

Product Introduction

EPay is a payment authorisation provider for recharge vouchers and giftcards.

EPay electronic products are sold as printed vouchers on a customer's receipt, or as preloaded gift cards. Your store decides which products to sell. All EPay products need to be activated at POS.

Printed Vouchers (PIN)	E-Top Up Cards (ETU)	Blackhawk Gift Cards
Optus Mobile \$100	Telstra Prepaid SIM Kit \$40	BH Virgin Airlines \$100
Optus \$10 Top Up	Stan \$50	BH Myer \$50
Telstra Pre-Paid \$20	Visa Gift Card \$100	BH Mitre10 \$100
Plus more...	Plus more...	Plus more...

Epay currently don't offer VAS Complex products (such as Citylink passes and fishing licences).

How to Start Selling EPay Products

Step 1: Upgrade to Surefire v2.18.4.33+.

Step 2: Sign-up [online](#) to create your EPay account and credentials. A Supermarket and Liquor store will share the same credentials.

Step 3: Update your Surefire POS Config. Item | Services Tab | Value Added Services. Item | Refund Allow non-surefire Receipt ID's. See [TECH-3f Configure EPay Fact Sheet](#).

Step 4: Add the product in Surefire.

Epay give you your Store credentials. Set at Store POS Config level if you'll sell Epay products at every lane.

Tip: Enable all sale types, even if you only sell one type at the moment. Only EPay products that you have as physical cards or Quick Items will be sold.

Print Merchant copy gives a Store copy of the Activation receipt. Useful for audit purposes. It also includes the Item Txn ID needed for a refund.

EPay Product details

To sell EPay products, you need to set up:

- A Department Structure for VAS products.
- A Supplier record for EPay (you'll need their A.B.N).
- EPay products in Surefire (Epay email you a complete product list).
- VAS Code for each product (this tells POS to communicate with EPay).
- Quick Items (if selling PIN vouchers).



Upgrading from Touch

If you previously sold Electronic cards via Touch, you'll need to update your product database:

- Either update the Touch products (EAN, cost, retail, stock code) or create new EPay products.
- Flag the Touch product (or just the Touch EAN if you opted to update the product) for deletion.
- Review your Quick Items.

How to Sell E Pay Products at POS

An Internet connection is required.

Step 1: Add the e-product to the basket.

- To sell an E-Top Up or Blackhawk Giftcard: scan the long barcode on the card.
- To sell a Recharge voucher: open Quick Items and select the voucher.

Step 2: Take payment from the customer.

Step 3: POS communicates with E Pay to verify and activate the product.

Step 4: Check the activation receipt, and ensure the customer takes their receipt as proof of successful activation.

If activation fails (times out or E Pay rejects the card), E Pay sends an error message to the screen and receipt; do a generic department refund for the product, as the sale has been completed.

E Pay POS Features:

- ✓ Voids (Item & Transaction prior to payment complete)
- ✓ Refunds
- ✓ Separate activation receipt
- ✗ Suspends.



E Pay Reporting

E Pay offers comprehensive 24/7 reporting relating to all prepaid sales.

Surefire reports E Pay sales under the Department you set up for E Pay products.

- Department Summary.
- Department Details.
- Department Analysis.

E Pay Refund Policy

- E Pay products are refunded through Surefire POS. You can only refund a card/voucher if the customer has the original item transaction ID (on their purchase receipt). This must be entered at POS to proceed with the refund.
- To be able to enter the E Pay transaction ID, you will need a touchscreen or mouse to open the on-screen keyboard, or a physical keyboard attached to the POS.
- POS communicates with E Pay to check a refund is allowed, prior to the refund payment. This prevents double refunds. Once E Pay have returned approval for the refund, you cannot void the item from the transaction anymore. If E Pay reject the refund, you can void the item from the sale.
- E Pay does not support refund of Blackhawk products, and other selected products (including iTunes card, EA Origin, Stan, Xbox CTC, Sportbet, Visa Swipe, JB Hi-Ji Gift Card, Lebara Starter Kit - SIM POSA, Optus SIM POSA, and Vodafone SIM POSA). PIN products must be refunded within 2 days. E Pay will return an appropriate error message at POS if they reject the refund.

Need Help?

Help with the E Pay Product:

- Account details, billing, terminal reports
- Card activation enquiries
- POS promotional materials

E Pay Customer Care Centre

- www.epayworldwide.com.au/signuplogin/
- Email: support@epayworldwide.com.au
- 1300 301 408

Help with your E Pay POS Solution:

- Configuration
- Trouble-shooting “timeout” errors at POS
- Sales
- Refunds
- Software issues
- Sales reporting

Surefire Service Desk Portal

- www.surefiresystems.itclientportal.com/
- Email: support@surefiresystems.com
- Ph: 1800 724 667

Learning Zone Training Resources

- [TECH-3f Configure E Pay \(inc. trouble-shooting\).](#)
- [POS-1a Operator Register Functions \(page 5\)](#)

Changes at POS for EPay (Compared to Touch)

	TOUCH TRANSACTION FLOW	EPAY TRANSACTION FLOW	CHANGES IN EPAY
Successful Transaction	<ol style="list-style-type: none"> 1. Add product to the basket. 2. Message "Processing VAS" is displayed to Operator. <ul style="list-style-type: none"> • POS sends SALE request with product details. • TOUCH sends SALE response with voucher number. 3. Payment is made. 4. Print transaction receipt and recharge voucher. 	<ol style="list-style-type: none"> 1. Add product to the basket. 2. Payment is made. 3. Message "Processing VAS" is displayed to Operator. <ul style="list-style-type: none"> • POS sends SALE request with product details. • EPAY sends SALE response with voucher number. 4. Print transaction receipt and recharge voucher. 	Voucher is activated AFTER the tendering as opposed to activating it prior as currently being done with TOUCH
Payment Cancelled	<ol style="list-style-type: none"> 1. Add product to the basket. 2. POS sends SALE request/TOUCH sends SALE response. 3. Payment is not successful (i.e. EFT insufficient funds). 4. Reversal of TOUCH voucher is triggered. 5. Void is done on POS. 	<ol style="list-style-type: none"> 1. Add product to the basket. 2. Payment is not successful (i.e. EFT insufficient funds). 3. Void is done at POS. 	EPAY item void is just like a void of any other item. It is now faster, because there is no communication between POS and EPAY prior to tendering.
Timeout OR Reseller Rejects	<ol style="list-style-type: none"> 1. Add product to the basket. 2. POS sends SALE request/TOUCH sends SALE response. 3. A timeout occurs while talking to TOUCH. OR TOUCH activation is unsuccessful. 4. Item is voided. 	<ol style="list-style-type: none"> 1. Add product to the basket. 2. Payment is made. 3. POS sends SALE request/TOUCH sends SALE response. 4. A timeout occurs while talking to EPAY. OR EPAY activation is unsuccessful. 5. Print transaction receipt and failed voucher details. 6. Refund the transaction (to a generic department). 	<p>If a timeout occurs, a refund has to be done as the communication to EPAY only happens after tendering.</p> <p>If the transaction is unsuccessful on EPAY's end, a refund has to be done as tendering has happened before the EPAY voucher is activated and passed back to POS.</p>
Refunds	<ol style="list-style-type: none"> 1. Add the generic touch refund item to the basket. 2. Do a price override to match the item being refunded. 3. Complete refund tendering. 4. Print transaction receipt. 5. Call TOUCH customer services to initiate the TOUCH voucher reversal process. 	<ol style="list-style-type: none"> 1. Add product to the basket. 2. Select Refund button. 3. Prompt to enter EPAY item transaction ID is displayed. 4. Complete refund tendering. 5. POS sends refund request/ EPAY sends response. If approved, refund is made. If rejected, operator calls EPAY customer service. 6. Print transaction receipt. 	Original EPay transaction ID (printed under each EPAY item on the original sale receipt) needs to be entered (via an onscreen or physical keyboard). POS communicates with Epay to check a refund is allowed, prior to refund payment being issued.