



ePayworld

SUMMER 2019

HAPPY HOLIDAYS

Make it a very merry Christmas with
ePay's gift card range

ALSO INSIDE

XMAS GIFT GUIDE

The must-buys these holidays

2019 UCB AWARDS

ePay wins big!

Connecting Brands  Consumers



Bonus fitness watch. Your gift for summer.

When you purchase a selected Prepaid handset
and spend \$30+ on first recharge.

OPTUS

Activate and recharge by 2/2/20. Redeem gift code by 31/3/20.

Bonus Y8 Fitness Watch: Valued at \$79. Available to new customers who purchase an OPPO AX5s, Optus X Vista, Optus X Wave, Optus X Power 2, Optus X View or \$99 4G WiFi modem (50GB). Activate included SIM and spend \$30 or more on first recharge by 2/2/20. Optus will send a unique code via SMS within 72 hours of recharging. Redeem with code online at optus.com.au/prepaidpromotions by 31/3/20. Limit one gift per customer. Excludes handset upgrades and SIM swaps.

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Welcome



Season's Greetings everyone and welcome to the last epayWorld magazine for 2019. I have to say that this year has absolutely flown by, so as we turn our attention to the festivities on the horizon, please take the time to show your love and appreciation with your family and friends.

As is often the case at this time of year, it has been a busy few months since we last spoke in the Spring edition. We are delighted to receive the award for Trade Partner of the Year – Communications category for 2019 at the recent UCB Trade Partner Awards Night. The awards ceremony was held on the same night as the UCB Gala Dinner which concluded the UCB National Conference 2019 held at the Royal Pines Resort on the Gold Coast. Head to page 18 for more information and to see images from the awards night and conference.

As we approach Christmas, selling gift cards should be a retailers' high focus as your customers will be actively looking to purchase gifts for family and friends in large numbers. A phenomenal statistic at Christmas time shows almost half of all adult Australians will purchase at least one gift card to pop under the tree. This represents a massive opportunity for retailers and epay's range of gift cards has something for everyone this festive season.

Head to our gift card feature on page 16 to see which products are a must-stock item. Please get your orders in as early as possible to ensure you maximise gift card sales in the coming weeks.

“Over 6.7 million Australians, or 32.6 per cent of us, now use a prepaid mobile phone and that number increased by 400,000 over the last year. This is due to fierce competition between telcos, meaning customers are getting more for less and the young are taking to prepaid en masse.”

In our industry insight feature on page 8 we take a look at the prepaid telecommunications sector, weigh up the benefits of point of sale activated SIMs and compare some of the top prepaid telco products on the market.

Over 6.7 million Australians, or 32.6 per cent of us, now use a prepaid mobile phone and that number increased by 400,000 over the last year. This is due to fierce competition between telcos, meaning customers are getting more for less and the young are taking to prepaid en masse.

This bodes well for epay retailers as you have a wide range of prepaid telco products to promote to your customers along with our point of sale material to help boost in-store awareness.

In this edition we also continue our focus on the continued uptake of our retailers offering our alternative payments services, Alipay and WeChat Pay. We spotlight a number of top-end stores that are now offering these services to their customers.

On page 24 we visit L'Occitane, Tiger Lily, Muji and Guylian in Sydney to showcase how Alipay and WeChat Pay are now available in these high profile stores. We also head to Priceline Pharmacy Town Hall on page 26 – another Sydney epay retailer reaping the rewards of offering alternative payments.

It's also great to see that Priceline Pharmacy Town Hall has been awarded the Alipay Customer Experience Champion Store of the Year 2019 award at the recent Alibaba E-Commerce Expo 2019 and you can read all about it on page 12.

Happy holiday trading everyone and we look forward to seeing you again in the New Year.

Kind regards,
Matt Blayney
Country Manager



Connecting Brands  Consumers

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The new Xbox and PlayStation titles on the market

Gift cards for Christmas



An **Amazon.com.au** gift card is the perfect Christmas present for that hard to buy-for someone. With 125MM items and growing, across toys, books, home and electronics, there's sure to be something they want.

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**

GIFT GUIDE

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



Amazon Echo Studio

You've never heard an Echo like this before. Echo Studio creates an immersive, high fidelity soundscape, wrapping you in studio-quality sound from every direction. Just ask Alexa to play a song, artist or genre and hear new details revealed in your favourite music. Plus use your voice to check the weather, set alarms and control compatible smart home devices.

amazon.com.au

Get the Amazon Echo Studio 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



Plantronics Backbeat Pro 5100

Whether you're immersing yourself in music or taking that important call, you'll enjoy the deep, rich sound from the tiny, lightweight Plantronics Backbeat Pro true wireless earbuds. They deliver up to seven hours of listening and four hours of talk time plus the pocket-sized charging case offers up to 13 extra hours of listening time.

plantronics.com

AVAILABLE AT

JB Hi-Fi

Get the Plantronics Backbeats or the Ultimate Ears Wonderboom 2 with the JB Hi-Fi gift card, or thousands of other gifts in store or online.

Available in amounts of:

\$50/\$100



Ultimate Ears Wonderboom 2

This is a super portable speaker that rocks a surprisingly big sound anywhere. With 13 hours of battery life, it has a special boost button for outside listening, it floats and is waterproof and dustproof. You can also wirelessly pair two Wonderboom 2 speakers to double the sound or enjoy music in true stereo sound.

Xbox One X Console Bundle

Start your engines this Christmas with two of the best racing games – Forza Horizon 4 and Lego Speed Champions – on the Xbox One X Console all available in a special bundle. 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

**Xbox gift cards**

Spend hours playing Forza Horizon 4 or Lego Speed Champions 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 Book 2 15" 1TB**

The new Surface Book 2 is a versatile laptop, powerful tablet and portable studio all in one. It's the fastest Surface Book yet, with double the power of previous models and comes with up to 17 hours of battery life and a 15-inch 'Vibrant PixelSense' display.

microsoft.com

**Microsoft Office 365**

Make the Microsoft Surface Book 2 15" 1TB even better with the Office 365 Home software download available through epay electronics retailers. And just in time for Christmas, buyers get three month extensions on subscriptions when a 12 month license is purchased.

**PS4 Pro Death Stranding Limited Edition Console**

The Pro Death Stranding Limited Edition bundle includes a custom 1TB PS4 Pro system and a custom Dualshock 4 wireless controller inspired by the game, and the Death Stranding game on Blu-ray Disc. Death Stranding comes from the legendary game creator Hideo Kojima.

playstation.com

**PlayStation Plus Membership**

Spend hours playing Death Stranding on your PS4 Pro Death Stranding Limited Edition Console when you buy it with a gift card from a participating store.

Gift cards available:
\$15, \$30 and \$50 plus 3 and 12 month subscriptions



DIALLING IN

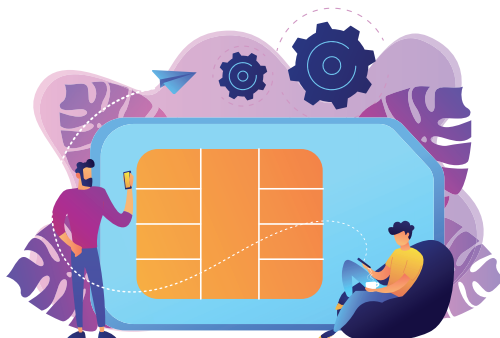
Competition in the Australian prepaid industry is continuing to benefit consumers – who are now receiving more for less than they ever have before. Here we take a look at some of the key numbers in the prepaid market, discuss the benefits of point of sale activated SIMs and compare some of the top products on the market.



71% ↓

The market share of the big providers like Telstra, Optus and Vodafone has dropped. It was almost 80% in 2014

OVER 6.7 MILLION AUSTRALIANS, OR 32.6 PER CENT OF US, NOW HAVE A PREPAID MOBILE PHONE



29.4% ↑

The number of customers using a smaller provider like Amaysim, Belong, Boost, Lycamobile and Lebara is rising



100% ↑

The combined market share is greater than 100% because several consumers have multiple mobile phones



400,000 ↑

The prepaid mobile phone market in Australia has increased by over 400,000 in the last year up from under 6.3 million



6.1% ↓

Prepaid prices have decreased dramatically



Many Asian millennials are attracted to international prepaid brands



Young prepaid users are on the lookout for an even better deal



44% ↑

Prepaid data allowances have skyrocketed

THE BENEFITS OF SIM POSA

FOR THE CONSUMER



No lock-in contracts



No credit checks



Keep your same number

FOR THE RETAILER



Value loaded on SIM at POS



No stock required



Chance to upsell

TELSTRA



10GB + 10GB free on first 3 recharges

Unlimited calls & texts to standard numbers

Unlimited calls & texts to 20 selected countries

28 days expiry

Carry over your unused data



10GB + 10GB free on first 3 recharges


Unlimited calls & texts to standard numbers

Unlimited calls & texts to 20 selected countries

28 days expiry

Carry over your unused data

BELONG




1GB

Unlimited calls & texts to standard numbers

+ \$5 for unlimited calls & texts to 20 selected countries

28 days expiry

Carry over your unused data



30GB

Unlimited calls & texts to standard numbers

Unlimited calls & texts to 25 selected countries

28 days expiry

Carry over your unused data

BOOST MOBILE



3GB

Unlimited calls & texts to standard numbers

Unlimited calls & texts to 20 selected countries

7 days expiry

Stream Apple Music for free



30GB + 15GB free on first 3 recharges

Unlimited calls & texts to standard numbers

Unlimited calls & texts to 25 selected countries

28 days expiry

Stream Apple Music for free

OPTUS



5GB

Up to 100 minutes of calls & unlimited texts to standard numbers

No international calls or texts

5 days expiry

Carry over your unused data



20GB + 25GB free on first 3 recharges

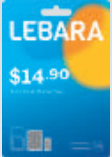
Unlimited calls & texts to standard numbers

Unlimited calls & texts to 15 selected countries

28 days expiry

Up to 10GB free streaming data for Netflix & Stan

LEBARA




3GB

Unlimited calls & texts to standard numbers

\$3 credit for calls or texts to selected countries

30 days expiry

Carry over your unused data



24GB


Unlimited calls & texts to standard numbers

\$5 credit for calls & unlimited text to 60 selected countries

30 days expiry

Data gift up to 10GB per month

LYCAMOBILE



1GB

Unlimited calls & texts to standard numbers

No international calls or texts

28 days expiry

Unlimited Lyca-to-Lyca calls & texts in Australia



45GB special offer

Unlimited calls & texts to standard numbers

Unlimited calls & texts to 15 selected countries

28 days expiry

10 international minutes to 10 different countries

Sign up to Prepaid and get 50% margin

on selected SIM packs



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 50% margin on selected SIM packs when you order up to five on signing up to a Retailer Agreement with Optus.

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

OPTUS

Offer ends 28/2/20

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. YESR0947 AWO210373 (11/19)

WHAT'S HOT

Get stocking these items to make the most of Christmas sales.



Ultimate Gift Cards

Make every occasion memorable with the range of Ultimate Gift Cards. From Ultimate Kids Gift Card – which can be spent in stores like Toy World and Cotton:On Kids – to Ultimate Gift Card for Home – redeemable at the likes of Freedom or The Good Guys – there is an Ultimate Gift Card perfect for everyone.

Adobe Elements

Ensure all of your videos and photos this Christmas are edited to perfection with the Adobe Elements range available with epay. These products make it easier than ever to automatically improve your keepsakes while they are very user-friendly for someone wanting to manually upgrade their files.

Microsoft Office 365

The popular Office products from Windows are even better in time for Christmas with a three month extension on subscriptions when a 12 month license is purchased. For business or personal use, on both PC and Mac, these are the tried and tested benchmark when it comes to computer needs.





BP DEALER & REGIONAL CONFERENCE 2019

epay key account manager Philip King joined thousands of other delegates at the BP Dealer & Regional Conference 2019 from September 9 – 13 in Singapore. Hosted at The Ritz-Carlton Hotel, epay was able to engage with BP customers and partners from across Australia, all in the one place. Organised events included a 'Dealing Zone' lunch where there were opportunities to solidify relationships with key decision-makers plus multiple plenary sessions and a grand gala dinner at the Clifford Pier in the Fullerton Bay Hotel.

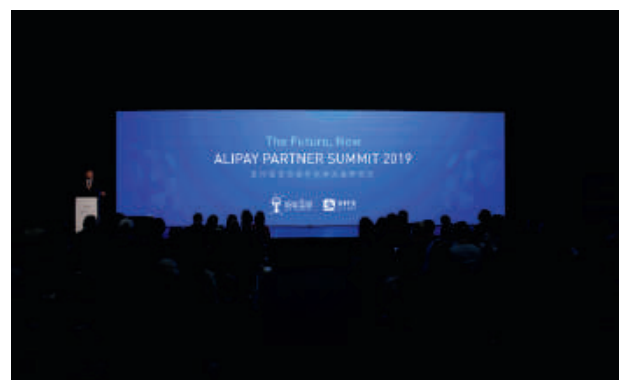




Alibaba's Maggie Zhou with Priceline Pharmacy Town Hall's Mouhammad Neouchi. Priceline Pharmacy Town Hall won the Alipay Customer Experience Champion Store of the Year 2019 award at the Expo

ALIBABA E-COMMERCE EXPO 2019

The fifth Alibaba E-Commerce Expo was held in Sydney from August 30 – 31 at the International Convention Centre in Darling Harbour. Over the course of the two-day event, close to 150 exhibitors and over 13000 industry professionals convened to explore the trends and opportunities the Alibaba ecosystem brings to the Australian and New Zealand market. At the Expo, Priceline Pharmacy Town Hall won the Alipay Customer Experience Champion Store of the Year 2019 award. Head to page 26 to find out how Priceline Pharmacy Town Hall has made the most of Alipay and WeChat Pay in their store and what they plan to do to carry on maximising its impact in the future.



Sony's PlayStation 5 will launch late next year

The next PlayStation console will be on shelves in time for Christmas 2020, will be called the PS5 and will feature an all-new controller, Sony has announced.

In a statement on their blog, Sony Interactive Entertainment president Jim Ryan said the next generation console would be released “in time for holidays 2020”, or in other words, just before Christmas. Incidentally, the next Xbox, codenamed Scarlett, is also likely to be released then as well.

Ryan's statement was short on detail, except for new information about the controller that will be boxed with the PS5.

“One of our goals with the next generation is to deepen the feeling of immersion when you play games, and we had the opportunity with our new controller to reimagine how the sense of touch can add to that immersion,” Ryan said.

“We're replacing the ‘rumble’ technology with haptics, where you get a broader range of feedback. And another innovation will empower developers to program the resistance in the controller triggers so gamers can feel the tactile sensation of, for example, drawing a bow and arrow.”



Sony Foundation raises \$1.52 million for cancer

The Sony Foundation united 1000 industry heavyweights including epay Country Manager Matt Blayney in October at the Wharf4Ward event to raise a record \$1.52 million to provide relief for regional cancer patients.

The funds, that epay contributed to, will create a fifth ‘You Can’ youth cancer centre for 15-to-25-year-olds, that will also provide accommodation for regional cancer patients and their families at no cost to them.

Known as Sydney's longest lunch, Wharf4Ward treated guests to performances by Sony Music artists Tones and I, Jessica Mauboy and more and was hosted by the likes of Shane Warne and Larry Emdur.

Sony Foundation Ambassadors and celebrity guests included Johnathan Thurston, Natarsha Belling and Richard Reid.

CEO of Sony Foundation Sophie Ryan said: “12 months ago we saw a gap in services to support regional youth cancer patients and since then we have established a national fertility service and with this \$1.52 million we will be able to provide another You Can centre and free accommodation in the city for these families to relieve some of this burden.” To learn more about Sony Foundation or to donate, please visit sonyfoundation.org.





Queensland boosting income from China with Alipay partnership

Queensland's inbound tourism industry has been boosted by a major partnership with the world's largest online payment platform Alipay.

Alipay has named Tourism and Events Queensland (TEQ) as its 'Partner of the Year' in the Australia-New Zealand region.

Deputy Premier Jackie Trad said the partnership would help Queensland become the most payment friendly Australian State for Chinese visitors.

"This announcement is great recognition of the successful relationship we've established with Alipay," the Deputy Premier said.

"In that time, 436 Queensland businesses have become Chinese payment ready, meaning they're better equipped to engage with Chinese travellers and grow expenditure from our biggest international market, with 489,000 Chinese travellers spending \$1.6 billion in the year ending March 2019."

Alipay's Country Manager in Australia and New Zealand George Lawson said the partnership will enhance Queensland's retail and tourism offering to Chinese visitors.

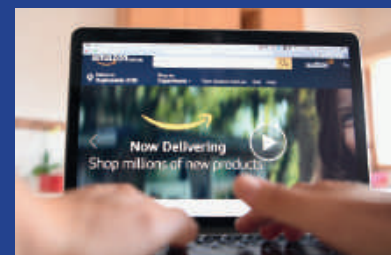
"Queensland is an appealing holiday destination and this program will provide Chinese visitors an opportunity to use their payment method of choice," Mr Lawson said.

"Queensland is an appealing holiday destination and this will provide Chinese visitors an opportunity to use their payment method of choice."



Alipay's George Lawson

IN BRIEF



AMAZON SALES TO BOOM

Investment research company Morningstar has forecast Amazon Australia's sales to boom over the next decade, reaching a total of \$23 billion by 2029 as the tech giant increases its product range, lowers prices and speeds up its shipping times.



ATE20 MELBOURNE

Organised by Tourism Australia in partnership with Visit Victoria, the Australian Tourism Exchange ATE20 will take place at the Melbourne Convention and Exhibition Centre from May 10-14 next year. Visit events.tourism.australia.com.



SPORTSBET, BETEASY MERGE

The owners of Australian wagering groups SportsBet and BetEasy are merging to become the world's largest online betting company. Ireland's Flutter Entertainment, which owns Sportsbet, will merge with Canada's Stars Group – owners of BetEasy.

CHRISTMAS ESSENTIALS

Three of epay's key gift card categories – gaming, streaming and shopping – will be at the top of many shopper's lists this Christmas. To capitalise on gift card purchases over the coming weeks, take a look at the products you should order from us today.



GAMING

The standout category this Christmas will be epay's gaming products from PlayStation, Xbox and EA Origin as people buy a gift they know will be well received. They will be the perfect present for both young and old as these gaming gift cards come in denominations to suit all budgets. The gift cards enable the user to purchase games, access exclusive content and take advantage of special offers.



PlayStation

Just in time for Christmas, PlayStation has introduced the all-new \$15 wallet top-up gift card to complement their range of other gift card denominations. Also make sure you stock the PlayStation Plus cards which enable access to online specials and exclusive free games.

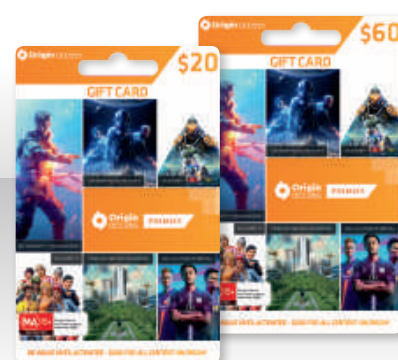
Gift cards available: \$15, \$30 & \$50 & PlayStation Plus 3 and 12 month memberships



Xbox

Call us today to order the Xbox Game Pass Ultimate gift cards in both one and three month memberships. These products include all the benefits of Xbox Live Gold plus over 100 console and PC games. Also stock the Xbox range of gift cards in various denominations.

Gift cards available: \$15, \$25, \$50 & \$100 & Xbox Game Pass 1 and 3 month memberships



EA Origin

Grab yourself a stack of EA Origin Access Premier gift cards and take advantage of the booming interest in their stable of games – including FIFA 20. They come in three different denominations and allow users to add funds to their subscriptions where they access games and exclusive content.

Gift cards available: \$20, \$60 & \$130



STREAMING

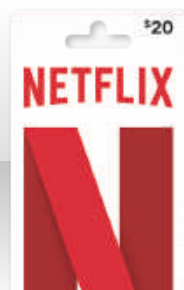
Another epay category sure to be a hit this Christmas is our range of streaming service gift cards from Stan, Netflix and Google Play. Watching a great movie at Christmas is a massive tradition so when people see these gift cards in your store they'll know they've found the perfect present.



Stan

Stan is making big moves on the Australian subscription video on demand landscape and now accounts for over 30 per cent of all users. The big hits on Stan this Christmas will be the likes of Godfather of Harlem, Looking for Alaska and Russell Crowe's The Loudest Voice.

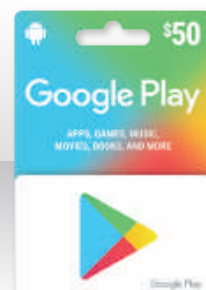
Gift cards available: \$30 & \$50



Netflix

These could be the most popular gift cards purchased this Christmas as almost three quarters of Australian streaming subscribers have an account. Must watch shows these holidays will be the new series of The Crown, Stranger Things, Unbelievable and so much more.

Gift cards available: \$20, \$30 & \$50



Google Play

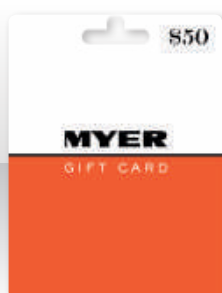
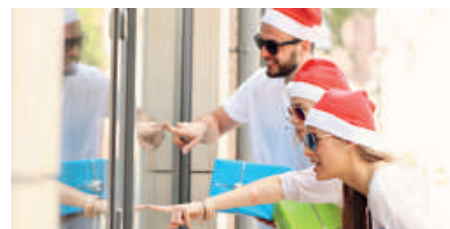
With so many Google users you simply can't go wrong by having Google Play gift cards in your store. Users can purchase movies and TV shows from a vast library including Toy Story 4 and Riverdale while they can also be used to access Google Play's music streaming service.

Gift cards available: \$20, \$30 & \$50



SHOPPING

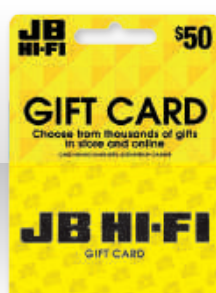
Our range of shopping gift cards will be extremely popular this Christmas, because let's face it, who doesn't want to shop for themselves after buying so many gifts for others? Whether shoppers want to access Myer's Boxing Day sale or great gift ideas in JB Hi-Fi or online with Amazon, epay has the products people want.



Myer

With such a diverse range of products in store and online a gift card from Myer will be the perfect present for anyone this Christmas. And best of all the recipient will be in the prime position to benefit from the amazing deals on offer at Myer's Boxing Dale sale.

Gift cards available: \$50 & \$100



JB Hi-Fi

From games, to movies, to music and everything you need to play them on, JB Hi-Fi is the place everybody can find something they love – both online and in store. A gift card from JB Hi-Fi takes the hassle out of what to buy your loved ones and lets them choose for themselves.

Gift cards available: \$50 & \$100



Amazon

A gift card from Amazon delivers a world of possibilities so ensure you have plenty of these available in store at Christmas. Whether people are looking for the latest technology or household items, there is something for everyone amongst the millions of products available on Amazon.com.au.

Gift cards available: \$30, \$50 & \$100 & a variable denomination from \$30 to \$500

CONFERENCE SPOTLIGHT





UCB NATIONAL CONFERENCE 2019

epay has won big at the 2019 UCB Trade Partner Awards ceremony, winning the Trade Partner of the Year – Communications category over several big name finalists. The awards ceremony was held on the same night as the UCB Gala Dinner which concluded the UCB National Conference 2019 held at the Royal Pines Resort on the Gold Coast from October 14 – 16.



BELONG

MOBILE PLANS



UNLIMITED
DATA BANKING



UNLIMITED NATIONAL
CALLS & TEXT



FLEXIBLE MONTH
TO MONTH PLANS

1GB

\$10/MTH

10GB

\$25/MTH

40GB

\$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

BELONG

40GB MOBILE PLAN

\$40/MTH



UNLIMITED
DATA BANKING



UNLIMITED NATIONAL
CALLS & TEXT



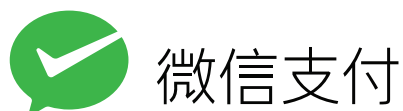
INTERNATIONAL
CALLS & TEXT



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 calls & text to 33 selected countries: Austria, Bangladesh, Cambodia, Canada, Chile, China, Colombia, Croatia, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Italy, Japan, Malaysia, Netherlands, New Zealand, Pakistan, Philippines, Poland, Singapore, South Africa, South Korea, Taiwan, Thailand, Turkey, United Kingdom, USA, Vietnam

To order additional stock please contact SimConnect
National **1300 378 390** or Pacific Optics **07 5631 1090**





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



Farren Price
FINEST WATCHES AND JEWELLERY - SINCE 1962



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

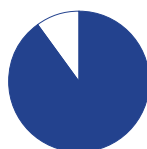
EPAY AUSTRALIA PTY LTD ABN: 71 093 566 057 ACN: 93566057



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 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

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PAYING OFF

A number of top-end shopping destinations in Sydney are now offering alternative payments like Alipay and WeChat Pay in store. We paid a few of them a visit and asked them why they were delivering these services via epay.

MUJI

"A large amount of our customers are tech-savvy as they use both Alipay and WeChat Pay on a daily basis. It is important that MUJI keeps up with our customers and engage with them constantly. We have also received great feedback from customers, mentioning that MUJI has definitely enhanced their shopping experience by incorporating the two new payment modes in our stores," Ashley Wong – MUJI Australia PR Coordinator.

About MUJI: MUJI, originally founded in Japan in 1980, offers a wide variety of good quality products, including household goods, apparel and food. Mujirushi Ryohin, MUJI in Japanese, translates as no-brand quality goods.



Guylian

"We decided to offer Alipay payments in store as we believe this is a great channel to raise awareness about the brand and products," Victoria Dao – Guylian store manager.

About Guylian: Famous chocolatier Guylian established itself as a premium brand with international recognition by offering high-quality chocolate creations for gifting, sharing and self-indulgence. It is most well-known for its seashell-shaped chocolates.



L'Occitane

"It has been a pleasure utilising Alipay and WeChat Pay in store. The payment methods are fast and convenient and this channel also helps us to reach a wider consumer market," Lily Zeng – L'Occitane Australia Pty Ltd Marketing Assistant.

About L'Occitane: Born in France in 1976, its philosophy has always remained the same – nature matters, people matter. Utilising high-quality, traceable and natural ingredients for the face and body that are as good for the planet as they are for the skin.



Tigerlily

"We decided to accept Alipay so we could reward our Alipay customers with exclusive offers," Lauren Loughnan – Tigerlily Marketing Manager.

About Tigerlily: Tigerlily is an Australian brand that offers the complete holiday wardrobe including clothing, swimwear, jewellery and accessories designed with artistry for the adventure-seeker who lives for fun and freedom.

STORE OF THE YEAR

We spoke with Priceline Pharmacy Town Hall's Pharmacist Manager Mouhammad Neouchi following their recent win of a key award at the Alibaba E-Commerce Expo 2019.



Priceline Pharmacy Town Hall in Sydney is the Alipay Customer Experience Champion Store of the Year for 2019 after they won the honour at the Alibaba E-Commerce Expo in October.

Priceline Pharmacy Town Hall Manager Mouhammad Neouchi was there to accept the award and he spoke with epayWorld magazine about why they won, how epay facilitates the relationship with Alipay and how they intend to maintain the success they've had with alternative payment methods.

Why do you think your store won this award?

I believe it's because we actively participate in Alipay campaigns during Chinese holidays like Golden Week and Chinese New Year. We also use our relationships with top brands to develop and deliver very attractive and effective campaigns. We would advise our peers to be creative, work closely with great brand partners and be bold in marketing – it will deliver results.

How does epay help with the Alipay process?

epay have been phenomenal in ensuring we are utilising Alipay to its fullest potential. They've helped us be aware and plan for upcoming Alipay events, develop ideas for coupons, maintain our store on the Alipay app and have ensured our campaigns have excellent visibility to our target customers. epay are very easy to work with, are prompt and efficient and are everything we would ask for in a service provider.

What will you do in the future to further capitalise on sales via Alipay?

We have much planned to finish 2019 off with a bang and make 2020 our best year yet. We will continue to experiment with different types of promotions and work with current and new brand partners to ensure we are offering exciting and innovative promotions to the benefit of our partners, our store and our customers.



Alibaba's Maggie Zhou with Priceline Pharmacy Town Hall's Mouhammad Neouchi. Priceline Pharmacy Town Hall won the Alipay Customer Experience Champion Store of the Year 2019 award at the Expo





Priceline Pharmacy Town Hall are constantly offering discounts via the Alipay app to draw people to their store

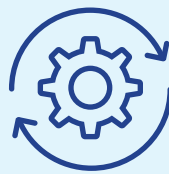


What will epay do for you?

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.



A dedicated team
We'll provide ongoing training and 24/7 customer service



Professional marketing service
We'll set you up, manage promotions, offer campaign consultation and provide opportunities to participate in shopping events to boost your sales



Full solution provider
Connect via epay terminals, bank terminals or integration, settle in AUD and receive free POS materials

Contact epay today!

☎ 1300 301 408 ✉ marketing@epayworldwide.com.au

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

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ORDER OUR 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

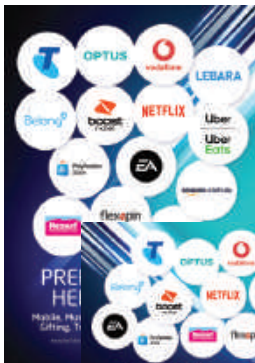
2

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

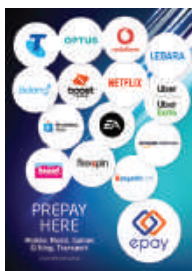


A4 Poster



A6 Wobbler

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



External Flag
420mm x 680mm



A4 Window Decal
(can be peeled off and moved)

ORDER YOUR 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



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 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 \$
OCTOBER			
GOOGLE PLAY			
BH Google Play V3 5YR EXP \$20	Google Play \$20	07675032142	\$20
BH Google Play V3 5YR EXP \$30	Google Play \$30	07675032143	\$30
BH Google Play V3 5YR EXP \$50	Google Play \$50	07675032141	\$50
EVENT CINEMAS			
BH Event Cinemas V3 3YR EXP \$30	Event Cinemas \$30	07575038456	\$30
BH Event Cinemas V3 3YR EXP \$50	Event Cinemas \$50	07675038457	\$50
BH Event Cinemas V3 3YR EXP \$100	Event Cinemas \$100	07675038458	\$100
VILLAGE CINEMAS			
BH Village Cinemas V3 3YR EXP \$30	Village Cinemas \$30	07675038363	\$30
BH Village Cinemas V3 3YR EXP \$50	Village Cinemas \$50	07675038364	\$50
BH Village Cinemas V3 3YR EXP \$100	Village Cinemas \$100	07675038365	\$100
Vodafone Pacific Fiji			
Vodafone Fiji Pacific Top Up \$10 VF	Fiji Top Up \$10	9337694068872	\$10
Vodafone Fiji Pacific Top Up \$20 VF	Fiji Top Up \$20	9337694068889	\$20
Vodafone Fiji Pacific Top Up \$30 VF	Fiji Top Up \$30	9337694068896	\$30
SEPTEMBER			
RESTAURANT CHOICE			
BH Restaurant Choice \$50 POSA	Rest Choice \$50	07675027923	\$50
BH Restaurant Choice \$100 POSA	Rest Choice \$100	07675027919	\$100
SPA FINDER			
BH Spa Finder \$50 POSA	Spa Finder \$50	07675027931	\$50
BH Spa Finder \$100 POSA	Spa Finder \$100	07675027932	\$100
OPTUS			
Optus \$30 Traveller SIM POSA AUS	Optus Traveller \$30	076750393167	\$30



DISCOUNTED STANDS

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

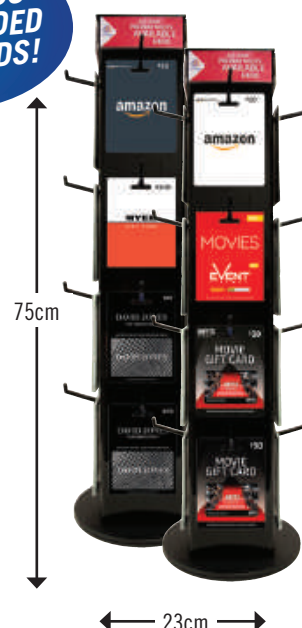
NOW \$99 + GST



CLIP STRIP

WAS \$35 + GST

NOW \$17.50 + GST



16 HOOK STAND

WAS \$75 + GST

NOW \$37.50 + GST

ALL STANDS
COME LOADED
WITH CARDS!

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

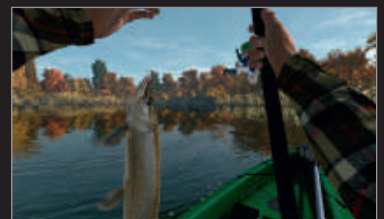
This online tool allows you to log on and view sales data for current or past weeks. Sales reports also provide better visibility into sales, including sale time and transactional details. Request your Extranet account today by following these simple steps:

- ▶ 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.



THE FISHERMAN FISHING PLANET \$91.45 on Xbox One

The gold standard for fishing games, The Fisherman is now available in a complete Fishing Planet version. Experience the likes of 143 species of fish with true-to-life behaviours, 19 different environments in the United States and Europe and over 1000 different fishing tackle products all with unique properties. Released October 2019.



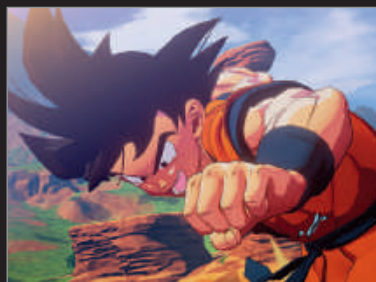
XBOX – WHAT'S HOT

WATCH DOGS LEGION \$99.95 on Xbox One



Every single character in the open Watch Dogs Legion world is playable and everyone has a backstory, personality and skillset that will help you personalise your own unique team. Released March 2020.

DRAGON BALL Z \$99.95 on Xbox One



Beyond the epic battles, experience life in the DRAGON BALL Z world as you fight, fish, eat and train with Goku, Gohan and Vegeta and make friends with a massive cast of others. Released early 2020.

XBOX LIVE GOLD MEMBERSHIP

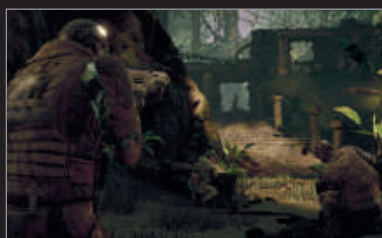
Xbox users can connect and play with friends around the world, access game add-ons, full game downloads and exclusive discounts. Plus get early access to some of the best new content.

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



PLAYSTATION – WHAT'S HOT

PREDATOR: HUNTING GROUNDS \$99.95 on PlayStation 4



Conquer your fear in an immersive shooter based on the smash hit sci-fi horror franchise, Predator. Enter the sweltering jungles of South America and play your part in a deadly game of cat and mouse. Release date is TBC.

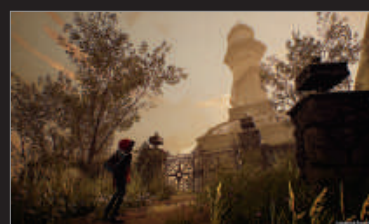
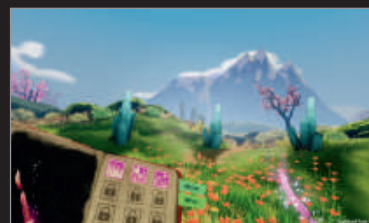
NEED FOR SPEED HEAT \$99.95 on PlayStation 4



Hustle by day and risk it all at night in Need for Speed Heat, a thrilling race experience that pits you against a city's rogue police force as you battle your way into street racing's elite. Released November 2019.

CONCRETE GENIE \$54.95 on PlayStation 4

Exclusive to PS4, in Concrete Genie you pick up a magic brush and start painting the abandoned town of Denska back to life as imaginative teenager Ash. Surrounded by pollution and pursued by bullies, only Ash can restore this once bright and bustling seaside town to its former glories. Released October 2019.



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



WHAT SHALL WE DO TONIGHT?

Uber Uber Eats

Give the gift of Uber and Uber Eats.

Whether an unforgettable night out with friends, a safe ride to the airport, or the latest creation from a favourite local restaurant - an Uber gift card is filled with possibilities.

A white Uber gift card with a silver clip at the top. The Uber logo is prominently displayed in the center.

Uber

\$25 \$50 \$100*

Get a ride or meal in minutes

*Choose amount

Purchase a prepaid card/voucher to top up your Netflix and Uber account. Now available at participating retailers.

Contact epay Customer Service to order yours now
1300 301 408

NETFLIX

See what's next.

With streaming movies, television, and original programming, Netflix has something for everyone. Netflix members can watch their favourite entertainment right at home and on any device they want, with no commercials. Ever.

