



ePayworld

SPRING 2019

STREAM BIG

Music streaming
services are hitting
the right notes

ALSO INSIDE

SPRING RACING

It's sports betting season

GAMES GALORE

The latest gaming titles

Connecting Brands  Consumers

Sign up to Prepaid.

Score a \$130 bonus pack.

Optus Prepaid Bonus Pack

Worth
\$130



Sign up to sell Optus Prepaid products, and you'll not only be keeping your customers happy, you'll be rewarding your business too. Because for a limited time, eligible new retailers will receive \$130 worth of free Prepaid SIMs when you sign a Retailer Agreement with Optus.

You could score:

- 25 x \$2 Optus Prepaid SIMs
- 5 x \$10 Optus Prepaid SIMs
- 1 x \$30 Optus Prepaid SIM

That's a total of \$130 of value.

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

OPTUS

Don't delay, this offer has been extended to 31/10/19

Only available to stores that do not 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 or contact customer support on 1300 555 002.

YESR0843 AWO209814 (8/19)

Connecting Brands  Consumerswww.epayworldwide.com.au**HEAD OFFICE**

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Welcome



Spring has sprung and it's great to be bringing you the latest issue of the epayWorld magazine. I trust business has been positive for you all since our last magazine came out and you're now looking forward to a strong sales period over the coming months as we approach Christmas.

Our main cover feature from page 8 in this issue is a spotlight on the music streaming industry and how Australian sales are booming on the back of it.

Over 71 per cent – or \$304 million – of Australian music recording revenues now come from streaming as the sales of digital downloads and CDs continue to fall.

This should be music to the ears of epay retailers who are already offering our music streaming products and hopefully serves as the inspiration for others to get on board as well.

With epay, retailers can capture the music streaming spend by selling products from industry-leaders like Spotify, Google Play and Amazon.

The arrival of Spring also heralds the peak period for our sports betting category as the Melbourne Cup carnival, rugby's World Cup, the footy finals and other sporting events kick off.

Our feature from page 18 shows retailers that Cash Top Up – the fastest and easiest way for people to top up their sports betting accounts – is a fantastic way to add an incremental revenue stream.

Already available in thousands of epay retailers across Australia, commission is earned on every dollar loaded. Consumers are directed to your store via the Cash Top Up smart phone app's store locator functionality.

“Over 71 per cent – or \$304 million – of Australian music recording revenues now come from streaming as the sales of digital downloads and CD sales continue to fall.”

For more information, or to get Cash Top Up activated in your store, get in touch with our customer service team who are always here to help.

Also in this issue, we again demonstrate why offering alternative payments Alipay and WeChat Pay are providing significant benefit to retailers.

On page 22 we have a chat with Transworld Enterprises' Managing Director Toby Bensimon. Transworld are the renowned Australian jewellery specialists that own the Shiels and Grahams chain of stores throughout South Australia, Western Australia and Queensland.

This successful business is now accepting Alipay and WeChat Pay payments in their Adelaide CBD Shiels stores and are reaping the rewards already.

Find all this and more inside and happy trading everyone. We will see you again soon with our last epayWorld magazine for the year.

Kind regards,
Matt Blayney
Country Manager



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Connecting Brands  Consumers



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The new Xbox and PlayStation titles

WHAT'S HOT

These are the big ticket items with consumers right now.



Xbox Game Pass Ultimate

The Xbox Game Pass Ultimate plan includes all the benefits of Xbox Live Gold plus over 100 high-quality console and PC games. New games are added all the time, so there's always something new to play. Enjoy exclusive member deals and discounts. Play together with friends on the most advanced multiplayer network and discover your next favourite game.



Amazon

Order the range of hugely popular Amazon gift cards from epay today which feature an all-new design that are sure to capture shopper's eyes. 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.

Uber

Uber gift cards are also now available from epay in a new design. Order these hot products today. Available in denominations of \$25, \$50 and \$100, the Uber gift card is filled with possibilities – whether for a night out with friends, a safe ride to the airport or to use with Uber Eats for food delivery.



Netflix

Users can access unlimited Netflix with a Netflix gift card which are available now through epay. They can be used to pay for a membership or can be gifted to someone as a present. The gift card denomination is applied to an account as a gift balance and Netflix uses the balance to pay for each month's bill.



GIFT GUIDE

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



Samsung Galaxy Watch Active

Meet the next generation Galaxy Watch Active – your smart coach for a healthier lifestyle. It comes with customisable watch faces that combine style and sensibility and uses dedicated motion sensors to automatically track six types of activity, letting you focus on enjoying your fitness.

samsung.com

AVAILABLE AT JB Hi-Fi

Get the Samsung Galaxy Watch Active with the JB Hi-Fi gift card or thousands of other gifts in store or online.

Available in amounts of:
\$50/\$100



Beats Powerbeats Pro

Powered by the Apple H1 headphone chip, the Powerbeats Pro will revolutionise the way you work out. Built for elite athletes, these totally wireless earphones have no wires to hold you back while the adjustable, secure-fit ear hooks are customisable with multiple ear tip options for extended comfort.

beatsbydre.com



Bose Frames Alto Audio Sunglasses

Meet Bose Frames, the first audio sunglasses to hit the market. Hidden in each of the temples are miniaturized Bose electronics that produce rich, immersive sound for you, while others hear practically nothing. It's a revolutionary open-ear audio experience that leaves you free to engage with the world around you — all while discreetly listening to music.

bose.com

iTunes gift cards

Purchase songs or movies with the iTunes range of gift cards to enjoy with these amazing audio products.

Available in amounts of:
\$20/\$30/\$50/\$100





Razer Raiju Controller

This is the first Bluetooth and wired controller to work with a mobile app to enable increased control. 'Mecha-Tactile Action Buttons' provide a soft cushioned touch, with crisp tactile feedback while it also delivers a hair trigger mode for quick-firing action.

playstation.com

Amazon gift card

Get the Amazon Echo Show 5 or millions of other great gift ideas on Amazon.com.au.

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



Amazon Echo Show 5

Echo Show 5 connects to Alexa to give you vivid visuals with a crisp full sound, all in a compact design. See on-screen lyrics with Amazon Music. Set alarms and timers. Catch up on news highlights and movie trailers. Check weather and traffic before you head out the door. And so much more!

amazon.com.au

PlayStation Plus Membership

Spend hours playing with the Razer Raiju Controller when you buy it with a gift card from a participating store.

Gift cards available:

\$30 and \$50 plus 3 and 12 month subscriptions



Hema HX-1 Navigation Touring Pack

Exclusive to BCF, the Hema HX-1 is packed full of features, enabling you to navigate throughout Australia both on and off road. The HX-1 allows you to take geotagged photos and videos of your journey with the trip recording tools and 5-megapixel camera. You can also connect to Wi-Fi to upload your latest adventure and share on social media for all your family and friends to enjoy.

bcf.com.au



BCF gift card

Get the Hema HX-1 or thousands of other items in-store and online with a BCF gift card available through epay.

Available in amounts of: \$100

STREAM BIG

The Australian music industry is booming on the back of the massive uptake of streaming services. With the likes of Apple Music, Spotify and Prime Music all available through epay, these numbers should be music to the ears of our retailers.

**71% OF AUSTRALIAN RECORDING REVENUES
COME FROM STREAMING = \$304 MILLION**



BETWEEN 2017 AND 2018:



↑ 41%

Australian streaming revenues increased big time



↑ 13%

Bucking the trend, vinyl sales increased – again



↓ 29%

Digital download sales were way down – again



↓ 31%

CD sales fared even worse with a big revenue dip



5.4 million

Australians use streaming services



3.6 million

Of them use Spotify



900k

Use Soundcloud



650k

Use Google Play



600k

Use YouTube Music



3.4 HOURS

Aussies spend per day listening to audio



MOBILE

Over 72% of streaming is done on a mobile phone



73%

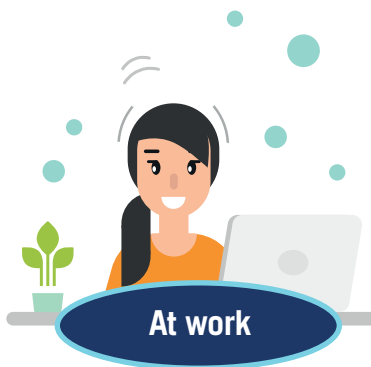
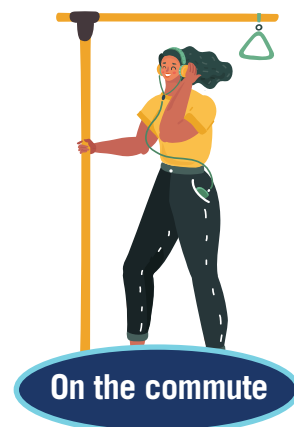
Of users are aged under 34 years



56%

Of users are male

WE STREAM EVERYWHERE



WHAT AUSTRALIA LISTENS TO



2019



MOST STREAMED SONGS

1. Dance Monkey – Tones and I
2. Senorita – Shawn Mendes
3. Beautiful People – Ed Sheeran
4. Goodbyes – Post Malone
5. Do You Sleep – Sam Smith

MOST STREAMED

1. 5SOS
2. Vance Joy
3. Sia
4. Sticky Fingers
5. Dean Lewis

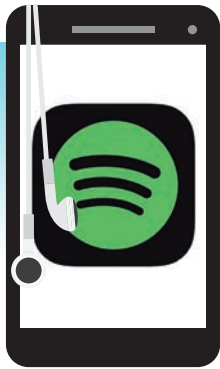
MOST STREAMED PLAYLISTS

1. Hot Hits Australia
2. Today's Top Hits
3. Morning Motivation
4. Sleep
5. Chilled Hits

MOST FOLLOWED ARTISTS

1. Ed Sheeran
2. Bruno Mars
3. Eminem
4. Drake
5. Taylor Swift

WHO ARE THE PLAYERS?



Spotify Premium

\$ P/M:
\$11.99 or \$17.99 for family of 6

QUALITY:
Up to 320kbps on mobile

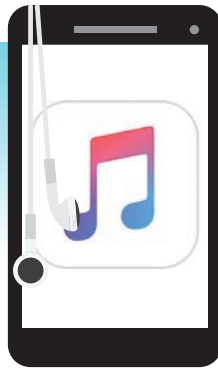
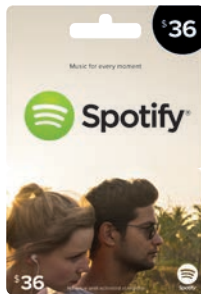
OFFLINE MODE:

Yes

TRACKS:
35 million+

PROS:
Create custom playlists
Follow other people's music

CONS:
No personal library



Apple Music

\$ P/M:
\$11.99 or \$17.99 for family of 6

QUALITY:
Up to 256kbps on mobile

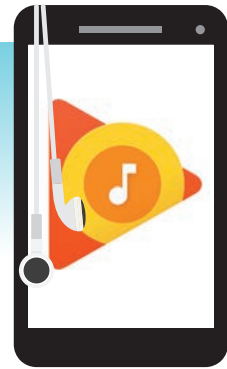
OFFLINE MODE:

Yes

TRACKS:
30 million+

PROS:
Users can upload their own library
Family rate for six people

CONS:
No free-tier



Google Play Music

\$ P/M:
\$11.99 or \$17.99 for family of 6

QUALITY:
Up to 320kbps on mobile

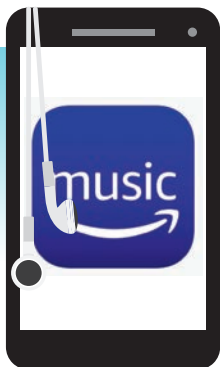
OFFLINE MODE:

Yes

TRACKS:
40 million+

PROS:
Users can upload their own library
Family rate for six people

CONS:
Free tier is limited



Prime Music

\$ P/M:
\$11.99 or \$17.99 for family of 6

QUALITY:
Up to 320kbps on mobile

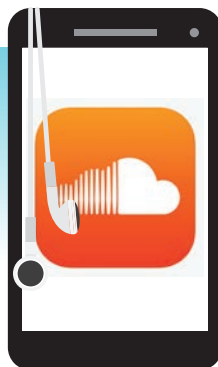
OFFLINE MODE:

Yes

TRACKS:
50 million+

PROS:
Large music library
Ad-free listening

CONS:
No free-tier



Soundcloud

\$ P/M:
\$11.99

QUALITY:
Up to 320kbps on mobile

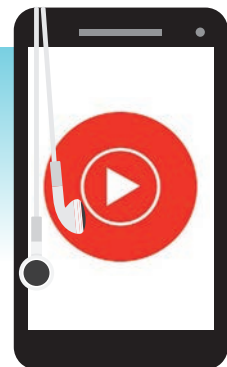
OFFLINE MODE:

Yes

TRACKS:
120 million+

PROS:
Save tracks offline on mobile
Ad-free listening

CONS:
Not as user-friendly as others



YouTube Music

\$ P/M:
\$11.99 or \$17.99 for family of 6

QUALITY:
Up to 256kbps on mobile

OFFLINE MODE:

Yes

TRACKS:
30 million+

PROS:
Save tracks offline on mobile
More than just studio tracks

CONS:
Playlists a bit hit or miss

Switch your customers to Optus Prepaid

4G Plus our fastest network ever

Enjoy our superfast mobile network in loads of metro, regional and holiday areas with a compatible device and plan. Check our coverage in your area at optus.com.au/coverage

Optus rewards

Get rewarded with discounted movies, sports events, competitions and more when you sign up for Optus Perks. Go to optusperks.com.au for more details.

No lock-in contract

Plus flexibility with a range of Prepaid plans to suit your needs for data, talk and text and international calls. Go to optus.com.au/prepaid for our great value plans.

Keep your old number, or we'll give you a new one.

Yes

OPTUS

Call 1300 30 79 79 or email ppssales@optus.com.au to order your SIMs today.

All for use in Australia.

4G Coverage: The Optus 4G Plus network is available in all capital cities and hundreds of metro, regional and holiday towns with a compatible device and plan. **Compatibility:** If you bring your own device, make sure it's not locked to other networks and is compatible with the Optus Network. To learn more, visit optus.com.au/compatibility. Coverage varies by device, location and other factors. Check coverage at optus.com.au/coverage. **Optus Perks:** Eligible Optus customers can register for Optus Perks at optusperks.com.au

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I.C.E.WORKS 19

epay attended I.C.E.Works 19 which was held in the eclectic US city of San Francisco from July 29 to August 2. The conference is hosted by the New Sunrise buying group and it was their 11th conference. On the first day the attendees celebrated their arrival with a welcome party at the Fairmont Hotel. The second day featured a trade show plus business sessions and supplier engagements. On the third day, suppliers embarked on a study tour, visiting multiple petrol convenience stores in the surrounding areas as well as the Amazon Go store – which is un-staffed – to experience the future of convenience stores. The final day included the snowball gala dinner and an after party.



Couchfood powered by BP now available on Uber Eats

BP is now trialling home delivery from its petrol and convenience stores after launching Couchfood on Uber Eats. Available from stores across the country, the collaboration with Uber Eats enables BP to offer an on-demand service of snack food items to customers.

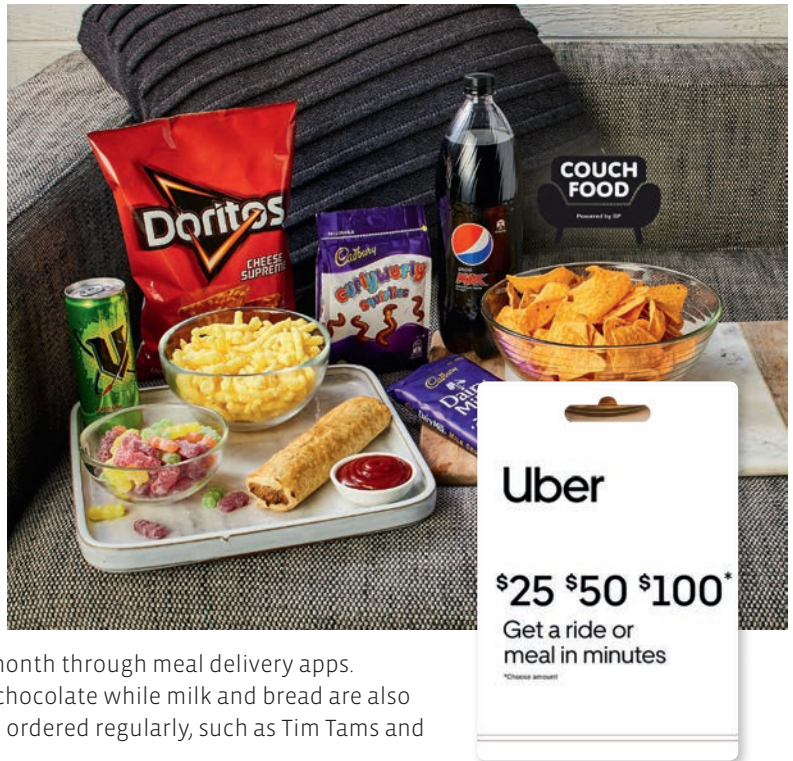
General Manager, Marketing and Retail Innovation at BP Adam Arnold said it was a trial that reflected a sign of the times.

“We recognise the changing habits of our consumers, with millennials in particular regularly using the Uber Eats app for greater convenience,” Arnold said.

“We keep adding new locations for Couchfood as we see considerable demand for a wide range of snacks and drinks from customers wanting to order from the comfort of their couch.”

Tapping into the millennial mindset and food ordering behaviour, BP found one in four Australians aged 25-34 will order from a meal delivery app weekly, spending an average \$102 per month through meal delivery apps.

“Our Couchfood categories include chips, candy, chocolate while milk and bread are also available. We are already seeing some fan favourites ordered regularly, such as Tim Tams and Maltesers,” Arnold said.



Our independent retail sector among world's best

Research from Vend reveals Australia's independent retailers are among the best performing in the world, ringing in an average of \$504,979 annually compared to New Zealand (\$495,360) and the UK (\$487,355).



Vend's annual Retail Benchmarks Report is an in-depth analysis of over 13,000 independent retailers' sales performance over the past 12 months across various sectors and global markets.

From fashion and footwear to furniture and electronics, small retailers across Australia are earning significantly more per sale than most other global markets. The average transaction value stands at \$81, a comfortable 14 per cent higher than the worldwide mean value of \$71.

Vend's report revealed Australian independent electronics stores are eclipsing their North American equivalents. Per store they are raking in an average of \$51,362 a month, more than double the amount earned globally of \$24,781.

“Far from struggling, independent retailers in Australia are healthy and thriving,” said Vend Managing Director, APAC Dave Scheine.

“We know that the retail landscape is changing, and our data proves it. Despite the downward sales trends of multinational and big box retail evidenced by the ABS, independent retailers here are not only fighting back but are punching above their weight globally.”

JB Hi-Fi reports record profits, sales in FY19

JB Hi-Fi reported in August it had secured record profit and sales for the 2019 financial year, with net profit up 7.1 per cent to \$249.8 million, compared to the \$233.2 million seen last year. Total group sales also grew 3.5 per cent to \$7.1 billion – up from \$6.9 billion in FY18.

JB Hi-Fi Group chief executive Richard Murray said JB Hi-Fi Australia, JB Hi-Fi New Zealand and The Good Guys had all delivered sales and earnings growth.

“It was a solid result for JB Hi-Fi Australia, and a particularly pleasing finish for FY19 with strong sales in the key tax time promotional period,” Murray said.

Comparable sales grew 2.8 per cent, while total sales grew 4.1 per cent to \$4.73 billion – driven by communications, audio, fitness, games hardware and connected technology.

Looking to the next 12 months, the retail group expects total sales for FY20 to reach \$7.25 billion – with JB Hi-Fi Australia to contribute \$4.84 billion, JB Hi-Fi New Zealand NZ\$240 million, and The Good Guys \$2.18 billion.

“Whilst we continue to see variability in the sales environment, we enter FY20 confident in our ability to execute and grow market share and look forward to another successful year,” Murray said.



“Whilst we continue to see variability in the sales environment, we enter FY20 confident in our ability to execute and grow market share and look forward to another successful year.”



Richard Murray

IN BRIEF

Strong customer growth

Optus Sport has revealed its subscribing account base is more than 700,000.

Now in its fourth year of broadcasting the Premier League, Optus Sport is the exclusive home of every live match of the world’s most watched football league.



Braeuniger leaving

Amazon Australia’s Country Manager Rocco Braeuniger is leaving his role after two years in the job to take a senior international role in Europe. He will be replaced on October 1 by Matt Furlong, a director at Amazon’s North American operations.



Netflix on Foxtel

Netflix is now available on Foxtel’s iQ4 box. The move is the latest step in Foxtel’s continued aggregation of the best content and streaming services for customers to view on demand. Foxtel CEO Patrick Delany said: “We want our customers to have the best of TV and on demand in Australia all in one place... (and) I can’t think of a better streaming partner... than Netflix.”



UCB 2019

This year’s three-day UCB National Conference will be held from October 14 at Royal Pines Resort on the Gold Coast. Go to www.ucbstores.com.au/national-ucb-conference for all the registration details.



BELONG

MOBILE PLANS



UNLIMITED
DATA BANKING



UNLIMITED NATIONAL
CALLS & TEXT



FLEXIBLE MONTH
TO MONTH PLANS

1GB

\$10/MTH

10GB

\$25/MTH

30GB

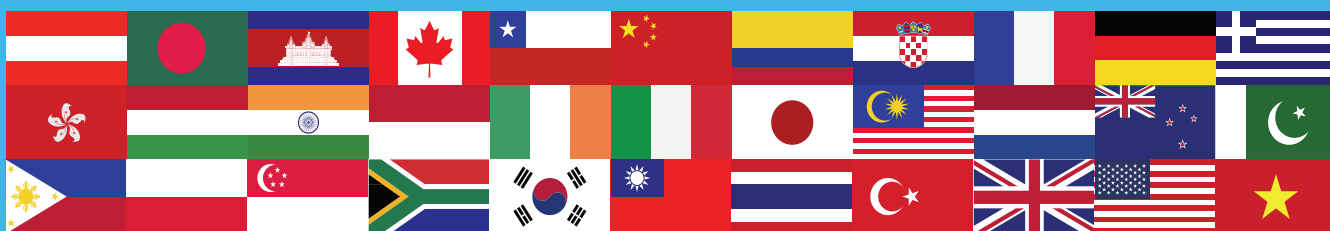
\$40/MTH

UNLIMITED INTERNATIONAL CALLS & TEXT

+\$5/MTH

+\$5/MTH

INCLUDED



For use in Australia. Must be over 18. Active account needed to keep banked data. Calls and text to standard landline and mobile numbers. International standard calls & text to 33 selected countries. For the full list of countries visit belong.com.au/mobile/plans

How to enable Belong starter kits with credit:

Belong Mobile SIM cards can be transacted through all epay physical terminals and webPOS accounts. Similar to gift cards, Belong Mobile SIM cards are enabled with credit at point of purchase which means retailers are not required to purchase the stock upfront. The transaction process differs by partner and below you will find details on how to order stock and process a Belong Mobile SIM.

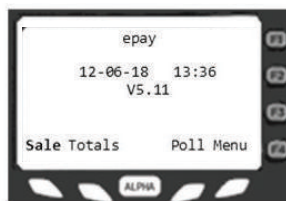
1. Physical epay terminal

Swipe the magnetic strip from the home screen on the epay terminal and follow the prompts.

Please note: You DO NOT need to select Belong prior to swiping screen to proceed.



Screen flow on the Terminal:



Swipe your Belong Card on the Home Screen



Press Yes (XX indicates denominations)



Press Yes when payment is approved (XX indicates denominations)

2. WebPOS

Login to WebPOS
Scan or swipe barcode or magnetic strip from the main menu (NOT the Belong menu)
Select denomination and follow the prompts on screen.



3. ClickPOS and BeaconPOS

ClickPOS and BeaconPOS also available.
Please contact your provider directly for more information.

Customer activation process:

Once the Belong starter kit has been enabled with credit with one of these options (Physical terminal, WebPOS, ClickPOS or BeaconPOS), the customer will need to activate the product through:

Website: www.belong.com.au

Mobile: Download on App Store (Apple) or Play Store (Google)

For more information and to order your Belong SIM cards please contact SimConnect on **1300 378 390**, Pacific Optics on **07 5631 1090** or epay direct on **1300 301 408**



SPRING INTO IT

Retailers should expect a spike in betting account expenditure in the coming months as the Spring sporting season kicks off. Find out how to maximise the moment with epay.

Spring is so much more than the key horse racing season, with a multitude of events on the sporting landscape for punters to have a flutter on. The Rugby World Cup 2019™ and the Finals Series in both the 2019 Toyota AFL Premiership and NRL Telstra Premiership all kick off in September. Then the most iconic motorsport event in Australia – the Supercheap Auto Bathurst 1000 – revs up in October while the Melbourne Cup Carnival starts in early November, culminating with the iconic Melbourne Cup on November 5.

With Cash Top Up, epay retailers have the fastest and easiest way for people to top up their sports betting accounts at their fingertips. Cash Top Up is already available in thousands of epay retailers across Australia where commission is earned on every dollar loaded.

As a Cash Top Up retailer, consumers are directed to your store via the Cash Top Up smart phone app's store location function while there is no stock to hold. It's a fast and easy way to diversify your revenue stream.

KEY PARTICIPANTS



TOP UP ALSO AVAILABLE VIA MOBILE APP

To maximise Cash Top Up sales ensure your epay barcode scanner is plugged into your epay terminal as many Cash Top Up customers will be topping up their account using the mobile app.

PROCESS FOR LOADING VIA THE TERMINAL

- 1 Customer presents their sports betting branded card for the magnetic stripe to swiped
- 2 Collect cash or card payment from the customer
- 3 Activate the card (by magstripe) as per your normal gift card loading process
- 4 The sports betting account is credited in real time so cardholder can immediately access their funds
- 5 Card activation receipt provided
- 6 Ensure customer takes receipt as proof the account has been successfully topped up
- 7 If a customer wants to top up more than what is printed on the card, simply repeat the sales process above

SPRING SPORTING CALENDAR

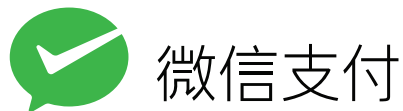
5 SEP	AFL Finals start
13 SEP	NRL Finals start
20 SEP	Rugby World Cup starts
28 SEP	AFL Final
6 OCT	NRL Final
13 OCT	Bathurst 1000
2 NOV	Rugby World Cup Final

SPRING RACING CALENDAR

14 SEP	Makybe Diva Stakes
5 OCT	Epsom Race Day
12 OCT	Caulfield Guineas
19 OCT	Caulfield Cup/The Everest
26 OCT	Cox Plate
2 NOV	Derby Day
5 NOV	Melbourne Cup
7 NOV	Oaks Day
9 NOV	Stakes Day

For more information, or to get Cash Top Up activated in your store, visit epayworldwide.com.au or call our customer service team on 1300 301 408





Powered by  epay



Alipay and WeChat Pay available now through epay

Boost your sales today!

Partner with epay today and capitalise on the booming alternative payments industry by accepting Alipay and WeChat Pay. 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

David Jones



DFS



Wirra Wirra Vineyards



Villa Romana



Our existing retailers



L'OCCITANE
EN PROVENCE

WHSmith

RED
VALENTINO



J. Farrow & Price
FINEST WATCHES AND JEWELLERY - SINCE 1942



Our partners

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

DAVID JONES

TOURISM
& EVENTS
Queensland

CATALINA
LOUNGE



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 and WeChat Pay in your stores. Call or email us now to get activated!

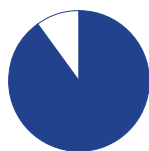
 1300 301 408  support@epayworldwide.com.au



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?

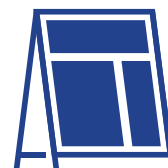
As the official Alipay and WeChat Pay partner to many key retailers in Australia, epay is here to take the hassle out of accepting alternative payments and to help boost your sales.



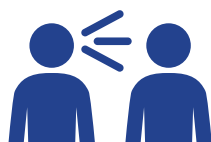
Instant authorisation and confirmation through your epay terminal



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 active? Here's what you need to do:

epay is here to help your brand or store on the Alipay and WeChat Pay apps. 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



"The sales have been impressive and it has become clear that people with Alipay and WeChat Pay accounts have begun seeking us out."



PAYING OFF

We had a chat with Transworld Enterprises' Managing Director Toby Bensimon about how a selection of the company's Shields jewellery stores are now accepting payments from Alipay and WeChat Pay.

Why did you start offering Alipay and WeChat Pay payments in store?

We saw an opportunity to offer customers an easy way to purchase with us via their phones. The app and payment gateway eliminates friction in-store and that concept at its core is what retail is all about these days. The marketing opportunities on the platform are exciting and give us access to people who might otherwise be looking elsewhere for jewellery.

How do you promote your business through the payments apps?

We placed ads as a first measure and

following the success of that have begun activating all of the options that the platform offers including encouraging others to share their purchases with us through their networks. We also offer exclusive deals on selected items on the platform.

How have you benefitted by having these alternative payments available in store?

The sales have been impressive and it has become clear that people with Alipay and WeChat Pay accounts have begun seeking

us out. This suggests that the sales are incremental so focusing on this growth seems healthy as we are certain that there is no cannibalisation of otherwise cash sales going on.

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

Not to other jewellers! Seriously though, yes. This is the future and everybody needs to get on board. Not getting on board really leaves you at a disadvantage in the digital age.



SHIELS



Toby Bensimon



About Shiels

Founded in 1945, Shiels is an innovative Australian jeweller with stores in South Australia, Queensland and Western Australia while shoppers can access the amazing range online. The company was sold by Jack Shiels to Albert Bensimon and his wife Nyra in 1977. From just one store in Adelaide, Shiels has now expanded to all the major shopping centres in metropolitan Adelaide, Perth and Brisbane, and has become a leading online jewellery retailer in Australia and beyond. In 2013, Toby Bensimon took over the reins as Managing Director and is committed to offering expertly crafted jewellery for the best price.



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

THE WORLD'S LARGEST MOBILE PAYMENT PLATFORM

NOW AVAILABLE IN QUEENSLAND

Queensland
AUSTRALIA
澳大利亚 昆士兰





Tourism and Events Queensland (TEQ) is aiming to position Queensland as the most payment friendly state in Australia for Chinese visitors and help increase awareness of these facilities to visitors and tourism operators.

China is the largest and most valuable inbound visitor market for Queensland. In the year ending December 2018, 502,000 Chinese visitors spent more than \$1.4 billion in Queensland, an all-time record and a 25.4 per cent increase from 2017.

As the inbound Chinese travel market shifts from group travel to independent travel, more opportunities are created for tourism operators to capture in-destination expenditure.

According to a recent consumer research by Nielsen, Outbound Chinese Tourism and Consumption Trends, 91 per cent of Chinese travellers indicated they would show greater willingness to spend and shop if overseas merchants accepted Chinese mobile payment.

In addition to the payment facilities offered by Alipay, the platform offers marketing opportunities for tourism operators to directly target Chinese visitors.

TEQ has run a series of Chinese Payment Expos to help the tourism industry understand the Chinese payment landscape and meet with payment providers such as epay to understand how their businesses can become payment ready and maximise the marketing opportunities on these channels.

For more information on the payment ecosystem visit teq.queensland.com/China or contact epay customer services to have Alipay in store.



Inbound Chinese Visitors to Queensland: Year Ending December 2018¹



502,000
TRIPS +2.9%



\$1.43B
+33.1%



25.4%
INCREASE FROM 2017

Data Source: Tourism Research Australia

Your epay customers are good to go with Linkt

Stay in the know - updates to training materials:

We've updated our training/ operations materials recently with refreshed information about Linkt—so that our customers have a simpler and easier payment experience.

Please familiarise yourself with the updated materials and let us know if you have any questions. None of the core processes have changed - customers still need to have a copy of their toll invoice or their account details on them to make a Linkt payment with you.

We provide tailored payment options for drivers, so whether they're dropping in to a store in Victoria, New South Wales or Queensland there's an option to suit their toll travel.

With epay, it's easy to process the following payments:

Victoria

- > Account top ups
- > Toll invoice payments
- > Pass purchases

New South Wales

- > Account top ups
- > Toll notice payments

Queensland

- > Account top ups
- > Toll invoice and Demand Notice payments
- > Pass purchases

To find out more about Linkt and to stay informed about our products and roads, visit linkt.com.au/tollretailers



Operated by
Transurban



We're here to help.

Customers can call us on **13 33 31**, 7am to 7pm, 7 days a week or visit **linkt.com.au**
With Linkt, travelling on toll roads has never been easier.

Have a technical question?

By processing toll road payments, you're helping customers get back on the road sooner. If you need technical assistance with processing epay payments, or to request training materials, call **1300 301 408** or email **support@epayworldwide.com.au**



it's better to be **Linkt**

ORDER OUR NEW POS MATERIAL TODAY!

BOOST YOUR SALES IN 3 EASY STEPS!

1

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

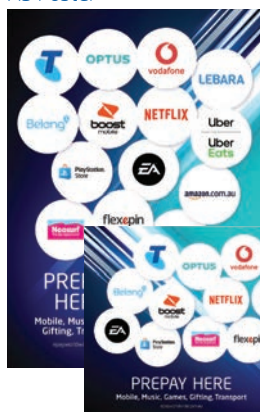
2

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

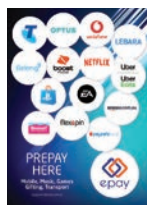
3

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

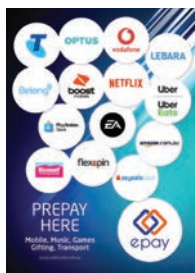


A4 Poster



A6 Wobbler

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



A4 Window Decal
(can be peeled off and moved)

External Flag
420mm x 680mm



ORDER YOUR NEW POS TODAY!

Our new POS material has landed. Order yours today and be among the first to display the new range.

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 new 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



A3 Counter Mat/Mouse Pad

SALES BOOSTER



Till Topper

EYE CATCHER!



A6 Wobbler

ATTENTION GRABBER



A4 Window Decal

ALL NEW!



A4 Poster

PRIDE OF PLACE



External Flag

STREET PRESENCE

Win with epay!



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



NEW PRODUCTS

PRODUCT NAME	TERMINAL NAME	BARCODE	RRP \$
JULY			
Xbox Live Gold 1M 2019 POSA AUS V2	Xbox LiveGold 1M v2	9337694056442	10.95
Xbox Live Gold 3M 2019 POSA AUS V2	Xbox LiveGold 3M v2	9337694056459	29.95
Xbox Live Gold 12M 2019 POSA AUS V2	Xbox LiveGold 12M v2	9337694056466	79.95
SONY PSN PLUS 3M \$33.95 2019 POSA AU	Sony PSN 3M \$33.95	9337694056107	33.95
SONY PSN PLUS 12M \$79.95 2019 POSA AU	Sony PSN 12M \$79.95	9337694056114	79.95
SONY WALLET TOP UP \$30 2019 POSA AU	Wllt TopUp \$30 2019	9337694056121	30
SONY WALLET TOP UP \$50 2019 POSA AU	Wllt TopUp \$50 2019	9337694056138	50
App Store & iTunes \$20 AUS POSA	App & iTunes \$20	5450537007112	20
App Store & iTunes \$30 AUS POSA	App & iTunes \$30	5450537007129	30
App Store & iTunes \$50 AUS POSA	App & iTunes \$50	5450537007136	50
App Store & iTunes \$100 AUS POSA	App & iTunes \$100	5450537007143	100
Stan \$30 v4 POSA AUS	Stan \$30 v4	9337694057487	30
Stan \$50 v4 POSA AUS	Stan \$50 v4	9337694057494	50
Optus Loop Live \$35	Optus Loop \$35	9317494100804	35
Optus Loop Live \$70	Optus Loop \$70	9317494100811	70
Optus Loop Live \$105	Optus Loop \$105	9317494100828	105
Optus Loop Live \$140	Optus Loop \$140	9317494100835	140
Optus Loop Live \$175	Optus Loop \$175	9317494100842	175
AUGUST			
Xbox Game Pass 3M POSA AUS	Game Pass 3M	9337694057562	32.85
Sony Wallet Top up \$15 POSA AUS	Wallet TopUp \$15	9337694057593	15
SEPTEMBER			
BOOST PREPAID 2018 SIM KIT 10AUD	BOOST \$10 SIM	76750293757	10
BOOST PREPAID 2018 SIM KIT 30AUD	BOOST \$30 SIM	76750293788	30
BOOST PREPAID 2018 SIM KIT 40AUD	BOOST \$40 SIM	76750293795	40
BOOST PREPAID 2018 SIM KIT 50AUD	BOOST \$50 SIM	76750293801	50
BOOST PREPAID 2019 SIM KIT 200AUD	BOOST \$200 SIM	76750313110	200
BOOST PREPAID 2019 SIM KIT 100AUD	BOOST \$100 SIM	76750318689	100
BOOST PREPAID 2019 SIM KIT 150AUD	BOOST \$150 SIM	76750318702	150
BOOST PREPAID 2019 SIM KIT 300AUD	BOOST \$300 SIM	76750319150	300
TELSTRA PREPAID 2018 SIM KIT 10AUD	TELSTRA \$10 SIM	76750293818	10
TELSTRA PREPAID 2018 SIM KIT 40AUD	TELSTRA \$40 SIM	76750293856	40
TELSTRA PREPAID 2018 SIM KIT 50AUD	TELSTRA \$50 SIM	76750293863	50
TELSTRA PREPAID 2019 SIM KIT 150AUD	TELSTRA \$150 SIM	76750312922	150



DISCOUNTED STANDS

Back by popular demand, our range of stands are available to our ePayWorld readers at a discounted rate until 1st November 2019.

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 new POS materials, put them up in store and send photos of the display to 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

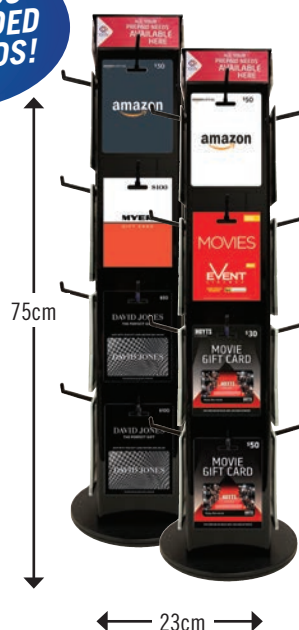
WAS \$198 + GST
NOW \$99 + GST



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

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.



**IT IS YOUR
RESPONSIBILITY TO
ENSURE THAT ALL
STAFF ARE AWARE
OF FRAUD**

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.



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



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 REPORT

- ▶ 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

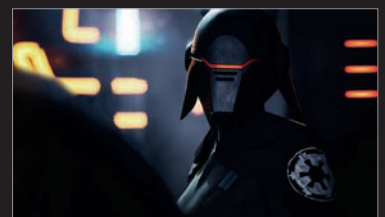
This online tool allows you to log on and view sales data for current or past weeks. Sales reports also provide better visibility into sales, including sale time and transactional details. Request your Extranet account today by following these simple steps:

- ▶ Call epay Customer Service on 1300 301 408 and request an Extranet Account.
- ▶ Email extranet@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
Then, select the Retailer Tab and then Extranet Reporting and then you can simply follow the prompts.



STAR WARS JEDI FALLEN ORDER \$99.95 on Xbox One

As Jedi Padawan, you are on a quest to rebuild the Jedi Order. You must pick up the pieces of your shattered past to complete your training, develop new powerful Force abilities and master the art of the iconic light sabre, all while staying one step ahead of the Empire and its deadly Inquisitors. Released November 15 2019.



XBOX – WHAT'S HOT

MADDEN 20 \$99.95 on Xbox One



The iconic American football game is back with the most intricate personalised content in franchise history. Released August 2 2019.

GEARS 5 \$99.95 on Xbox One



From one of gaming's most acclaimed sagas, Gears returns with five thrilling modes and the most developed campaign yet. Released September 10 2019.

XBOX LIVE GOLD MEMBERSHIP

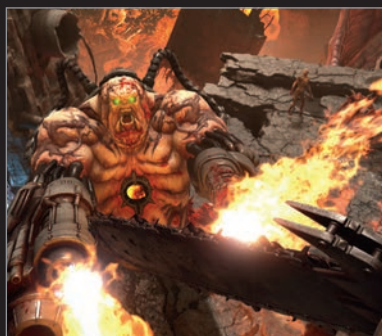
Xbox users can connect and play with friends around the world, access game add-ons, full game downloads and exclusive discounts. Plus get early access to some of the best new content.

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



PLAYSTATION – WHAT'S HOT

DOOM ETERNAL \$99.95 on PlayStation 4



Veteran developer id Software return with the latest incarnation of one of gaming's longest-standing and best-loved shooter franchises, DOOM. Release date is TBC.

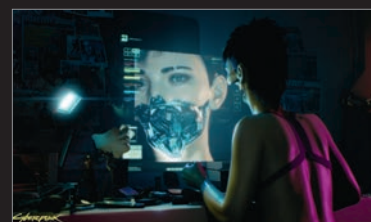
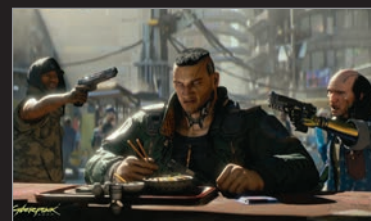
GODS & MONSTERS \$99.95 on PlayStation 4



Open the pages of a storybook action adventure from the creators of Assassin's Creed Odyssey and step into the shoes of Fenyx. Release date is February 25 2020.

CYBERPUNK 2077 \$99.95 on PlayStation 4

Cyberpunk 2077 is set in Night City, a megalopolis obsessed with power, glamour and body modification where you play as V – a mercenary outlaw going after a one-of-a-kind implant that is the key to immortality. Released April 16 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



Gift cards for every occasion



Redeem for over 125 million items and growing at **amazon.com.au**

Vendor Benefits: Global brand, drive foot traffic,
new revenue stream, only pay for what you sell!

UPCOMING HOLIDAY
DATES FOR
2019



FATHER'S DAY
1st September



BLACK FRIDAY
29th November



CHRISTMAS DAY
25th December

amazon.com.au



Amazon gift cards are now available through epay retailers. For more information or to order Amazon gift cards, contact epay on **1300 301 408** or **support@epayworldwide.com.au**