



VOUCHER SALE

- Press the top left button below 'Sale'
- Enter Sales code, press green enter key
- Confirm voucher details with customer
- Select product category with corresponding number
- Select brand or value if there is any, with corresponding number
- Confirm product/denomination with customer
- Press 'Yes' to print barcode. Press 'No' to go back
- Scan the printed barcode into your POS terminal
- Once payment is successful, confirm the transaction on the epay terminal
- Provide the voucher to the customer only after payment is taken



GIFT CARD SALE

- Swipe card through terminal
- Enter operator code with 'Sales Authority' If the card has a fixed value the terminal will skip the next step
- If it's variable value, enter the required amount
- Confirm both the product and denomination
- Scan the printed barcode or back of the card into your POS terminal
- Take payment from customer – either via card or cash
- Once payment is successful, confirm the transaction on the epay terminal
- Provide the gift card to the customer only after payment is taken



OPAL SALE

- Place card on reader and select 'Sale' Enter Operator Code
- Select 'Tolling' then 'Opal card'
- If requested, confirm card balance with customer and press 'Yes' to proceed
- Select top-up value as requested by customer
- Scan printed barcode into your POS
- Take payment from customer and press 'Yes'
- A confirmation voucher will be printed
- Return the card and confirmation to the customer
- Press 'Enter' to print a merchant copy



ACCOUNT TOP UP (SWIPE)

- Swipe card through terminal
- Take payment from customer
- Customer's account is credited
- Direct customer queries to the brand
- To top-up more than card states, repeat process
- Ensure customer takes receipt as proof the account has been successfully topped-up
- Direct load cards are not sold in-store, customers receive cards direct from the brand



ACCOUNT TOP UP (SCAN)

- Customer presents the barcode on their direct load card or mobile app
- Scan the barcode with the scanner attached to your epay terminal
- Take payment from customer
- Customer's account is credited
- Direct customer queries to the brand To top-up more than card states, repeat process
- Ensure customer takes receipt as proof the account has been successfully topped-up



ALTERNATIVE PAYMENTS

- Customers advise they want to pay with Alipay
- Press 'Sale' and enter operator code with 'Sales Authority'
- Go to 'Payments' menu and select 'Alipay'
- Advise customer to show their Alipay barcode on their phone
- Scan the barcode with the scanner attached to your epay terminal
- Enter the amount for the customer to pay via Alipay, and press 'Enter'
- The terminal may display a screen asking to confirm "Has customer confirmed transaction?"
- Check with customer if they have entered the PIN code to approve the transaction
- Once customer has done this, press the 'Yes' button on the terminal
- The terminal will print out the payment successful receipt

FRAUD ALERT!

Never give vouchers to anyone until the full 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.

Never provide your five digit sales code to anyone or let them operate your terminal alone.

If you are ever asked to print a voucher or activate a card without receiving payment, call epay customer service.

You are responsible for all transactions through the terminal

REFUND POLICY

If the customer has purchased an incorrect voucher/POSA Card and the customer has not left the counter – you can attempt to process at your terminal or phone epay customer service to request a refund. If your refund is confirmed, the voucher PIN number should be crossed out and/or POSA Card + POSA Activation Receipt are to be kept in a safe place. If the product is redeemed before it is canceled by the supplier, upon verification from the supplier, you will be re-charged for the transaction.

If the customer is experiencing difficulties with the voucher PIN or unhappy with the prepaid product they have purchased – the customer must call the supplier's customer service number printed on the voucher.

If the voucher has been printed and is not legible – you will need to refund the illegible voucher with epay and print a new one for the customer. Use the reprint feature to reprint the transaction number if you can't read it on the voucher as you will need it for the refund.

If the customer has left the store – the store refunds the customer at their own discretion and may be re-charged if the voucher/POSA card have been deemed used by the supplier. Call epay customer service or use your Terminal to process the refund.

HOW TO REQUEST A REFUND THROUGH epay

**CALL EPAY CUSTOMER SERVICE
ON 1300 301 408**

VOUCHER

- Retain the voucher processed at the terminal to quote the epay 'Serial Number'.
- epay Customer Service will advise whether the voucher is refundable.

POSA (AND ACCOUNT TOP UP)

- Retain the POSA card and activation receipt printed at the terminal.
- epay Customer Service will advise whether the card is refundable.

PLEASE NOTE

- In most cases, you can log a refund or void request by calling epay customer service line within 72 hours of printing the voucher.
- However, requests outside of this time-frame might not be accepted by product supplier
- Please refer to specific product brief.

LOGISTICS AND ORDERING

- epay Point of Sale material can help bring foot traffic into your store and increase your sales of epay and impulse products.
- Call us to order free Point of Sale material and Gift Cards
- We have a range of posters, hang-sells, till-topppers, wobblers, window decals and more.
- Call us or visit www.epayworldwide.com.au to order these materials as well as Gift Cards to display in your store.



HANDY TIPS

- You can contact epay customer service to order cards, order point of sale material (POS Material), any questions you have using the epay service or to discuss your epay account.
- Before you call epay customer service, have your Terminal ID ready. This number is found at the top of every voucher and report printed from your terminal.
- If you receive a fraud call, Never give our vouchers or claim codes. Always call epay customer service immediately to report any fraud activity.
- Replace your terminal paper roll when a black or pink line appears on the roll
- When replacing the paper, pull out and discard the first 20cm of the new roll

www.epayworldwide.com.au
epay Customer Service 1300 301 408