid retailer and take advantage of this deal, call the number below and request a Retailer Agreement with Optus.

Call **1300 30 79 79** or  
email **ppssales@optus.com.au**  
and quote **EPAY2020**

# WHAT'S HOT

These are the three big ticket items with consumers right now.

## Amazon

Order the range of hugely popular Amazon gift cards from epay today. The gift cards come in \$30, \$50 and \$100 fixed denominations plus a variable denomination card is available that can be loaded from anywhere from \$30 to \$500.



## Mygift2u

The hugely successful Mygift2u VISA prepaid gift cards are back in stock so order yours from epay now. Mygift2u is a prepaid VISA card that can be used just like a normal credit card, anywhere prepaid VISAs are accepted.

## Sony PlayStation

A new \$15 wallet top-up gift card now complements Sony's range of PlayStation gift card denominations. Order these today as they will surely be popular. They are also available in \$30 and \$50 amounts. Also make sure you stock the PlayStation Plus cards in three and 12 month memberships, which enable access to online specials and exclusive free games.





# 2019 METRO PETROLEUM TRADE SHOW

ePAY national account manager Ranjan Sahni attended the 2019 Metro Petroleum Trade Show held at the Canterbury Leagues Club in NSW in October featuring every Metro owner nationwide. Ranjan spoke with several retailers and introduced the new PAX terminal – now available through ePAY. See page 5 for more details about the PAX terminal.



# Melbourne set to JUMP on electronic bikes from Uber

Uber's JUMP electric bikes are being trialled in Melbourne in an indication a nationwide release is imminent.

The e-bikes were on the road and available via the Uber app from early March.

Uber said Melbourne was an obvious place to trial the bikes, given its status as the country's sporting capital and because it has the highest per capita number of bike riders and bike lanes in Australia.

"The launch of JUMP e-bikes in Melbourne is a key part of our blueprint to bring together multiple modes of transportation within the Uber app – so all Melbournians have more options when deciding how to get from A to B without the use of a car," said Henry Greenacre, General Manager Australia, JUMP.

"JUMP has the potential to take huge numbers of cars off the road by making it easier for people to get around in an affordable, environmentally friendly way."



# Federal court clears \$15b Vodafone-TPG merger

A \$15 billion merger between Australia's third and fourth largest telecommunications companies looks set to go ahead after Vodafone and TPG had success in the Federal Court.

The Australian Competition and Consumer Commission (ACCC) were against the two companies merging, citing it wouldn't substantially lessen competition.

But Vodafone challenged that decision and in February the merger was given the greenlight by the Federal Court.

Vodafone Australia CEO Inaki Berroeta said it was a great outcome for the Australian economy as it would allow for greater investment in next generation networks including 5G.

"We have ambitious 5G rollout plans and the more quickly the merger can proceed, the faster we can deliver better competitive outcomes for Australian consumers and businesses," he said.

Mr Berroeta said the merger should be completed in mid-2020, subject to the remaining regulatory/shareholder approvals and any appeal by the ACCC.







## JB Hi-Fi grows sales by 3.9% in first half of FY20

JB Hi-Fi has reported 3.9 per cent sales growth to \$4 billion for the first half of FY2020 with comparable sales growth up across JB Hi-Fi Australia, JB Hi-Fi New Zealand and The Good Guys.

Net profit after tax (NPAT) increased 8.9% to \$174.4 million and earnings before interest and tax (EBIT) was up 8% to \$255.6 million.

JB Hi-Fi group CEO, Richard Murray said the group achieved record sales and earnings in the first half.

“I would like to thank the over 12,000 team members across Australia and New Zealand whose hard work and continued focus on our customers delivered this result.”

Total sales grew 5.1% for JB Hi-Fi Australia with comparable sales up 4.4%, driven by Apple mid-tier and flagship products, wireless headphones, PC laptops and big screen televisions 75-inch and above. Sales momentum was strong throughout the half but in particular, the key Christmas quarter. Online sales grew 18.3% to \$170.8 million or 6.3% of total sales. The commercial business also recorded strong sales growth.

“Sales improved throughout the half which culminated in a strong Christmas quarter. In a competitive environment, we remained focused on growing sales and market share in a sustainable manner whilst continuing to evolve the business,” Murray said.

***“Sales improved throughout the half which culminated in a strong Christmas quarter. In a competitive environment, we remained focused on growing sales and market share,”***  
***JB Hi-Fi group CEO, Richard Murray.***



JB Hi-Fi group CEO, Richard Murray.

### IN BRIEF



#### Amazon’s push into pharmaceuticals

Amazon has filed a trademark with IP Australia for ‘Amazon Pharmacy’, signalling a potential push into pharmaceutical retail in Australia. This news follows Amazon’s 2018 acquisition of PillPack – a pharmacy that delivers pre-sorted pill packaging.



#### Samsung partners with Microsoft

Forza Street, a free-to-play racing game, is coming to Samsung’s Galaxy devices, marking the first time a game in the Forza series has been playable outside of PC and Xbox. Microsoft released the game on PC last April.



#### I.C.E.WORKS 2020

The I.C.E.WORKS 2020 conference will be held in Vancouver, Canada July 27 – 31 this year. Head to [www.newsunrise.com.au](http://www.newsunrise.com.au) for more information.

# ORDER OUR NEW POS MATERIAL TODAY!

Ensure you have epay's new point of sale material up in your store

1

Ensure you have epay's vibrant point of sale material up in your store

2

Display epay gift cards in a highly visible area. We recommend a display by the counter. Displays are also successful at the point of entry to your store

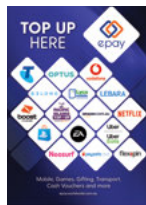
3

Ensure that your epay stock is continually replenished and offer an epay recharge, along with other sales, to increase your basket spend

A3 Poster



A5 Counter Stand



Till Topper 160mm x 50mm



A4 Poster

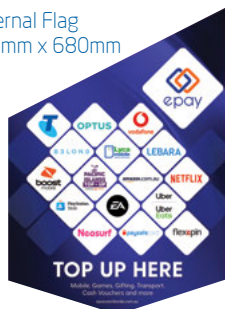


A3 Counter Mat or Mouse Pad (made from soft, spongy rubber)

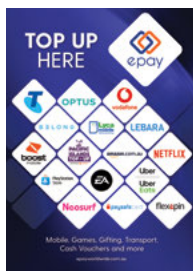


A6 Wobbler

External Flag 420mm x 680mm



A4 Window Decal (can be peeled off and moved)



## ORDER YOUR NEW POS TODAY!

The latest range of our POS material is available now so you can boost sales in your store.

**Phone: 1300 301 408**

**Fax: 02 8117 9869** (complete the form below)

**Email: support@epayworldwide.com.au**

**Log on to: www.epayworldwide.com.au**

Store Name: \_\_\_\_\_

RID/TID: \_\_\_\_\_

Store Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Number/Email: \_\_\_\_\_

Tick the items you would like to order:

A6 Wobbler  Till Topper  A4 Window Decal

A3 Counter Mat/Mouse Pad  A3 Poster

A4 Poster  A5 Counter Stand  External Flag

SEE THE OPPOSITE PAGE FOR OUR POS BEST PRACTICE GUIDE



# POS BEST PRACTICE

Highlight the fact you sell our recognisable brands by showing off their logos on our range of POS material. epay has specific types of POS material to use in key areas of your store – as these pictures illustrate.



A3 Poster

**GREAT FOR WALLS**



A5 Counter Stand

**MAXIMUM IMPACT**

**Win with epay!**



A3 Counter Mat/Mouse Pad

**SALES BOOSTER**



Till Topper

**EYE CATCHER!**



A6 Wobbler

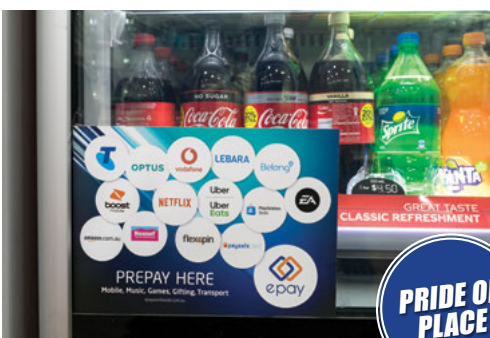
**ATTENTION GRABBER**



A4 Window Decal

**ALL NEW!**

Order our new POS materials, put them up in store and send us photos of the display to [marketing@epayworldwide.com.au](mailto:marketing@epayworldwide.com.au) for a chance to win a free counter unit.



A4 Poster

**PRIDE OF PLACE**



External Flag

**STREET PRESENCE**



# NEW PRODUCTS

PRODUCT NAME	TERMINAL NAME	BARCODE	RRP \$
<b>FEBRUARY</b>			
<b>MICROSOFT OFFICE</b>			
M365 Family 1YR POSA AUS	M365 Family 1 YR	9337694069220	\$129.99
M365 Family Extra Time 15M POSA AUS	M365 Fam Extra 15M	9337694069237	\$129.99
M365 Personal 1YR POSA AUS	M365 Personal 1YR	9337694069244	\$99.99
M365 Personal Extra Time 15M POSA AUS	M365 Pers Extra 15M	9337694069251	\$99.99
M365 Business Standard 1YR POSA AUS	M365 Business 1YR	9337694069268	\$229.99
Office Home and Student 2020	POSA AUS Office 20 H&S	9337694069275	\$199.99
Office Home and Business 2020	POSA AUS Office 20 H&B	9337694069282	\$349.99
BH Google Play V3 5YR EXP \$30	Google Play \$30	07675032143	\$30.00
BH Google Play V3 5YR EXP \$50	Google Play \$50	07675032141	\$50.00
<b>BLACKHAWK TICKETMASTER POSA AUS</b>			
BH Ticketmaster \$100 POSA AUS	Ticketmaster \$100	076750285547	\$100.00
<b>MARCH</b>			
<b>VODAFONE SIM POSA AUS</b>			
VODAFONE SIM TRIPLE PUNCH 2 POSA AUS	VODAFONE \$2 SIM	076750189555	\$2.00
VODAFONE SIM TRIPLE PUNCH 10 POSA AUS	VODAFONE \$10 SIM	076750238703	\$10.00
VODAFONE SIM TRIPLE PUNCH 30 POSA AUS	VODAFONE \$30 SIM	076750189531	\$30.00
VODAFONE SIM TRIPLE PUNCH 40 POSA AUS	VODAFONE \$40 SIM	076750189524	\$40.00
VODAFONE SIM TRIPLE PUNCH 50 POSA AUS	VODAFONE \$50 SIM	076750189517	\$50.00



# DISCOUNTED STANDS

Back by popular demand, our range of stands are available to our epayWorld readers at a discounted rate until 1st May 2020.

To order one of our stands at these special prices please fill in the order form below and send to epay customer service. The stands come fully loaded with gift cards.

## Win with epay!

Order our POS materials, put them up in store and send photos of the display to [marketing@epayworldwide.com.au](mailto:marketing@epayworldwide.com.au) for a chance to win a free counter unit.



Boost your sales by letting your customers know you stock epay's range of gift cards with our branded stands and POS material. Our stands are a physical destination within a retailer where prepaid offerings are grouped together in a convenient, easy access area. Having one or more of our stands at your POS or at key locations in your store will raise awareness with shoppers that you stock our range that make perfect gifts.

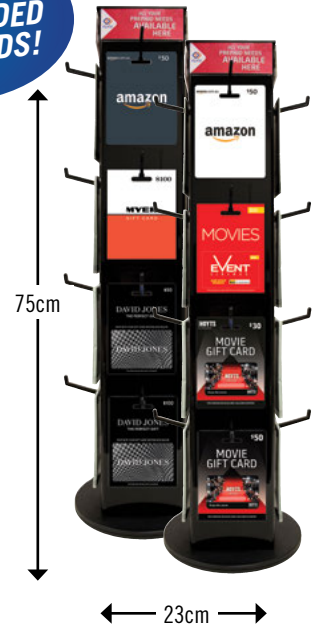


14 HOOK GONDOLA  
WAS \$198 + GST  
NOW \$99 + GST



CLIP STRIP  
WAS \$35 + GST  
NOW \$17.50 + GST

ALL STANDS COME LOADED WITH CARDS!



16 HOOK STAND  
WAS \$75 + GST  
NOW \$37.50 + GST

## STAND ORDER FORM

epay stands are a great way to let your customers know you are selling prepaid products. To order, fill in the form below and email back to [marketing@epayworldwide.com.au](mailto:marketing@epayworldwide.com.au)

Store Name \_\_\_\_\_

RID/TID \_\_\_\_\_

Store Address \_\_\_\_\_

Contact Person \_\_\_\_\_

Contact Number/Email \_\_\_\_\_

- Clip Strip
- 14 Hook Gondola
- 16 Hook Stand

Please place a tick in the corresponding circle to identify which item you would like.



*epay will never, in person or over the phone, ask you to print a voucher and ask for the codes on it!*

## Do



- ▶ Ensure the customer has paid in full before processing the payment.
- ▶ For cash voucher products like VPAY, we recommend you only accept cash as payment.



## Don't



- ▶ Never provide your five digit sales code to anyone or let them operate your terminal alone.
- ▶ Do not give vouchers to the customer until the full valid payment has been received.
- ▶ Never give out voucher numbers over the phone, even if the caller claims to be from epay; or a product vendor; or from a Government Department.



**FRAUD ALERT**



**It is your responsibility to ensure all of your staff are aware of fraud and how to combat it**



## Things to know

Whilst epay can void a transaction, the PIN will still be active for a period of time and you will be charged for the full price of the transaction if it has been used.

For more information on fraud, visit [www.scamwatch.gov.au](http://www.scamwatch.gov.au)

## What to do

If you have a caller claiming to be from epay or any other network asking for a voucher:

- ▶ Don't give out any codes.
- ▶ Contact epay customer service on 1300 301 408 immediately.
- ▶ Have your Terminal ID ready when calling epay customer service. This number is found at the top of every voucher and report printed from your terminal.
- ▶ Call the police at Crime Stoppers on 1800 333 000.



## How to do a terminal refund

If you print out the wrong voucher or an incorrect amount, follow these steps:

- ▶ Menu – Refund Transactions – Sale Type – Enter Serial Number or swipe card – Enter the epay Transaction Number – Refund receipt printed.
- ▶ Remember, refunding a voucher TXN from the terminal does not deactivate the voucher until it has been checked and blocked by the network. This could take several weeks. If the voucher is found to be used, you will be recharged for the full TXN amount.

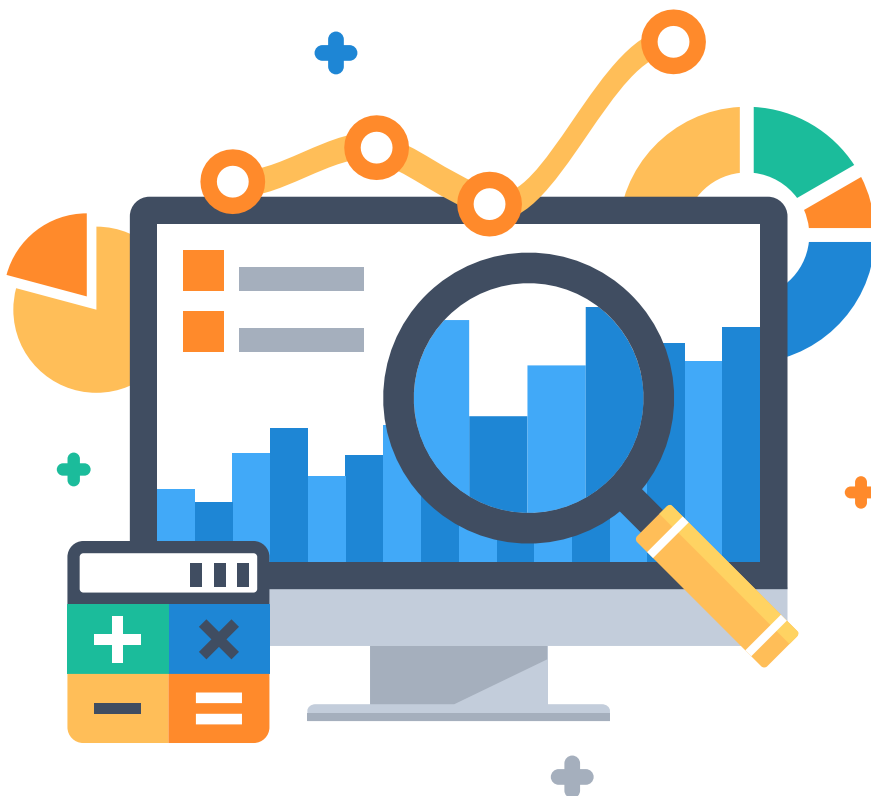
## How to request a refund by phone

- ▶ Call epay customer service on 1300 301 408 within 72 hours of printing the voucher to log a refund or void request. Requests outside of this time-frame will not be accepted.
- ▶ Retain copies of the voucher and/or POSA card plus POSA Activation receipt until these have been cleared for refund by the network.
- ▶ Not all products can be refunded and will never be refunded if they have been used.
- ▶ If you believe you have been defrauded, refer to the What to do section.



## End of day reporting

- ▶ Only an operator with authority to print reports can run the reports
- ▶ Press the purple Totals key, enter your Sign-On code, press Enter
- ▶ Press End of Day. Press Yes to print
- ▶ End Day? Press Yes (if Yes is not pressed, sales are carried until the next day)



## epay Extranet

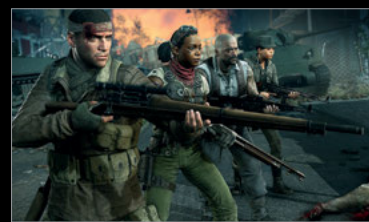
This online tool allows you to log on and view sales data for current or past weeks. Sales reports also provide better visibility into sales, including sale time and transactional details. Request your Extranet account today by following these simple steps:

-  ▶ Call epay Customer Service on 1300 301 408 and request an Extranet Account.
-  ▶ Email [epayAUExtranet@epayworldwide.com.au](mailto:epayAUExtranet@epayworldwide.com.au) with your full name, contact details, epay account number (which can be found on your epay invoice) and a preferred password.
-  ▶ Go to: [www.epayworldwide.com.au](http://www.epayworldwide.com.au). Then click “Sign up and log in” at the top right of the homepage. Then scroll down to find ‘Extranet log in’.



**ZOMBIE ARMY 4:  
DEAD WAR**  
\$74.95 on Xbox One

Hitler's hordes are back for more in this spine-chilling shooter from the makers of Sniper Elite 4. Abominable occult enemies, epic weapons and a harrowing new campaign for multiple players await in 1940s Europe as you fight to save humankind from undead Armageddon. Released February 2020.



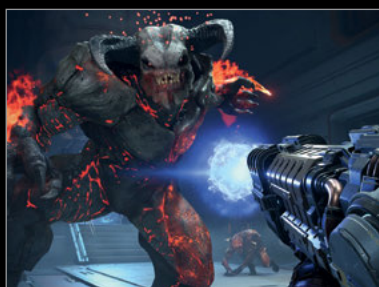
# XBOX – WHAT'S HOT

**OVERPASS**  
\$89.95 on Xbox One



Take control of buggies and quads to negotiate scree slopes, steep inclines and various obstacles on extreme off-road and technically challenging tracks, both online and off. Released February 2020.

**DOOM ETERNAL**  
\$99.95 on Xbox One



Hell's armies have invaded Earth. Become the slayer in an epic single-player campaign to conquer demons across dimensions and stop the final destruction of humanity. Released March 2020.

 **XBOX LIVE GOLD  
MEMBERSHIP**

Xbox users can connect and play with friends around the world, access game add-ons, full game downloads and exclusive discounts. Plus get early access to some of the best new content.

**MEMBERSHIP CARDS  
AVAILABLE:**  
\$29.95 for three months  
\$79.95 for 12 months







# PLAYSTATION – WHAT'S HOT

## THE LAST OF US PART II \$99.95 on PlayStation 4

Is there a more anticipated video game in development than the follow-up to Naughty Dog's phenomenal 2013 action epic? Set five years after the events of the original, this sequel sees Ellie and Joel return for another harrowing adventure in a brutal, broken world. Released May 2020.



## RESIDENT EVIL 3 \$92.95 on PlayStation 4



Relive the horrifying downfall of Raccoon City in a stunning reimagining of the 1999 survival horror classic. Featuring cutting-edge presentation and revamped gameplay. Released March 2020.

## CYBERPUNK 2077 \$92.95 on PlayStation 4



This is an open-world action-adventure from the creators of The Witcher 3: Wild Hunt where you play as V, a mercenary outlaw going after the key to immortality. Released September 2020.

PlayStation users can top-up their PlayStation Network Wallet to unlock a range of games, add-on content and movies from PlayStation Store.



New cards now available





# EA ORIGIN – WHAT'S HOT

## Need for Speed: Heat Included with EA Origin Access Premier

Hustle by day and risk it all at night in this white-knuckle street racer, where the lines of the law fade as the sun starts to set. By day, Palm City hosts the sanctioned Speedhunter Showdown and then at night, ramp up the intensity in illicit street races that build your reputation. Available now.



## APEX LEGENDS Available for free PC download



Show everyone what you're made of in Apex Legends, a free-to-play battle royale-styled game where contenders from across the world team up to battle for glory, fame and fortune. Available now.

## Sea of Solitude Included with EA Origin Access Basic



Embark on a journey with Kay as she explores her own loneliness and attempts to save her loved ones from theirs. Along the way you'll solve puzzles and rid the world of tainted memories. Available now.

## EA ORIGIN ACCESS PREMIER

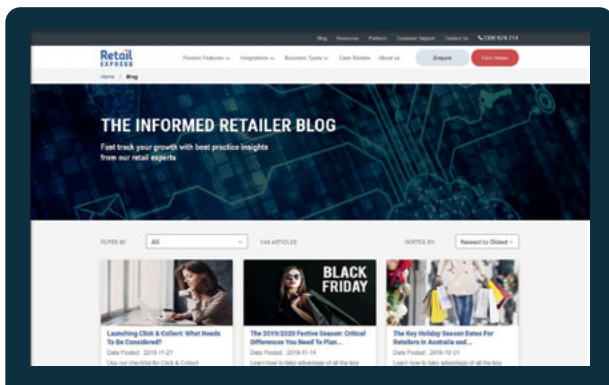
Stock up on EA Origin gift cards which allow users to add funds to their subscription accounts where they access games, exclusive offers and discounts

**MEMBERSHIP CARDS  
AVAILABLE:**  
\$30/\$60/\$130



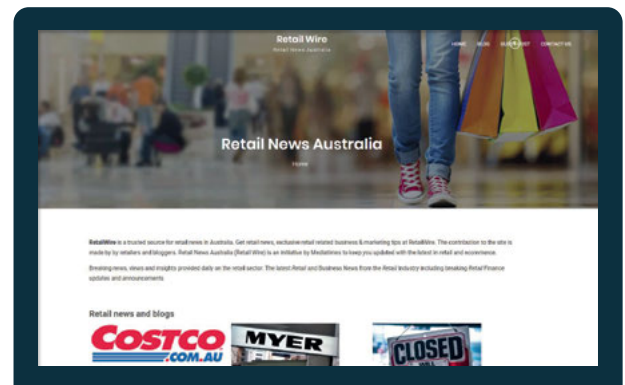
# BLOG IT

Retail blogs allow quick, easy access to a world of expert know-how. Whether you want to increase sales, find new ways to merchandise or simply deliver better customer service, these examples are worth checking out.



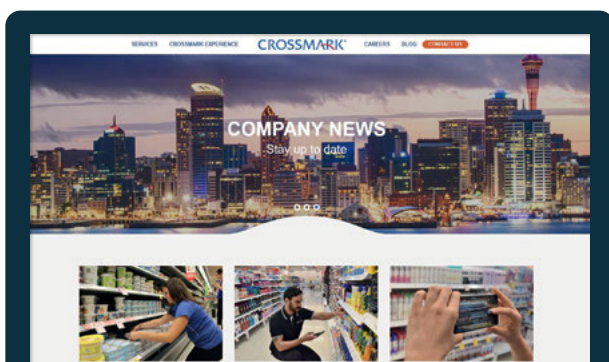
## [retailexpress.com.au/blog/](http://retailexpress.com.au/blog/)

Fast track your growth with best practice insights from retail experts on this informed blog. With endless helpful hints, tips and latest industry news, this is a one stop-shop for all retailers, both big and small, to learn from the best.



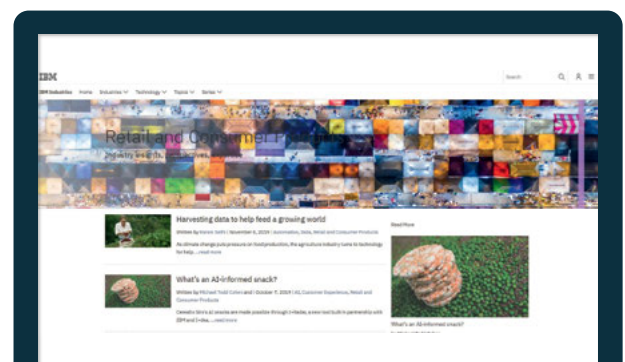
## [retailwire.com.au/](http://retailwire.com.au/)

RetailWire is a trusted source for retail news in Australia as it is made by actual retailers. Featuring exclusive, retail-related business and marketing tips, the blog will keep you updated with the latest in retail and ecommerce.



## [crossmark.com.au/articles](http://crossmark.com.au/articles)

Crossmark is a company that specialises in delivering field solutions to help brands grow fast and efficiently through data-driven deployment. Their blog, created by their own workforce, is rich with industry insights and best practice.



## [ibm.com/blogs/industries/category/industries/retail/](http://ibm.com/blogs/industries/category/industries/retail/)

Computer giant IBM lends its weight of expertise to the retail industry. It delivers a strong focus on how technology can assist with targeting new sales and making your business more successful and efficiently run.



# UnionPay

## QR Code Payment

**NOW AVAILABLE TO EPAY RETAILERS!**

Contact epay Customer Support now to have your store ready.



Contact our 24/7 Customer Service team: [support@epayworldwide.com.au](mailto:support@epayworldwide.com.au) or 1300 301 408

Not an epay retailer? Go to: [signup.epayworldwide.com.au](https://signup.epayworldwide.com.au)

Connecting Brands  Consumers