

Mag Swipe Training Sheet

1. How to load value onto an epay mag swipe calling card



Mag Swipe

Fold card backing at the crease.

Keep the backing stuck to the card as it contains important information.

Swipe card, enter operator code. Terminal will automatically take you to the correct product menu.

** It is safe to swipe any mag swipe product with the epay logo. Your epay terminal will automatically reject unauthorized card products and display "NO OPTIONS AVAILABLE".*



2. Confirm product, denomination and/or price with Customer

3. Take payment from customer

4. Confirm "Payment Approved" on terminal, after taking payment

At this stage the epay terminal will dial through to complete transaction. After 20-30 secs the terminal will print a confirmation receipt and the chosen value is now loaded onto the card.

5. If the transaction fails

Go back to stage 1 again, but skip 3 as you have already collected payment from the customer.

If transaction continues to fail, there is a service outage. Please refund customer and call epay customer service on 1300 301 408

TO ORDER MORE CARDS

For Cardcall phone: 1300 766 744

For PPS phone: 1300 30 79 79

Call Monday to Friday 9am – 5 pm AEST



Precautions



- Never load / print a product ("Payment Approved" prompt on the terminal) without receiving payment first.
- No one from epay or any other organization will ever ask you to load funds without taking payment – no exceptions!
- Some products require online registration prior to use.
- Some products have restrictions on the amounts that can be loaded.

Mag Swipe Training Sheet

1. How to (re)load value onto an epay mag swipe calling card

New Card Sales

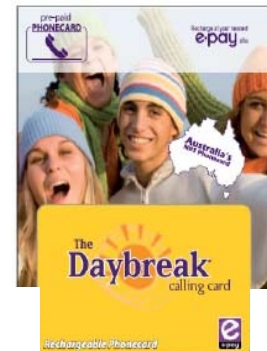
Fold card backing at the crease.

Keep the backing stuck to the card as it contains important information.

Mag Swipe Load

Swipe card, enter operator code. Terminal will automatically take you to the correct product menu.

* *It is safe to swipe any mag swipe product with the epay logo. Your epay terminal will automatically reject unauthorized card products and display "NO OPTIONS AVAILABLE".*



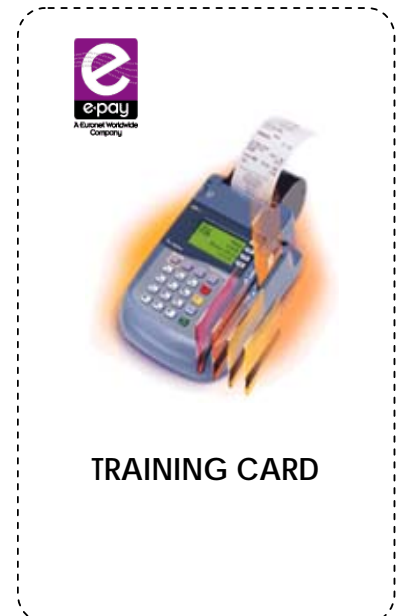
2. Confirm product, denomination and/or price with Customer
3. Take payment from customer
4. Confirm "Payment Approved" on terminal, after taking payment.

At this stage the epay terminal will dial through to complete transaction. After 20-30 secs the terminal will print a confirmation receipt and the chosen value is now loaded onto the card.

5. If the transaction fails

Go back to stage 1 again, but skip 3 as you have already collected payment from the customer.

If transaction continues to fail, there is a service outage. Please refund customer and call epay customer service on 1300 301 408



Precautions

- Never load / print a product ("Payment Approved" prompt on the terminal) without receiving payment first.
- No one from epay or any other organization will ever ask you to load funds without taking payment – no exceptions!
- Standard refund policy applies – refunds are only to be provided if customer has not left the store and only for transaction failures, or wrong choice of denomination.

Cleaning the Terminal Card Reader

Please clean the card reader with the electronic cleaning card supplied. Instructions are on the back of the cleaning card packaging.



Using the Training Card

Setting ePAY terminal to training mode

1. Press Menu
2. Enter Operator Code (this is actually your Admin Sign-On code) and press the Enter key
3. Press 4. Admin Functions
4. Press 3. Set Training Mode?
5. Set Training Mode? Press Yes
6. Press Clear button twice to return to ePAY menu

Setting ePAY terminal to live mode

1. Press Menu
2. Enter Operator Code (this is actually your Admin Sign-On code) and press the Enter key
3. Press 4. Admin Functions
4. Press 3. Exit Training Mode?
5. Exit Training Mode? Press Yes
6. Press Clear button twice to return to ePAY menu

** TRAINING MODE * will display on terminal*

Version number will display on terminal (eg. V3.23)

Call ePAY on
1300 301 408
if you would like



Customer Service and Restocking

ePAY Customer service can assist with any further questions on the sales process or take orders for new card stock on 1300 301 408.

Prepaid Store Training

1. Mag Swipe or Voucher Product?

Mag Swipe

You may be required to tear open packaging to load the card. If there is no card (such as an empty cardboard packaging, product is a Voucher).

Swipe card, enter operator code. Terminal will automatically take you to the correct product menu.

** It is safe to swipe any mag swipe product with the e-pay logo. Your e-pay terminal will automatically reject unauthorized card products and display "NO OPTIONS AVAILABLE".*

Voucher

Press sale, enter operator code and then navigate through terminal menu to obtain the product menu.



2. Confirm product, denomination and/or price with Customer
3. Take payment from customer
4. Confirm "Payment Approved" on terminal, after taking payment.

Mag Swipe

At this stage the e-pay terminal will dial through to complete transaction. After 20-30 secs the terminal will print a confirmation receipt.

Voucher

Terminal will print voucher. Neatly fold and insert into cardboard packaging (if provided) and present to customer.



Precautions



- Never load / print a product ("Payment Approved" prompt on the terminal) without receiving payment first.
- No one from e-pay or any other organization will ever ask you to load funds without taking payment – no exceptions!
- Some products require online registration prior to use.
- Some products have restrictions on the amounts that can be loaded.