

First Data Merchant Solutions  
EFTPOS

# User Guide

for the **epay** application

First Data™  
Merchant Solutions

# What are you looking for?

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# Introduction

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This User Guide is for merchants who are using First Data Merchant Solutions 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 Merchant Solutions EFTPOS terminal user guide and covers the use of the epay application.

For other EFTPOS terminal functions, please refer to your First Data Merchant Solutions EFTPOS terminal user guide.

## About the epay application

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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 Merchant Solutions, 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 Merchant Solutions 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**

Transaction Admin  
Purchase Void

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 Merchant Solutions on 1800 243 444

**Step 03**

User password  
NNNN

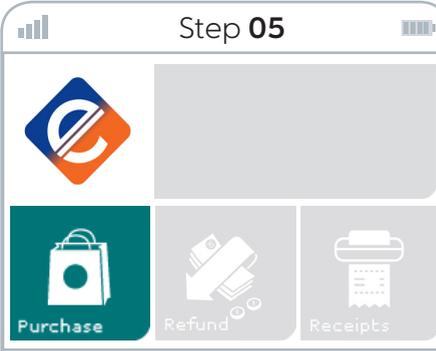
Key in the user password and press the green **Enter** key on the keypad  
The password is the same password applied to other functions. There is not a unique password for the **ePAY** application

**Step 04**

Purchase Refund Receipts

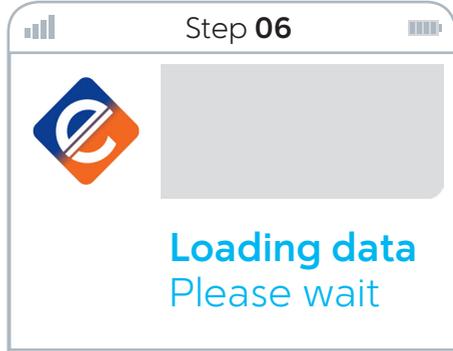
You are now able to select the required **ePAY** function

Step 05



Select **Purchase** from the on screen menu

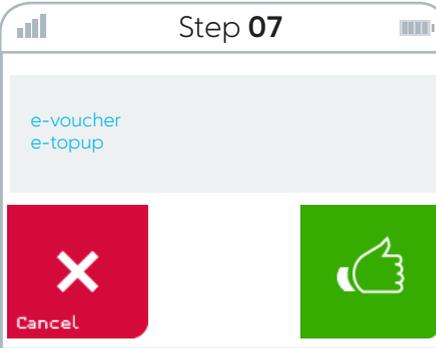
Step 06



**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

Thumbs Up

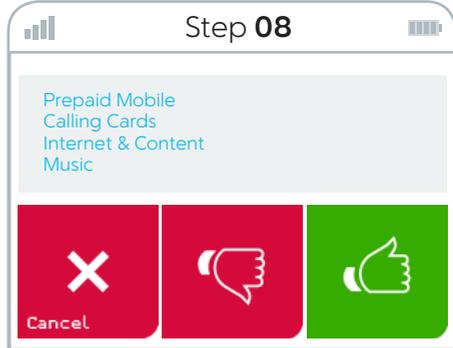
Thumbs Down

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

or

**Cancel** to end the transaction

Step 08



Prepaid Mobile  
Calling Cards  
Internet & Content  
Music

Cancel

Thumbs Down

Thumbs Up

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**

Optus Mobile  
Virgin  
Vodafone Voucher  
Telstra Pre-Paid

Cancel  

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**

Optus \$10 Top Up (\$10)  
Optus Mobile \$15 (\$15)  
Optus Mobile \$20 (\$20)  
Optus Mobile \$30 (\$30)

Cancel  

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

Cancel  

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

or

To proceed to payment, select **Checkout**

or

**Cancel** to end the transaction

**Step 12**

 **Paid?**

Cancel  

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 13**



Purchase



Back

\$NN.NN  
**Enter Amount**  
**Purchase**  
**epay \$NN.NN**

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 Merchant Solutions user guide for countertop and mobile terminals

**Step 14**



**Purchase N of N**  
 << Status >>

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

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

**Step 15**



**Processing N of N**  
 << Status >>



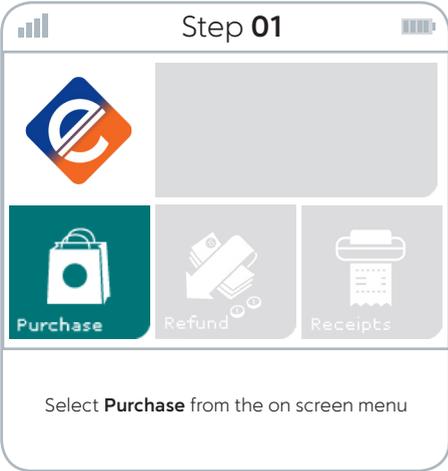
When completed, the screen will show the status of each **epay** transaction and prompt the user to continue onto the next product. All available receipts will be printed automatically

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

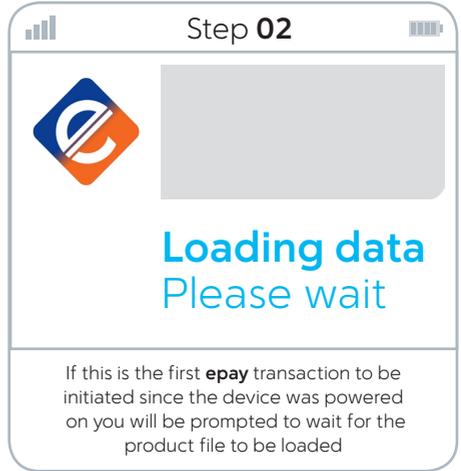
The steps taken to process an electronic top-up (ETU) for an existing **epay** product (eg: pre-paid mobile phone recharge)

**Step 01**



Select **Purchase** from the on screen menu

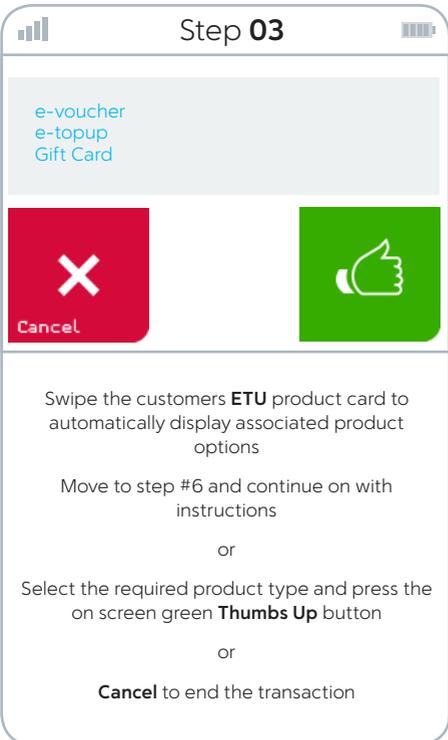
**Step 02**



**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

**Cancel** [Thumbs Down] [Thumbs Up]

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

Move to step #6 and continue on with instructions

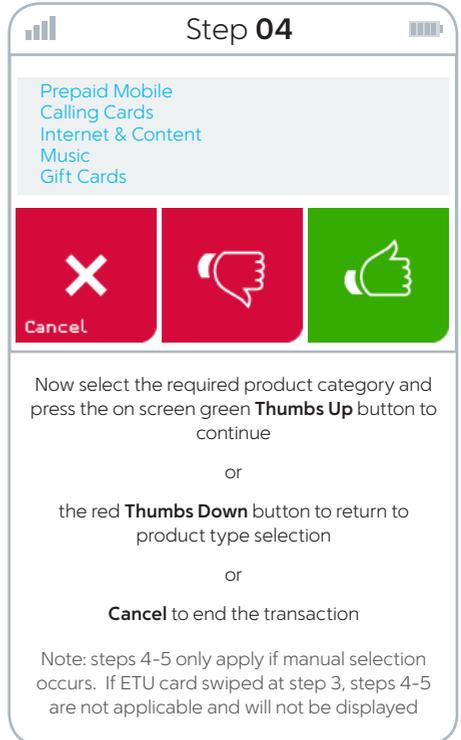
or

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

or

**Cancel** to end the transaction

**Step 04**



Prepaid Mobile  
Calling Cards  
Internet & Content  
Music  
Gift Cards

**Cancel** [Thumbs Down] [Thumbs Up]

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)

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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**



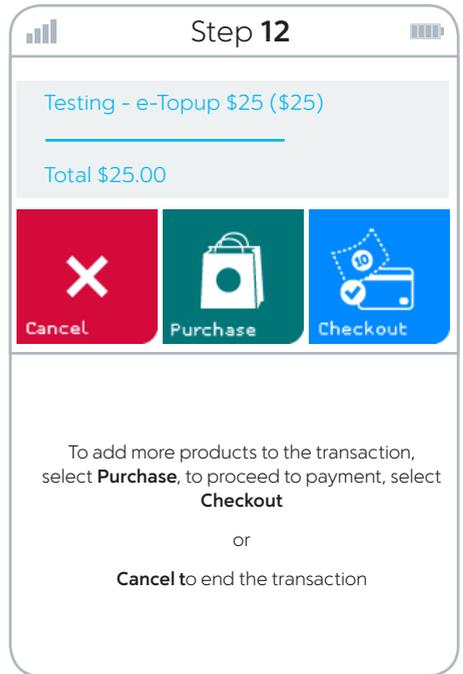
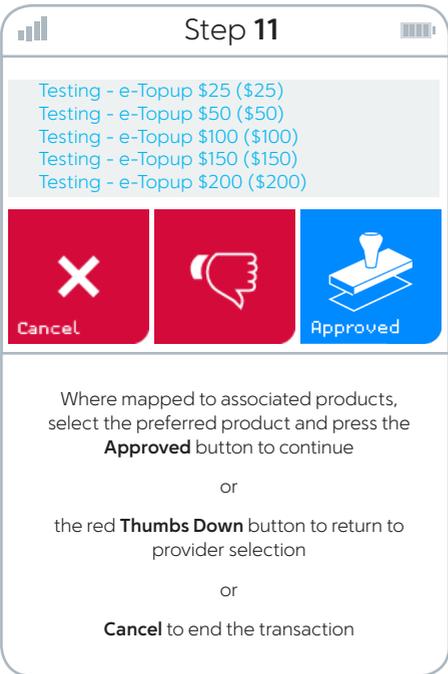
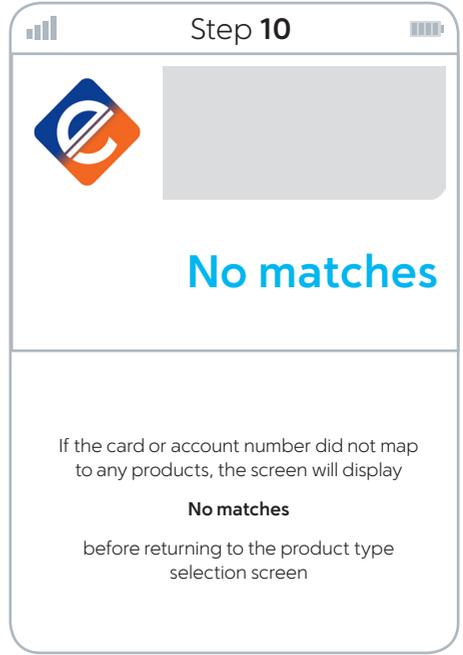
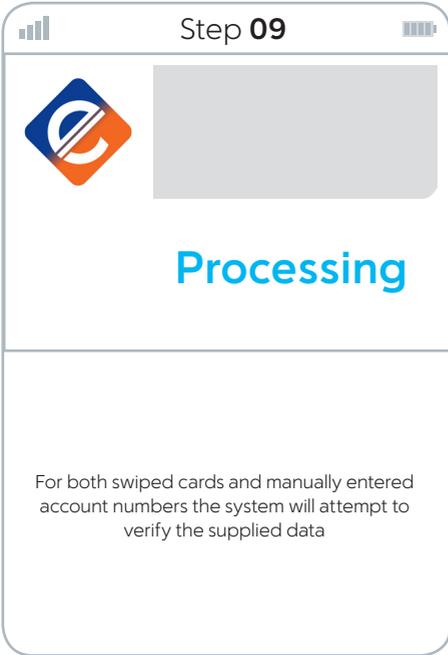
**Swipe card first** or **Enter Card No NN**

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

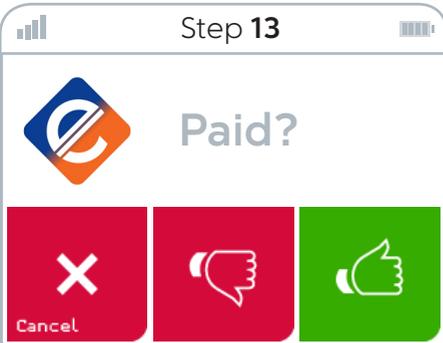
**Alternatively**

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 >



**Step 13**



**Paid?**

Cancel

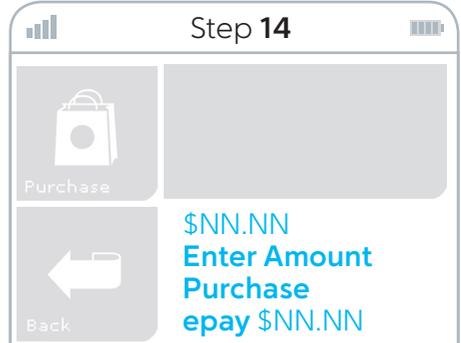
If payment has already been received (ie paid by cash), press the on screen green **Thumbs Up** button, and the terminal will commence processing the selected product from the **epay** product catalogue

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

or

**Cancel** to end the transaction

**Step 14**



Purchase

Back

**\$NN.NN**  
**Enter Amount**  
**Purchase**  
**epay \$NN.NN**

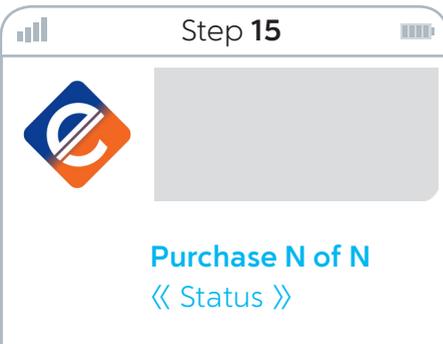
When the **Thumbs Down** button is pressed, the terminal will proceed to process a EFT purchase

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 Merchant Solutions user guide for countertop and mobile terminals

**Step 15**

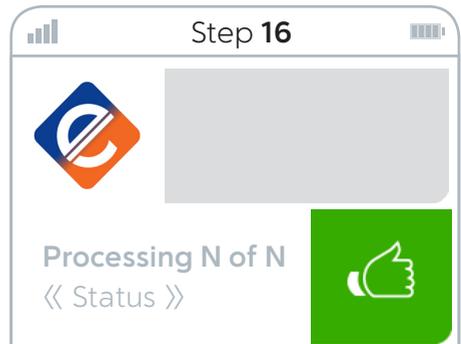


**Purchase N of N**  
**<< Status >>**

The terminal will proceed to process each **epay** product

Each **epay** product selected will be processed in sequence

**Step 16**



**Processing N of N**  
**<< Status >>**

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

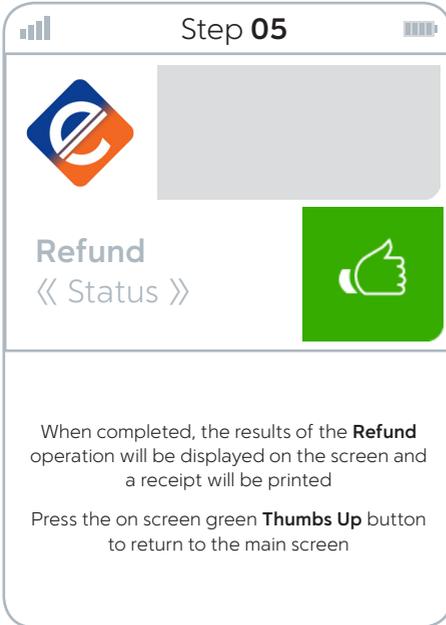
If the correct record has been selected, press the on screen green **Thumbs Up** button to continue

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



# epay electronic top-up refund transaction

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

**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

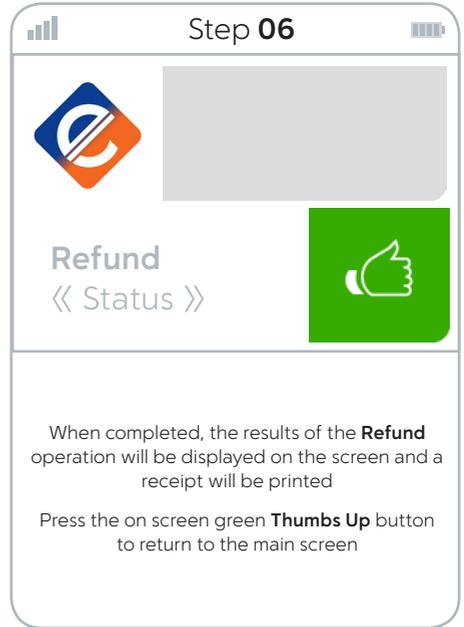
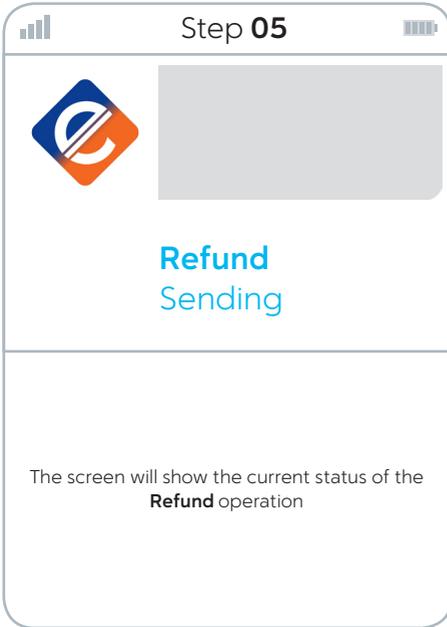
If the correct record has been selected, press the on screen green **Thumbs Up** button to continue

or

the red **Thumbs Down** button to return to the transaction selection list

**Step 04**

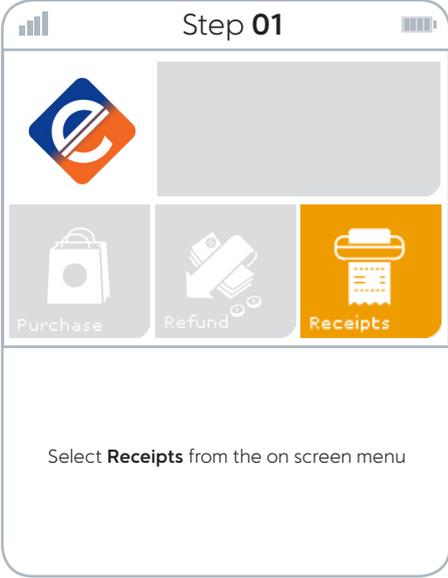
Swipe the **ETU** card now



# epay reprint receipt process

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

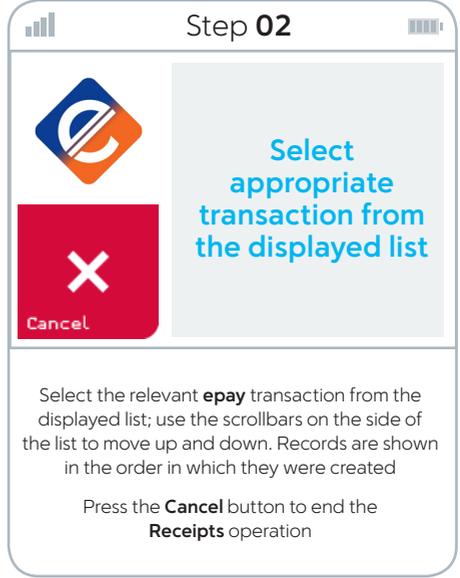
**Step 01**



Select **Receipts** from the on screen menu

The screenshot shows a mobile application interface with a signal strength indicator on the left and a battery indicator on the right. At the top, it says "Step 01". Below the title bar is the epay logo (a blue and orange diamond with a white 'e'). To the right of the logo is a grey rectangular area. Below the logo and grey area are three buttons: "Purchase" (with a shopping bag icon), "Refund" (with a hand holding a coin icon), and "Receipts" (with a printer icon). The "Receipts" button is highlighted in orange.

**Step 02**



Select appropriate transaction from the displayed list

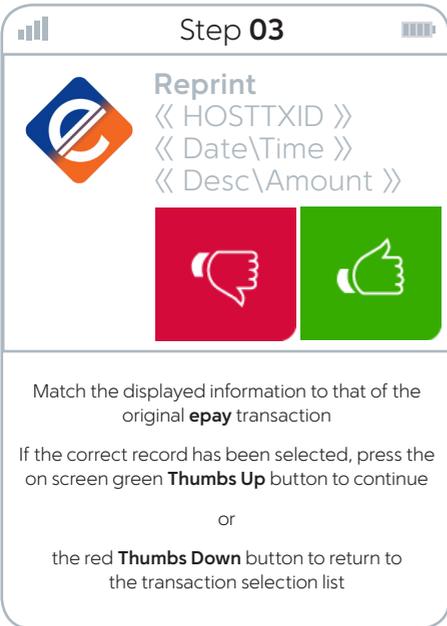
Cancel

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

The screenshot shows a mobile application interface with a signal strength indicator on the left and a battery indicator on the right. At the top, it says "Step 02". Below the title bar is the epay logo. To the right of the logo is a large grey rectangular area containing the text "Select appropriate transaction from the displayed list" in blue. Below the logo and grey area is a red button with a white 'X' icon and the word "Cancel" below it.

**Step 03**



Reprint  
« HOSTTXID »  
« Date\Time »  
« Desc\Amount »

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

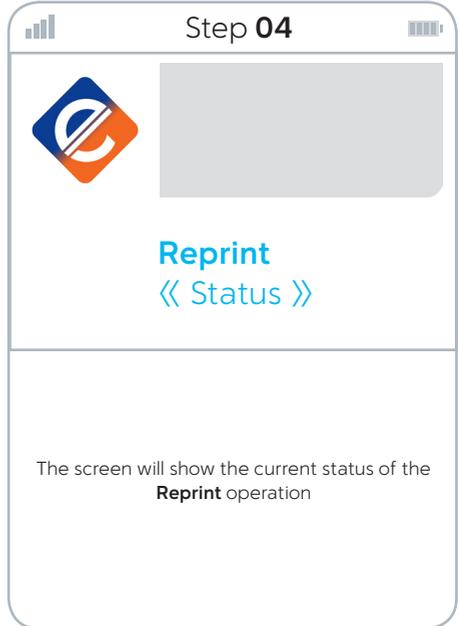
If the correct record has been selected, press the on screen green **Thumbs Up** button to continue

or

the red **Thumbs Down** button to return to the transaction selection list

The screenshot shows a mobile application interface with a signal strength indicator on the left and a battery indicator on the right. At the top, it says "Step 03". Below the title bar is the epay logo. To the right of the logo is the text "Reprint" followed by three lines of transaction details: "« HOSTTXID »", "« Date\Time »", and "« Desc\Amount »". Below the logo and text are two buttons: a red button with a white thumbs-down icon and a green button with a white thumbs-up icon.

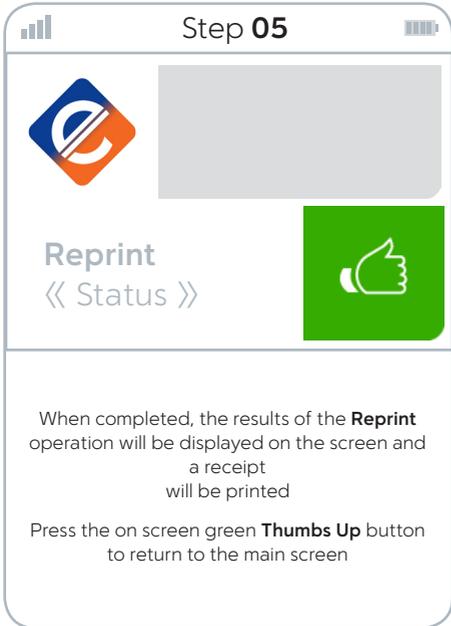
**Step 04**



Reprint  
« Status »

The screen will show the current status of the **Reprint** operation

The screenshot shows a mobile application interface with a signal strength indicator on the left and a battery indicator on the right. At the top, it says "Step 04". Below the title bar is the epay logo. To the right of the logo is a large grey rectangular area containing the text "Reprint" followed by "« Status »" in blue.







# Where to get help

## First Data Merchant Solutions customer support

Visit the merchant support page at [firstdatams.com.au](http://firstdatams.com.au)

A comprehensive user guide to the EFTPOS terminal can be downloaded by visiting the merchant 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	<b>1800 243 444</b>
Stationery	<b>1300 664 660</b>
Fraud and risk support	<b>1800 372 838</b>
epay support or POS material	<b>1300 301 408</b>

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