

A GUIDE TO YOUR NEW
epay
Terminal



QUESTIONS?

1300 301 408

support@epayworldwide.com.au

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YOUR NEW

epay Terminal

Explore the next generation of epay terminal - now available to all epay retailers. It is an Android-based POS terminal featuring an intuitive, user-friendly design that enables you to easily issue vouchers, activate prepaid cards and accept alternative payments in-store.



Features



4G & WIRELESS

Use epay's 4G connectivity or wireless for a portable payment solution on the go.



POWERED BY ANDROID

Combines all the features of an Android tablet using a powerful payment terminal.



TOUCH SCREEN

Seamless 5-inch (720 x 1280) touch screen display.



DUAL CAMERAS

Reads QR codes with front and rear cameras.



THERMAL PRINTER & CARD READER

Offers a 2-inch printer with 80mm per second along with magnetic and smart card readers.



SELLS PREPAID

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



ENABLES ALTERNATIVE PAYMENTS

Allows retailers to accept a new range of digital payments in-store.

Start using your epay Terminal

The Admin Account is already set up and ready to launch.

1

Turn on the terminal and call our customer service team to obtain the initial **admin password**.

2

Immediately change the password after you have logged in, head to **Settings** and enter the initial password then **Manage Users**.

IMPORTANT: You must protect your Admin User Account Credential as the Admin Account is required to process refunds, check sales summary, transaction reports or amend users. Please save your Admin Password in a safe place and contact the epay customer service team to reset it in case you forget your password.

Connect to a 4G or WiFi Network



The terminal will automatically connect to any 4G network. Within a few minutes, it would be ready for you to transact.



If the 4G signal is not reliable, you can enable your own WiFi. Switch on the WiFi and choose from the available WiFi network list.

IMPORTANT:The SIM that is provided by epay can only work in the designated epay terminal. DO not take it out and or attempt to use it in any of your other devices.

What does your new terminal do?

PROCESS PREPAID PRODUCTS

The epay terminal allows you to process a wide range of prepaid products including activating POSA cards and issuing PIN vouchers.

By offering a wide range of prepaid products, which are essential purchases for many customers, you will drive repeat customers, increased foot traffic and sales.



PREPAID Point of Sale Activation (POSA) PRODUCT

POSA stands for Point of Sale Activation. Most gift cards and top-up cards in the market are POSA cards. epay's POSA cards range includes software, subscriptions, streaming, gifting, gaming, SIM cards and much more.

POSA products must be activated when you sell them. You can do this by swiping the magstripe through the card reader or by scanning the long barcode on the card using the camera on the back of your epay terminal.

If you wish to explore the range of epay's prepaid POSA products, head to page 12 for more information on the epay gift card program.

PREPAID E-VOUCHER PRODUCT



The epay e-voucher range allows you to print vouchers on demand. In epay's range, most of the products are available as an e-voucher; they can be printed on demand. Make sure customers know that you offer all these products by ordering POS material to display in-store. Head to page 13 for more information.

Some categories are sold mainly as vouchers including Telco recharge, online cash vouchers and calling cards. Other categories have voucher versions available so you never run out of stock like digital gift cards, gaming, software and more.

ACCEPT ALTERNATIVE PAYMENTS

The payment landscape is constantly evolving. Alternative payments allow your customers to pay the way they want using the newest methods available.

Your epay terminal is ready to transact new payment types and connect you with new customers. epay is onboarding new payment providers to make it easy for you to attract new customer segments. We are bringing on partners to enable 'buy now pay later' solutions which are rapidly gaining popularity as well as helping you attract tourists, students from overseas and customers using overseas payment solutions.

Buy Now, Pay Later (BNPL)



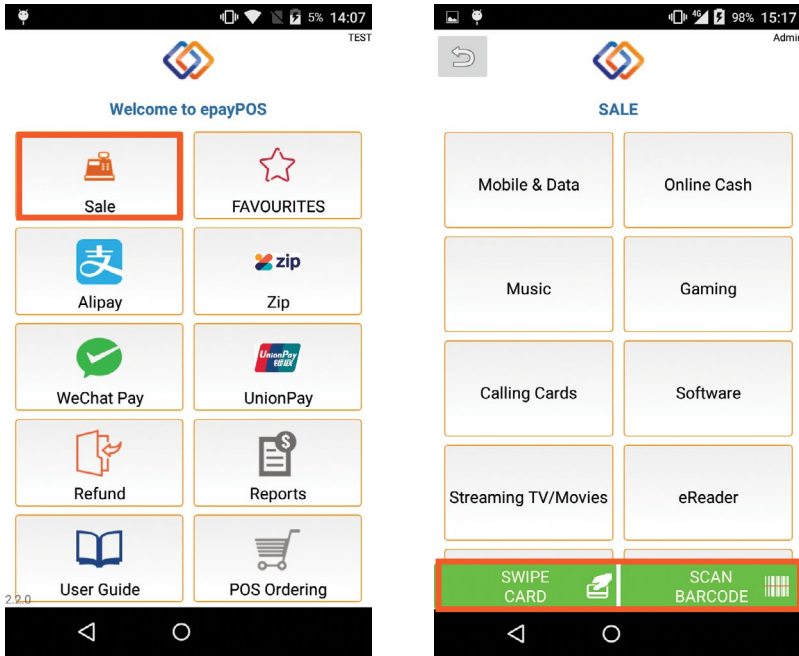
There has been a steep rise in the popularity of the Buy Now, Pay Later (BNPL) payment system in Australia and now epay retailers can tap into the market as well! BNPL offers customers interest-free payment plans for everyday and larger purchases. In fact, average basket sizes are up to 2.5 times bigger when a customer uses BNPL. Retailers are now able to accept Zip Payments on your epay terminal by scanning the customer's Zip pay barcode on their phone or by entering the payment code.

INTERNATIONAL WALLET PROVIDERS



epay launched popular Chinese payment wallets Alipay, WeChat Pay, Union Pay. It provides Australian retailers the ability to accept those new payment methods. epay's terminal supports generating a QR code for a customer to scan as well as scanning a QR code from a customers phone. Turn to page 8-10 for how to use these products.

How to sell POSA products



1. Tap on 'Sale'

2. Enter pin to login

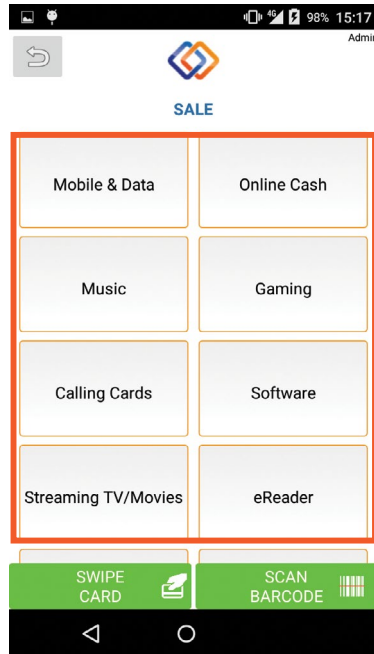
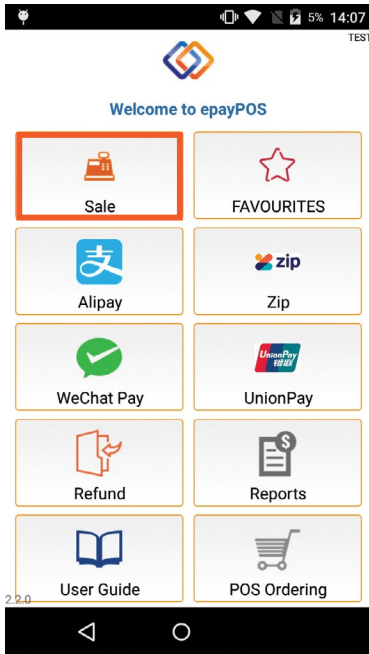
3. Tap either 'Swipe Card' or 'Scan Barcode'

SWIPE CARD: Place magstripe facing the terminal and swipe card through.

SCAN BARCODE: Align and scan the longer barcode on the lower back of the card. You may need to move the camera a bit to get a good scan.

Please verify card details before confirming. For some card products, you might be asked to enter the amount.

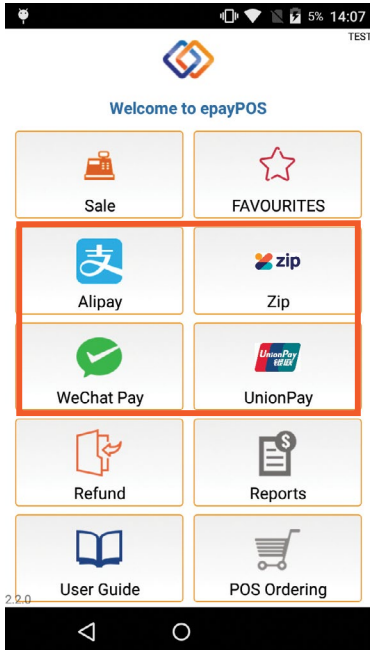
How to sell PIN products



1. Tap on 'Sale'
2. Enter pin to login
3. Tap on the category and scroll to find product
4. Press 'OK' to print the voucher and provide it to the customer.

MAKE SURE THE PAYMENT HAS BEEN PROCESSED SUCCESSFULLY BEFORE CONFIRMING ANY PRODUCT!

How to process Alternative Payments



1. Select customer's preferred payment method
2. Select scanning option (Merchant Scan, Customer Scan or Payment Code)

Scan Options:



MERCHANT SCAN

Use epay terminal camera to scan the customer's QR code

Select payment method from the home screen then tap the '**Merchant Scan Customer QR Code**' option. Customers will then present their QR code or barcode from the customer's payment App. Lift your epay terminal to scan, then follow the prompt to finalise the transaction.



CUSTOMER SCAN

epay terminal generates a QR code and displays it on the screen

Select the payment method from the home screen then tap the '**Customer Scan Merchant QR Code**' option. The terminal will display a QR code on the screen. Customers need to scan the QR code with their phone. Then follow the prompts to finalise the transaction.



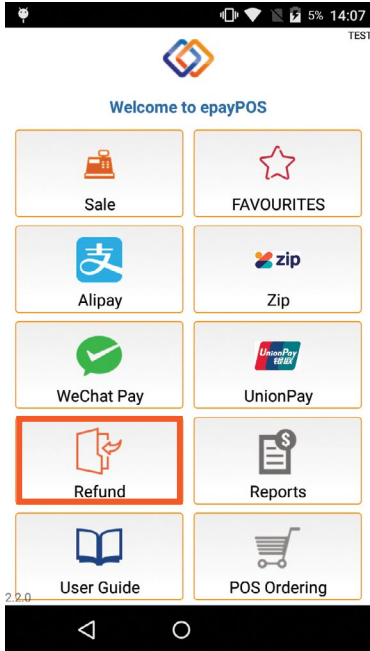
ENTER PAYMENT CODE

Use unique payment code

Select the payment method from the home screen then tap the '**Enter Instore Payment Code**' option. Key in the payment code which is displayed on the customer's payment App. To finalise the transaction then follow the prompts.

Refund

Customers need to retain their copies for refund purposes.



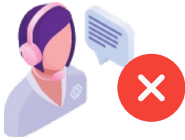
1. Tap on 'Refund'
2. Select product type
3. Type epay TXN ID from the customer's copy into the terminal to proceed with the refund.

IF YOU CANNOT PROCESS REFUNDS FROM YOUR TERMINAL, CONTACT OUR CUSTOMER SUPPORT FOR ASSISTANCE.

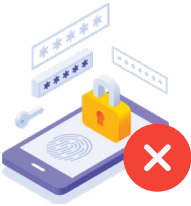
Fraud alert



NEVER give vouchers to anyone until the full payment has been received.



NEVER give out voucher numbers over the phone, even if the caller claims to be from ePay; or a product vendor; or from a Government Department.



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

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

YOU ARE RESPONSIBLE FOR ALL TRANSACTIONS THROUGH THE TERMINAL.

Gift Card program

The epay gift card program is for all our retailers who have dedicated in-store space and are committed to offering gift cards to their customers.

By signing up to the program you will be regularly sent new offerings of epay that are targeted to current trends, and if required, you will be sent gift card stands so you can maximise its impact in your store.

OUR COMMITMENT TO YOU

We provide a variety of plan-o-gram (POG) sizes to ensure you get the right amount of stock for the space you have. We also have some ready-made counter stands available to purchase in case you don't have an appropriate in-store space to execute a gift card POG.

YOUR COMMITMENT TO US

You will need to follow the POG and update your merchandising when new content is available. This will ensure you always have a great looking offering to attract customers and the latest content to leverage consumer trends.

If you are interested in joining the epay gift card program, contact our support team to register your interest. You will be asked to provide details of the in-store space to assess your eligibility to join the program.



Free POS material to support sales

Showcase that you sell our recognisable brands. You could do so by showcasing their logos with our range of epoxy POS material. We also offer a variety of POS material to use in key areas of your store.

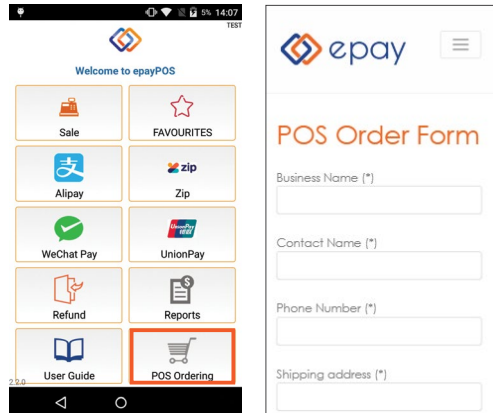


To order your POS materials with your new epoxy terminal. Simply follow these steps:

1. Select POS Ordering

2. You will be redirected to our POS Form

3. Fill in the form and hit submit



Order today, they are FREE OF CHARGE!



QUESTIONS?
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Scan the QR code to view the most up to date version of this booklet online.