Introduction

This User Guide is for merchants who are using First Data epay application. It is important that you read this guide so that you are familiar with the application and its functions.

The user guide is an addition to the First Data EFTPOS terminal user guide and covers the use of the epay application.

For other EFTPOS terminal functions, please refer to your EFTPOS terminal user guide.

About the epay application

epay is Australia’s largest provider of prepaid top-ups, offering customers a vast product range including prepaid mobile, calling cards, gift cards, and more. First Data, has partnered with epay to custom-build an EFTPOS app that gives you access to epay’s full product range - only now it’s through the tap of the new epay app on your EFTPOS terminal.

The epay app combines all your epay and EFTPOS needs in one terminal. It’s been developed with an absolute focus on the needs of retailers and designed to offer merchants an easier way to offer prepaid top-ups. As well as keeping retailers ahead of changing technologies, it’s a more practical and efficient way to offer top-ups. The app works exclusively on First Data countertop XAC terminal.

The application also allows you to combine a shopping cart of epay products with other purchases into a single combined EFT transaction.

Through the epay application, you can access the products within the epay product catalogue in the following categories:

1. eVouchers such as Vodafone, Telstra and Optus
2. eTop-Ups such as iTunes, Microsoft and Calling Cards
How to process epay transactions

epay purchase transaction

The steps taken to start processing a purchase transaction using the epay application

**Step 01**  
Select epay from the on screen menu

**Step 02**  
Select user NN

Key in a configured device User ID and press the green Enter key on the keypad. User IDs are numeric and assigned at the time of the set-up of the merchant by the merchant. To set up additional User IDs, please contact First Data on 1800 243 444.

**Step 03**  
User password NNNN

Key in the user password and press the green Enter key on the keypad. The password is the same password applied to other functions. There is not a unique password for the epay application.

**Step 04**  
You are now able to select the required epay function.
Step 05

Select **Purchase** from the on screen menu

---

Step 06

**Loading data**

*Please wait*

If this is the first **epay** transaction to be initiated since the device was powered on you will be prompted to wait for the product file to be loaded.

---

Step 07

**e-voucher**

**e-topup**

- **Cancel** to end the transaction

---

Step 08

**Prepaid Mobile**

**Calling Cards**

**Internet & Content**

**Music**

Select the required product category and press the on screen green **Thumbs Up** button to continue

or

the red **Thumbs Down** button to return to product type selection

or

**Cancel** to end the transaction

---

Instructions continue on next page ›
**Step 09**

Select the required product provider and press the on screen green Thumbs Up button to continue

or

the red Thumbs Down button to return to product category selection

or

Cancel to end the transaction

---

**Step 10**

Select the preferred product and press the Approved button to continue

or

the red Thumbs Down button to return to product provider selection

or

Cancel to end the transaction

---

**Step 11**

Optus Mobile $20 ($20)

Total $20.00

To add more products to the transaction, select Purchase

or

To proceed to payment, select Checkout

or

Cancel to end the transaction

---

**Step 12**

If payment has already been received (ie paid by cash), press the on screen green Thumbs Up button, and the terminal will commence processing the selected product from the epay product catalogue

If payment is to be made as an EFT transaction press the red Thumbs Down button

or

Cancel to end the transaction
When the **Thumbs Down** button is pressed, the terminal will proceed to process an EFT purchase.

Before doing so, you can also add additional shopping items if needed.

If so, manually enter the additional value or

If not, press the green **Enter** key on the keypad.

For information on processing an EFT transaction, please refer to page 24 in the First Data user guide for countertop and mobile terminals.

The terminal will proceed to process each of the **epay** products.

Each **epay** product selected will be purchased in sequence.

When completed, the screen will show the status of each **epay** transaction and prompt the user to continue onto the next product. All available receipts will be printed automatically.

Pressing the on screen green **Thumbs Up** button will proceed to the next **epay** product or return to the main screen if no more products are pending.
epay electronic top-up transaction

The steps taken to process an electronic top-up (ETU) for an existing epay product (e.g., pre-paid mobile phone recharge)

**Step 01**

Select **Purchase** from the on screen menu

**Step 02**

Loading data
Please wait

If this is the first epay transaction to be initiated since the device was powered on you will be prompted to wait for the product file to be loaded

**Step 03**

- e-voucher
- e-topup
- Gift Card

Swipe the customers **ETU** product card to automatically display associated product options

Move to step #6 and continue on with instructions

or

Select the required product type and press the on screen green **Thumbs Up** button to continue

or

**Cancel** to end the transaction

**Step 04**

Prepaid Mobile
Calling Cards
Internet & Content
Music
Gift Cards

Now select the required product category and press the on screen green **Thumbs Up** button to continue

or

the red **Thumbs Down** button to return to product type selection

or

**Cancel** to end the transaction

Note: steps 4-5 only apply if manual selection occurs. If ETU card swiped at step 3, steps 4-5 are not applicable and will not be displayed
Step 05

Testing - e-Topup
- gotalk Mobile Recharge Card (swipe)
- Cabcharge Gift Card ETU
- Pocket vouchers Australia
- Lebara Mobile ETU

Select the required product provider and press the on screen green **Thumbs Up** button to continue

or

the red **Thumbs Down** button to return to category selection

or

**Cancel** to end the transaction

Step 06

Testing - e-Topup $25 ($25)
- Testing - e-Topup $50 ($50)
- Testing - e-Topup $100 ($100)
- Testing - e-Topup $150 ($150)
- Testing - e-Topup $200 ($200)

Select the required product and press the **Approved** button to continue

or

the red **Thumbs Down** button to return to provider selection

or

**Cancel** to end the transaction

Step 07

Testing - e-Topup $25 ($25)

Total $25.00

To add more products to the transaction, select **Purchase**

To proceed to payment, select **Checkout**

or

**Cancel** to end the transaction

Step 08

**Swipe card first** or **Enter Card No NN**

If the card was not swiped at the start of the **Top Up** sequence you will be prompted to swipe the card now

**Alternatively**

press the green **Enter** key on the keypad to enable manual entry of the **ETU** card number which will then locate the associated **ETU** product

Instructions continue on next page ›
For both swiped cards and manually entered account numbers the system will attempt to verify the supplied data.

If the card or account number did not map to any products, the screen will display **No matches** before returning to the product type selection screen.

Where mapped to associated products, select the preferred product and press the **Approved** button to continue

or

the red **Thumbs Down** button to return to provider selection

or

**Cancel** to end the transaction.
Step 13

Paid?

If payment has already been received (ie paid by cash), press the on screen green Thumbs Up button, and the terminal will commence processing the selected product from the epay product catalogue.

If payment is to be made as an EFT transaction press the red Thumbs Down button or Cancel to end the transaction.

Step 14

When the Thumbs Down button is pressed, the terminal will proceed to process a EFT purchase.

Before doing so, you can also add additional shopping items if needed.

Manually enter the additional value.

For information on processing an EFT transaction, please refer to page 24 in the First Data user guide for countertop and mobile terminals.

Step 15

Purchase N of N

The terminal will proceed to process each epay product.

Each epay product selected will be processed in sequence.

Step 16

Processing N of N

When completed, the screen will show the status of each epay transaction and prompt the user to continue onto the next product. All available receipts will be printed automatically.

Pressing the on screen green Thumbs Up button will proceed to the next epay product or return to the main screen if no more products are pending.
epay purchase refund transaction

The steps taken to process a refund of an epay product

**Step 01**
Select **Refund** from the on screen menu

**Step 02**
Select the relevant epay transaction from the displayed list; use the scrollbars on the side of the list to move up and down. Records are shown in the order in which they were created. Press the **Cancel** button to end the Refund operation.

**Step 03**
Match the displayed information to that of the original epay transaction
If the correct record has been selected, press the on screen green **Thumbs Up** button to continue or the red **Thumbs Down** button to return to the transaction selection list

**Step 04**
The screen will show the current status of the Refund operation
When completed, the results of the **Refund** operation will be displayed on the screen and a receipt will be printed.

Press the on screen green **Thumbs Up** button to return to the main screen.
### epay electronic top-up refund transaction

The steps taken to process a refund of an epay electronic top-up (ETU)

<table>
<thead>
<tr>
<th>Step 01</th>
<th>Step 02</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="https://via.placeholder.com/150" alt="Select Refund from the on screen menu" /></td>
<td><img src="https://via.placeholder.com/150" alt="Select appropriate transaction from the displayed list" /></td>
</tr>
</tbody>
</table>

Select **Refund** from the on screen menu

Select the relevant epay transaction from the displayed list; use the scrollbars on the side of the list to move up and down. Records are shown in the order in which they were created. Press the **Cancel** button to end the **Refund** operation.

<table>
<thead>
<tr>
<th>Step 03</th>
<th>Step 04</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="https://via.placeholder.com/150" alt="Refund" /> \« HOSTTXID » \« Date\Time » \« Desc\Amount »</td>
<td><img src="https://via.placeholder.com/150" alt="Swipe card" /></td>
</tr>
</tbody>
</table>

Match the displayed information to that of the original epay transaction

If the correct record has been selected, press the on screen green **Thumbs Up** button to continue or the red **Thumbs Down** button to return to the transaction selection list.

**Refund**

Swipe the **ETU** card now
The screen will show the current status of the Refund operation.

When completed, the results of the Refund operation will be displayed on the screen and a receipt will be printed.

Press the on screen green Thumbs Up button to return to the main screen.
epay reprint receipt process

The steps taken to re-print a merchant’s copy of the epay receipt

**Step 01**

Select Receipts from the on screen menu

**Step 02**

Select the relevant epay transaction from the displayed list; use the scrollbars on the side of the list to move up and down. Records are shown in the order in which they were created.

Press the Cancel button to end the Receipts operation.

**Step 03**

Match the displayed information to that of the original epay transaction.

If the correct record has been selected, press the on screen green Thumbs Up button to continue or the red Thumbs Down button to return to the transaction selection list.

**Step 04**

The screen will show the current status of the Reprint operation.
When completed, the results of the **Reprint** operation will be displayed on the screen and a receipt will be printed. Press the on screen green **Thumbs Up** button to return to the main screen.
Where to get help

First Data customer support
Visit the client support page at firstdata.com.au

A comprehensive user guide to the EFTPOS terminal can be downloaded by visiting the client support page on our website. The site is equipped to keep you up to date with tips and articles, forms and guides, security and fraud prevention information and so much more.

Or call

Service and support 1800 243 444
Stationery 1300 664 660
Fraud and risk support 1800 372 838
epay support or POS material 1300 301 408

Keep your merchant ID number handy when you call, this can help speed up your enquiry.