



# epayworld

WINTER 2019

## EOFY MADE EASY

epay's software range makes  
the EOFY hassle free

### **ALSO INSIDE**

#### **ORDER NEW POS**

Our new range has arrived

#### **TV ON DEMAND**

Its rise and rise

Connecting Brands  Consumers

# LEBARA

Powered by Vodafone 4G



epay

Exclusive offer

~~30%~~ **50% margin**

Exclusive offer from 01.06.2019 to 31.08.2019

## New plan inclusions and features



### More unlimited countries

Now score unlimited minutes to 30 destinations on select plans.



### Data Banking

Save any unused data up to 200GB when you recharge before expiry.\*



### Data Gifting

Gift up to 10GB data each month to other Lebara customers.^



### Roaming Add-ons

Stay connected with great value roaming packs now available to 50 destinations.



## Important:

Ensure SIM is swiped through EPAY terminal. Retailer will not incur cost unless processed through the system.

Email [Sales@lebara.com.au](mailto:Sales@lebara.com.au) for orders & more information on margins

All for use in Oz. Double unlimited countries on Small, Medium and Large Plans. Up to 200GB of unused data can be rolled over to the next month if recharged before expiry excludes PAYG. Data Gifting available on all plans with banked data. Up to 10GB can be gifted each month at up to 2GB per transaction. 1GB = 1024MB. See [www.lebara.com.au/30-day-plans](http://www.lebara.com.au/30-day-plans) for full list of selected unlimited countries, specific rates to international destinations and other terms and conditions. Lebara reserves the right to amend or withdraw any plan inclusions, promotional offers and/or pricing by giving at least 30 days' notice on our website.

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# Welcome



**G**reetings everyone. Welcome to the Winter edition of the epayWorld magazine for 2019, as the cooler months start to take hold across the country.

In this issue we take a look at which epay products you need to have in your store to capitalise on end of financial year consumer spending.

epay's comprehensive software range – especially the accounting products from the likes of myob and Reckon – will be extremely popular now and in the weeks ahead as people get their personal and small business finances in order.

Head to our end of financial year feature on page 18 to see the types of products you should be ordering from us and displaying prominently in your stores to ensure you capture this tax-time spending splurge.

Our other key spotlight in this edition features the continued rise of streaming video on demand (SVOD) and how almost 14 million Australians now subscribe to one or more of these types of services.

Providers like Netflix, Stan and Amazon (all of which are available via epay) are becoming a must have necessity in Australia as our television and movie watching habits change with the times.

From page 8, our feature crunches the numbers of who's watching what, when and how as well as providing a snapshot of the key players on the SVOD landscape in Australia. You will quickly see the numbers don't lie when it comes to SVOD's popularity in Australia and why you should take advantage of the increasing popularity of the services by ordering Netflix, Stan and Amazon gift cards from epay today.

***“Head to our end of financial year feature on page 18 to see the types of products you should be ordering from us and displaying prominently in your stores to ensure you capture this time-specific revenue stream.”***

I'm also pleased to advise that our new point of sale material has landed and you can call or email us to order the updated range. The eye-catching POS collateral is a proven marketing tool to drive foot traffic and sales to your store, so please make sure you go to page 28 to order yours today. In conjunction, the half price offer on our display stands is still running so get in quick for a cost-effective way to promote our excellent gift card range. All the details are on page 31.

Happy trading everyone and we look forward to seeing you again soon when our Spring 2019 issue comes out.

**Kind regards,  
Matt Blayney  
Country Manager**





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.**



## Priceline

The Priceline gift cards are the new must-have products for your store. Users can purchase any of Priceline's myriad of goods both in store and online which make them the ideal present to say thank you or happy birthday.

## Reckon Accounts

Over 600,000 Australian business have relied on Reckon accounting software to make their day-to-day workload easier and more efficient. See our end of financial year product feature on pages 18 and 19 for more information.



## Kobo

There is no better product to stock to satisfy people's craze for eBooks and audio books than gift cards from Kobo. Users can purchase any of the millions of titles available online to enjoy on their e-reader or other device.

## MyGift2U

MyGift2U is a prepaid VISA card that can be used just like a normal credit card anywhere prepaid VISA is accepted. A \$5.95 activation fee is payable by the buyer on purchase plus a nominated dollar amount.

# GIFT GUIDE

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



## JBL Junior Pop

Kids can party like a pop star with this Bluetooth speaker. It's built with durable materials, is fully waterproof, the rechargeable battery can be enjoyed for up to five hours of playtime and the built-in light mode will engage fans with the music.

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



## Vtech STAR WARS™ Camera Watch

The clock face can be personalised with more than 30 themed designs, the built-in camera takes photos and videos and you can test your skills with three pre-loaded STAR WARS™ mini games. Plus, if you wave the watch in a certain way it will activate STAR WARS™ sound effects – including a light saber.

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



## Audio Technica SPORT7TW

These wireless in-ear sport headphones, with ergonomic ear fins for maximum stability and comfort, are equipped with powerful 5.8 mm drivers to deliver outstanding sound reproduction. There's a mic and touch sensor built into the earpiece, allowing you to answer calls, control music playback, and adjust the volume on your smartphone or other device.

[audio-technica.com.au](http://audio-technica.com.au)

### AVAILABLE AT JB Hi-Fi

Get the Vtech STAR WARS™ Camera Watch with the JB Hi-Fi gift card or thousands of other gifts in store or online.

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



### 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







### Days Gone

Set against the scarred, volcanic backdrop of the Pacific Northwest, Days Gone invites you to explore a world ravaged by degenerate human monsters known only as Freakers. Fight your way across the desolate landscape in search of supply, resources and, above all else, a reason to go on.

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

### PlayStation Plus Membership

Spend hours playing Days Gone – the hottest game going – when you buy it with a gift card from a participating store.

**Gift cards available:**

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



### David Jones gift card

Get the AeroBull HD1 with the David Jones gift card or thousands of other gifts in store or online.

**Available in amounts of:**  
**\$50 and \$100**



### AeroBull HD1

Blasting out crystalline aerial sound with fully-articulated bass through a 2.1 stereo system, the AeroBull HD1 is a 200-watt beast when it comes to playing music. All packaged in an artistic statement piece, it will not only lift your style game but your audio one too.

[musiclife.paris.com](http://musiclife.paris.com)



### Nintendo Switch

Get the amazing Nintendo handheld console on Amazon.com.au today for a great price. Nintendo Switch enables individual or multi-player gamers to play the same title wherever, whenever and with whomever they choose.

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



### Amazon gift card

Get the Nintendo Switch 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**

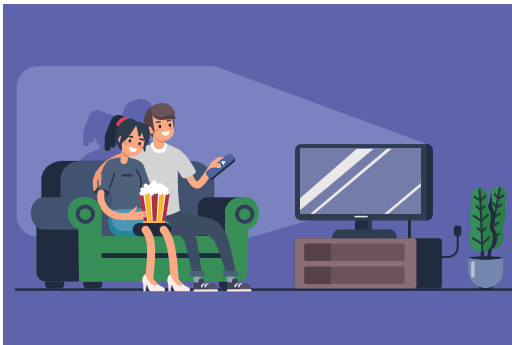
# THE STREAMING PHENOMENON

Subscription video on demand (SVOD) is now so quintessentially Australian nearly 14 million of us subscribe to one or more provider. Here we crunch the numbers of our SVOD habits while also taking a more forensic look at some of the providers on the market.

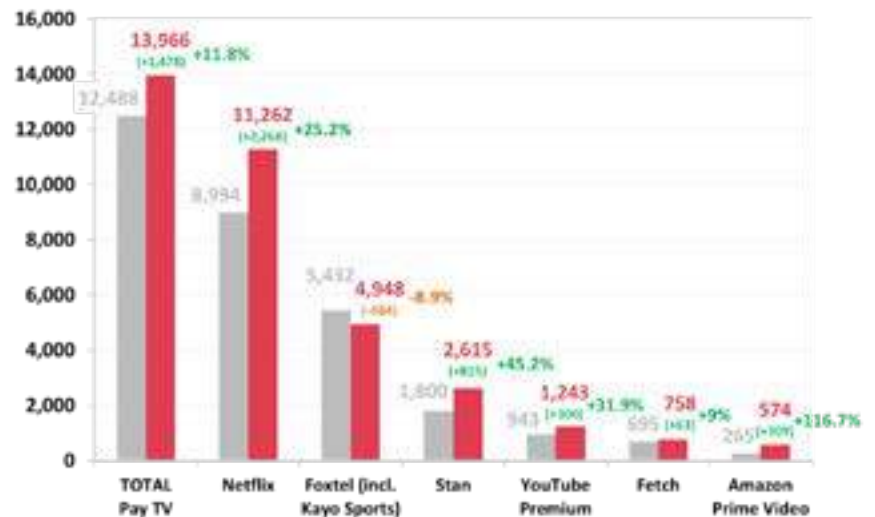




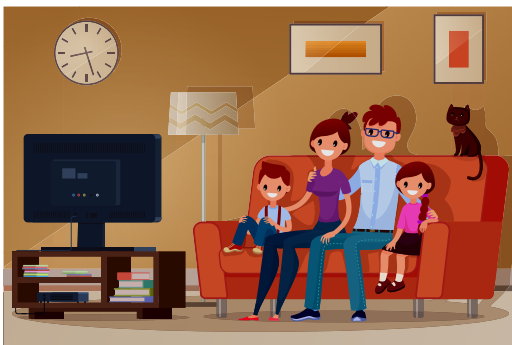
## WHAT ARE WE WATCHING?



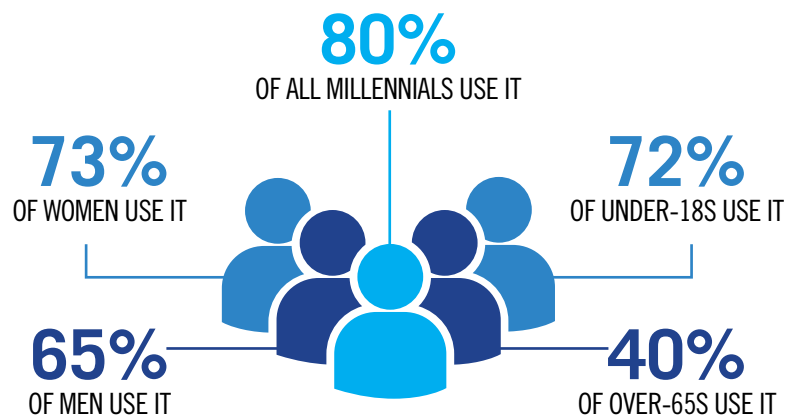
Nearly 14 million Australians now have access to some form of subscription TV, up 11.8 per cent on last year and it's not just Netflix driving the increase.



## WHO IS WATCHING?



Millennials have certainly been the big drivers of SVOD but it is becoming increasingly popular with families as well as middle-aged individuals.



## HOW DO WE WATCH?



The beauty of SVOD, and why its uptake has been so big and so swift in Australia, is because we can take it anywhere at any time on a myriad of devices.

**86%**  
Have watched in the living room



**57%**  
Have watched in the bedroom



**39%**  
Watch on a laptop



**28%**  
Watch on a smart TV



**14%**  
Have watched on transport



**9%**  
Have watched in the bathroom



## WHAT TO WATCH?

We take a look at some of the key SVOD providers on the Australian landscape.

### NETFLIX

The name Netflix is now synonymous with SVOD and is the absolute front-runner in the Australian market.

**\$:** From \$9.99 per month

**Quality:** 4K

**Watch offline:** Yes

**Free trial:** 30 days

**What to watch:**



### Stan.

The leading Australian-owned SVOD is now accessible by over 2.6 million of us – up 45.2 per cent on 2018.

**\$:** From \$10 per month

**Quality:** 4K

**Watch offline:** Yes

**Free trial:** 30 days

**What to watch:**



### foxtel now

Foxtel Now is Foxtel's streaming service. Born out of the ashes of Foxtel Play, it is intended as a Netflix rival.

**\$:** From \$25 per month

**Quality:** 1080p

**Watch offline:** No

**Free trial:** 10 days

**What to watch:**



### prime video

Prime Video is Amazon's streaming service and has a wealth of content, including exclusives, at a cheap price.

**\$:** From \$4.99 per month

**Quality:** 4K

**Watch offline:** Yes

**Free trial:** 30 days

**What to watch:**



### YouTube Premium

Watch YouTube and YouTube Music without ads plus access all of YouTube's original and exclusive content.

**\$:** \$11.99 per month

**Quality:** 4K

**Watch offline:** Yes

**Free trial:** 30 days

**What to watch:**



### Kayo

The Netflix of sport in Australia, Kayo is Fox Sports' streaming service and has been hugely popular with millennials.

**\$:** From \$25 per month

**Quality:** HD

**Watch offline:** No

**Free trial:** 14 days

**What to watch:**



# Sign up to Prepaid.

# Score a free bonus.

## 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 free value.**

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

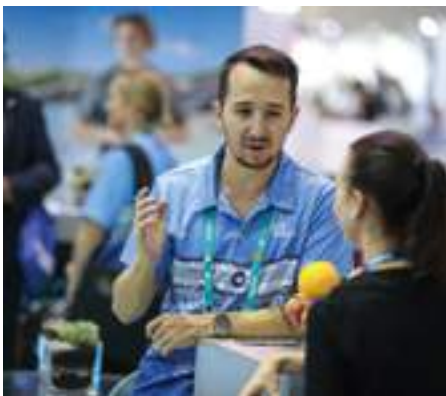
# OPTUS

**Don't delay, this offer ends 22/8/19**

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](https://prepaidservices.com.au/pps-returns-policy) or contact customer support on 1300 555 002.

YESR0707 AWO208682 (5/19)









# ATE19 PERTH

epay joined thousands of delegates and businesses at the 40th Australian Tourism Exchange (ATE) conference in Perth earlier this year which is Australia's largest annual travel and tourism business-to-business event. It brings together Australian tourism businesses and tourism wholesalers and retailers from around the world through a combination of scheduled business appointments and networking events. It also provides international travel buyers with the opportunity to experience Australia's tourism offering first-hand through pre and post-event familiarisations.





# ORDER NEW STOCK

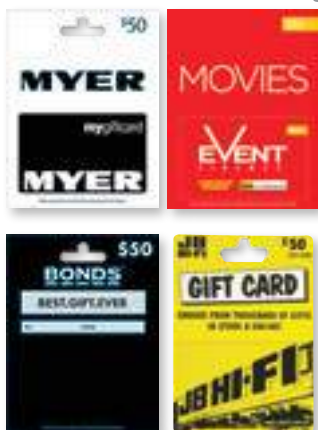
**Have you experienced gift cards not reading properly on epay terminals or your POS machine? It's probably due to the fact there are new gift cards on the market following changes to the minimum expiration period of three years. Therefore, it's time to dispose of any old gift cards in your store and contact epay to order the new range. See below for more details.**



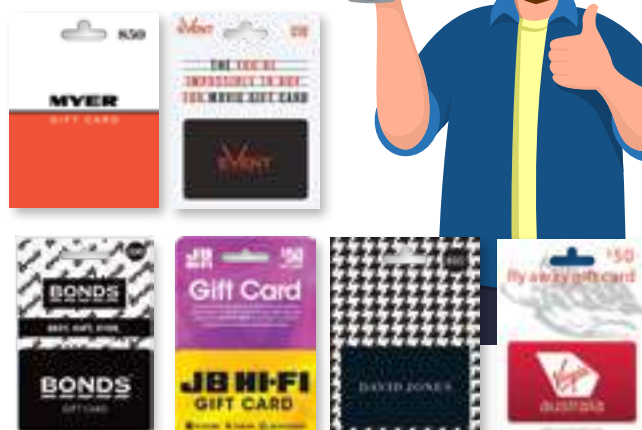
## OLD VERSUS THE NEW

A reason why some gift cards aren't reading in epay terminals or POS machines is due to them being old stock. Recently many gift card companies released new-look designs that incorporated the expiration changes as well as new SKU numbers. Here are a few examples of old gift cards and their new-look replacements.

**Old**



**New**







## SAME, SAME BUT DIFFERENT

Many of the new gift cards available to order look exactly the same as the old ones but feature new expiration details and SKU numbers. Here are a few examples of new gift cards that look like the old ones.



## ORDER TODAY, THEY'RE FREE!

It might be hard to believe, but ordering new gift cards from epay doesn't cost you anything at all.

You can order new stock any time and you won't run into any problems with gift cards not reading in your epay terminal.

## CONTACT US

Contact epay customer service to order more gift cards or for more information.

 1300 301 408

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

Connecting Brands  Consumers

# Gift cards for every occasion

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



## Vendor Benefits

Global brand

Drive foot traffic

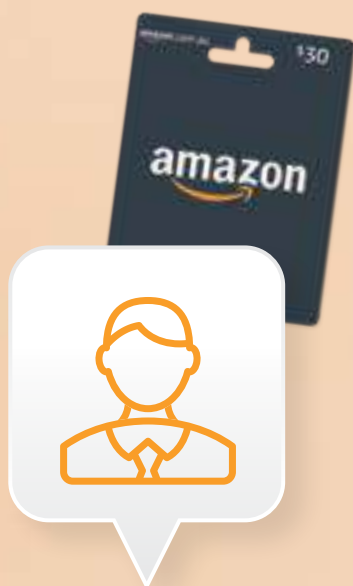
New revenue stream

Only pay for what you sell

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**



Upcoming holiday dates for 2019...



**FATHER'S DAY**  
1st September



**BLACK FRIDAY**  
29th November



**CHRISTMAS DAY**  
25th December



# EOFY MADE EASY

As the end of the financial year approaches it's time for retailers to order epay's excellent range of software products and promote them prominently in store. Here we take a look at a few of our best products that are proven hits with consumers.



## ACCOUNTING

The end of the financial year can be a stressful time for both employees and small business operators. But with epay's excellent accounting software products you can take the hassle out of the process while also saving yourself money in the long run. The likes of myob's and Reckon's accounting products make it feel like they are doing all the hard work for you plus you won't need to pay all of those fees to an actual accountant.



### myob

Industry leader myob's products are some of the biggest sellers in the accounting software market as they are tailored to Australian businesses and individuals. Compatible with both PC and Mac operating systems, the myob accounting software products manage accounts on the go while securing all of your critical financial information safely.



### Reckon

Powered by epay, Reckon Accounts have been the go-to accounting software provider for over 600,000 Australian businesses to simplify many of their everyday business tasks. They use Reckon software to do the likes of track GST, import, reconcile and track bank transactions, organise payroll and employee management and much more.





## SECURITY

Make sure you are protecting your critical business and personal information at the end of this financial year by upgrading your online security capacity. epay's online security products – like Trend Micro's range – are all you need to ensure your data is protected while guaranteeing your internet use is safely navigated. These products will help you right now as the financial year ends and into the future as both one and two year subscriptions can be purchased.

### Trend Micro

These products allow you to do everything online safely and securely. Businesses can be ensured peace of mind as their day-to-day financial information data is protected while internet usage is guarded against dangerous websites and malware. Use Trend Micro's products on iOS and Android operating systems as well on both PC and Mac.



## PRODUCTIVITY

epay provides the software essentials for individuals as well as small businesses to make their day-to-day operations efficient including during the end of the financial year. Systems that are used the world over are available through epay, like those offered by the suite of Microsoft Office products. Retailers should always have the Microsoft Office range on offer in store so order yours today and place them on one of our display stands.

### Microsoft Office

Microsoft Office is the must-have collection of office-related applications that do everything for you. From creating and opening e-documents, producing presentations plus managing calendars and emails, there is very little you will need that Microsoft Office doesn't provide. For use across all operating systems, including PC and Mac.



## CREATIVITY

To create, edit, sign and review documents related to the end of the financial year you are going to need a software product from the likes of Adobe. Available through epay, Adobe Acrobat is an essential business add-on that ensures you can create and view communications in a fast and efficient manner and one that has been adopted the world over. The latest software also includes cloud services that keep you connected on any device.

### Adobe Acrobat

Take control of your work with Adobe Acrobat DC. With the touch of a finger, create, edit, sign and review documents in real time on your own or with your team, wherever and whenever you want. Available on desktop, tablet and mobile and in both one and three year subscriptions, Adobe Acrobat is one of the key software products on the market.



BELONG

# MOBILE PLANS



UNLIMITED  
DATA BANKING



UNLIMITED NATIONAL  
CALLS & TEXT



FLEXIBLE MONTH  
TO MONTH PLANS

**1GB**

**\$10/MTH**

**10GB**

**\$25/MTH**

**30GB**

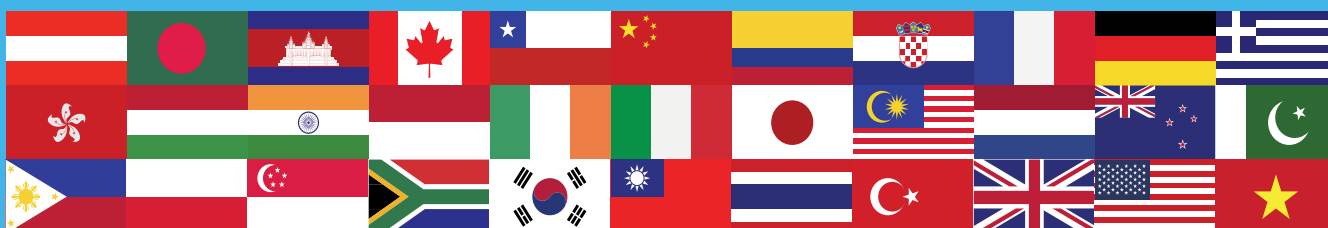
**\$40/MTH**

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](http://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.

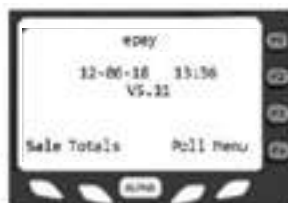
### 1. Physical epay terminal

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

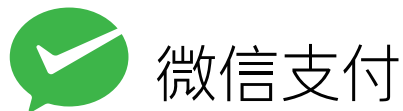
ClickPOS and BeaconPOS also available.  
Please contact your provider directly for more information.

### 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](http://www.belong.com.au)

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



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!

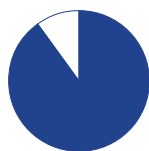
 1300 301 408  [support@epayworldwide.com.au](mailto:support@epayworldwide.com.au)



### 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](mailto:marketing@epayworldwide.com.au)





*Alipay, epay and GM Cabs team members*

# ALIPAY & GM CABS GO LIVE

Powered by epay, GM Cabs launched their partnership with Alipay recently – which sees the preferred payment method of millions of Chinese customers made available on the company's fleet of taxis. The event was on March 25 at a taxi rank near Sydney Airport where drivers meet to receive their terminal in the morning, to cash out after the shift or to have a rest. Representatives from epay were joined on site by the great GM Cabs team – including CEO George Mikhael – plus the Alipay Business Development Manager David Lao to train the drivers and to pass on all the information they will need to tap into this potentially lucrative new revenue stream.



*GM Cabs staff explaining how Alipay works on the GM Cabs terminal to a taxi driver*



*Alipay promoter talking to a London Taxi driver*







# 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](http://teq.queensland.com/China) or contact epay customer services to have Alipay in store.



#### Inbound Chinese Visitors to Queensland: Year Ending December 2018<sup>1</sup>



502,000  
**TRIPS +2.9%**



\$1.43B  
**+33.1%**



25.4%  
**INCREASE FROM 2017**

Data Source: Tourism Research Australia

<sup>1</sup> International Visitor Survey (IVS) Year Ending December 2018

# 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

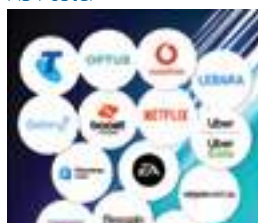
2

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)



External Flag  
420mm x 680mm



A4 Window Decal  
(Can be peeled off and moved)

## 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

**PEEL AND MOVE  
AS MUCH AS  
YOU LIKE!**

**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](mailto:marketing@epayworldwide.com.au) for a chance to win a free counter unit.





# NEW PRODUCTS

PRODUCT NAME	TERMINAL NAME	BARCODE	RRP
<b>APRIL</b>			
<b>Kobo</b>			
Kobo Gift Card \$10 v2	KoboGiftCard v2 \$10	9337694054356	\$10
Kobo Gift Card \$25 v2	KoboGiftCard v2 \$25	9337694054363	\$25
Kobo Gift Card \$50 v2	KoboGiftCard v2 \$50	9337694054370	\$50
<b>Xbox</b>			
Xbox Live Gold 1M 2019 POSA AUS	Xbox Live Gold 1M	9337694053168	\$10.95
Xbox Live Gold 3M 2019 POSA AUS	Xbox Live Gold 3M	9337694053175	\$29.95
Xbox Live Gold 12M 2019 POSA AUS	Xbox Live Gold 12M	9337694053182	\$79.95
Xbox Live \$15 2019 POSA AUS	Xbox Live 2019 \$15	9337694055391	\$15
Xbox Live \$25 2019 POSA AUS	Xbox Live 2019 \$25	9337694055407	\$25
Xbox Live \$50 2019 POSA AUS	Xbox Live 2019 \$50	9337694055414	\$50
Xbox Live \$100 2019 POSA AUS	Xbox Live 2019 \$100	9337694055384	\$100
<b>MAY</b>			
<b>Telstra</b>			
TELSTRA PREPAID 2018 SIM KIT 2AUD	TELSTRA \$2 SIM	76750293832	\$2
TELSTRA PREPAID 2018 SIM KIT 30AUD	TELSTRA \$30 SIM	76750293849	\$30
BOOST PREPAID 2018 SIM KIT 2AUD	BOOST \$2 SIM	76750293771	\$2
BOOST PREPAID 2018 SIM KIT 20AUD	BOOST \$20 SIM	76750293764	\$20
<b>Xbox</b>			
Xbox Game Pass Ultimate 1M POSA	Game Pass Ult 1M	9337694055933	\$15.95
Xbox Game Pass Ultimate 3M POSA	Game Pass Ult 3M	9337694055940	\$47.95
<b>Blackhawk</b>			
ULTIMATE GIFT CARD FOR HER \$50	ULT GIFT CARD 50	0076750-24393	\$50
ULTIMATE FOR KIDS \$30	ULT KIDS 3YR EXP 30	0076750-28321	\$30
ULTIMATE FOR HIM \$50	ULT HIM 3YR EXP 50	0076750-28325	\$50
ULIMTATE TEENS \$50	ULT TEENS 3YR EXP 50	0076750-28327	\$50
ULTIMATE STUDENT \$30	ULT STDNT 3YR EXP 30	0076750-29560	\$30
ULTIMATE HOME \$50	ULT HOME 3YR EXP 50	0076750-29557	\$50



# DISCOUNTED STANDS

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

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.



## Win with epay!

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

## STAND ORDER FORM

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

Store Name

RID/TID

Store Address

Contact Person

Contact Number/Email

☐ Clip Strip

☐ 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](http://www.scamwatch.gov.au)



## WHAT TO DO

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

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



### HOW TO DO A TERMINAL REFUND

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

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

### HOW TO REQUEST A REFUND BY PHONE

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



### END OF DAY 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](mailto: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](http://www.epayworldwide.com.au)  
Then, select the Retailer Tab and then Extranet Reporting and then you can simply follow the prompts.



### **BORDERLANDS 3** \$99.95 on Xbox One

The original shooter-looter returns with bazillions of guns and mayhem-fuelled adventure. Blast through new worlds as one of four Vault Hunters solo or with friends to take on insane enemies, score loads of loot and save your home from the most ruthless cult leaders in the galaxy. Released September 13 2019.



## **XBOX – WHAT'S HOT**

### **RAGE 2** \$99.95 on Xbox One



Dive headfirst into a dystopian world devoid of society, law and order as RAGE 2 delivers a carnival of carnage where you can go anywhere, shoot anything and explode everything. Released May 14 2019.

### **CONTROL** \$94.95 on Xbox One



After a secretive agency in New York is invaded by an otherworldly threat, you become the new Director struggling to regain Control in this must-play third person action-adventure. Released August 27 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



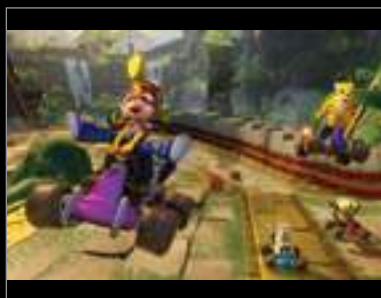




# PLAYSTATION – WHAT'S HOT

## CRASH TEAM RACING

\$99.95 on PlayStation 4



An iconic classic returns so get ready to go full-throttle with the authentic Crash Team Racing experience plus a whole lot more, now fully-remastered and revved up to the max. Released June 21 2019.

## DREAMS

Price TBC on PlayStation 4



Dreams is an extraordinary open-ended experience where you can make anything, from interactive adventures and platformers, to shoot 'em ups, puzzlers and more. The possibilities are endless. Release date is TBC.

## BLOOD & TRUTH

\$54.95 on PlayStation 4

Put on your PlayStation VR headset and become elite Special Forces soldier Ryan Marks in a hard-hitting shooter with all the explosive action and drama of a Hollywood blockbuster that is inspired by PlayStation VR Worlds' massively popular The London Heist experience. Released May 29 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





# 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](http://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](http://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](http://optus.com.au/prepaid) for our great value plans.

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

Yes

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Call 1300 30 79 79 or email [ppssales@optus.com.au](mailto:ppssales@optus.com.au) to order your SIMs today.

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