

OPERATOR GUIDE V2.0

XPOS




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Introduction



The days when EFTPOS could only process credit and debit card transactions are long gone. Now XPOS gives you the opportunity to make money and increase customer traffic using your EFTPOS terminal.

Exclusive to the Commonwealth Bank, XPOS is a first for Australia, allowing you to process electronic gift cards, and to sell a broad range of products and services over your EFTPOS terminal. Your customers will love the added convenience; you'll appreciate the commission from additional sales.

The XPOS operator guide provides instructions on how to use your XPOS terminal. The terminal instructions replicate the screens from an EFTPOS PLUS V7.0 terminal. Some screens may vary if you are using a different terminal type or version.

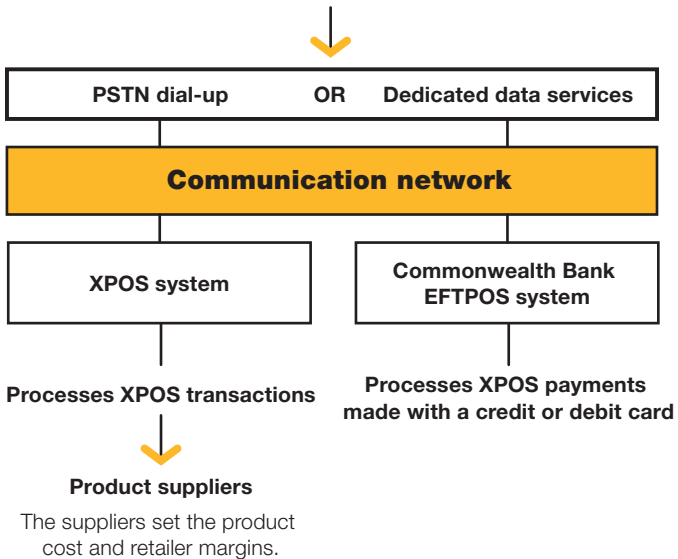


The XPOS network

The XPOS network is a flexible and robust infrastructure that provides a variety of services to retailers. The XPOS host runs separately from the Bank's host in order to provide fast, efficient processing of your transactions without impacting the EFTPOS network.



EFTPOS terminal



XPOS functionality



- **Pre-paid mobile** enables your customer to top up their mobile phone account. The account balance reduces every time a call is made from a pre-paid mobile phone. When the account balance runs out, your customer can purchase a recharge voucher from an XPOS merchant and follow the printed instructions. The process loads additional value onto an account according to the value of the voucher. For example a \$25 recharge voucher equals \$25 of call credit.
- **Calling cards** are most often used from a fixed line (public, home and office phones) to call interstate or overseas (from Australia). Calls from mobile phones can be made but the mobile carrier charges a tariff. These calling cards can be used to make local calls but it is normally more economical to use a standard line.
- **Internet recharge** makes it easier for your customers to connect to the Internet. There are no ongoing accounts and no contracts. Some products require a physical starter kit but the majority don't. By simply logging onto the Internet Service Provider's website and entering the Personal Identification Number (PIN) provided, your customers can start 'surfing the web'.
- **Prepaid home phone** is similar to a calling card and can be used from a fixed line home account.
- **SMS and phone fun** includes SMS, logos and mobile phone ringtones. It operates similar to Internet recharge. Your customer would buy a pre-paid voucher from an XPOS merchant then log onto the provider's website and follow the instructions on the voucher to download their ringtone or logo to their mobile phone.
- **CityLink tolling** allows your customer to either top-up their CityLink road toll account or purchase a day or weekend pass. The tolling pass allows your customer to use the toll roads in Victoria. The product primarily applies to Victoria however tolling products can be purchased in other states. For example a driver in Sydney may wish to buy a weekend toll pass before visiting Victoria. A similar tolling system will shortly be introduced in New South Wales.
- **Ticketing** covers pre-paid attractions tickets. Tickets purchased are vouchers only. Your customer will still need to present their voucher at the attraction for redemption. Your customer's benefit from using XPOS as the tickets are cheaper than purchasing them at the venue. Tickets are also ideal as gifts.

- **Fishing licences** are required in New South Wales and Victoria. Licences can be purchased for numerous periods of time. Care should be taken to store the thermal licences correctly to ensure longevity.
- **Magazine subscriptions** are accessed through MagShop and include over 50 of the most popular titles that can be purchased.
- **BPOINT** is an over-the-counter bill payment service, which allows your customer to pay selected bills at participating XPOS merchants. Simply scan the barcode on the bill, collect the funds, and a receipt is provided to the customer for the payment. BPOINT is available as an XPOS upgrade with a barcode scanner provided. For upgrades, contact Merchant Enquiries on **1800 230 177**, 9am to 5pm (AEST), Monday to Friday.
- **Gift cards** are provided by E Com Industries Pty Ltd. If you operate a gift card program separate training materials will be provided by E Com.

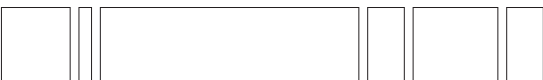
Important notes



- If payment is made by cash, you need to receive the payment from the customer before pressing the 'OK' button to process the transaction and print out the product. Once the product is printed, it cannot be returned.
- If you wait too long to select an option in a menu (approximately 30 seconds), a time out will occur and the terminal will return to the Ready screen. If a 'time-out' does occur, start the transaction procedure again.
- For each transaction a barcode is printed. This barcode can be used for tracking in your point-of-sale system. It does not constitute a successful transaction. To ensure reconciliation, only scan successful transactions (and not cancelled or declined transactions) into your point-of-sale system.



XPOS extranet



commbank.com.au/xpos

The XPOS extranet facility is a secure website that allows authorised persons to view sales reports of XPOS products sold on the terminal.

You can also access up to date product and margin schedules and change your details via the extranet.

To access the extranet, log onto **commbank.com.au/xpos** then click on the merchant login button.

For user name and password related queries, contact the XPOS Help Desk on **1300 553 772**.



Point of sale



XPOS point of sale including a poster, decal and wobblers are provided to all XPOS customers to help you promote the availability of electronic products in your store.

Counter mats are also available by request.

To order more point of sale contact the XPOS Help Desk on **1300 553 772**.

Operator IDs



In this section:

- Entering a new username and ID
- Modifying a username and ID
- Removing an operator
- Printing an operator list

A user ID is required to process XPOS transactions. The user ID is for your security as it prevents unauthorised users from printing XPOS products. We recommend that your staff members each have their own unique user ID. New usernames and IDs need to be created in the terminal before use.

Entering a new username and ID

Step	Screen	Action
1	COMMONWEALTH BANK EFTPOS READY XPOS	Select the yellow OPTION key below XPOS.
2	1. TELCO 2. CITYLINK 3. BPOINT MORE	Select the yellow OPTION key below MORE.
3	1. TICKETING 2. MAGAZINES 3. ADMIN BACK	Select 3. ADMIN.



Step	Screen	Action
4	ADMIN 1. TEST FUNCTIONS 2. REPORTS 3. VOUCHER REPRINTS 8. EPAY ADMIN 9. SPECIAL	Select the blue FUNCTION key.
5	XPOS TERMINAL 1. END SESSION 2. XPOS SETTINGS 3. SYSTEM ADMIN 4. RESET MASTER ID	Select 2 XPOS SETTINGS.
6	XPOS SETTINGS MASTER USER ID?	Enter 467263 then press OK.
7	XPOS SETTINGS 1. OPERATOR ADMIN 2. TERMINAL SETUP 3. VOUCHER REPRINTS 8. EPAY ADMIN 9. SPECIAL	Select 1 OPERATOR ADMIN.
8	OPERATOR ADMIN 1. ADD OPERATOR 2. MODIFY OPERATOR 3. REMOVE OPERATOR 4. OPERATOR LIST	Select 1 ADD OPERATOR.
9	ADD NEW USER USER NAME?	Enter the user's name using the alpha numeric keypad then press OK.
10	ADD NEW USER USER ID?	Enter a USER ID 3-6 numbers long then press OK.

Repeat steps 9 and 10 until all users are entered. Select the red CANCEL key to return to the READY screen.

Modifying a username and ID

Complete to step 7 as per instructions on 'Enter new username and ID':

Step	Screen	Action
8	OPERATOR ADMIN 1. ADD OPERATOR 2. MODIFY OPERATOR 3. REMOVE OPERATOR 4. OPERATOR LIST	Select 2 MODIFY OPERATOR.
9	CHANGE USER USER NAME [MASTER USER] PREV NEXT	Select the yellow OPTION key below PREV or NEXT until you reach the user that you want to modify then press OK.
10	CHANGE USER USER ID? (NEW)	Enter new USER ID then press OK.
11	CHANGE USER USER ID? (CONFIRM)	Re-enter new USER ID then press OK. Terminal will display UPDATING RECORD... Select the red CANCEL key to return to the Ready screen.

Removing an operator

Complete to step 7 as per instructions on 'Enter new username and ID':

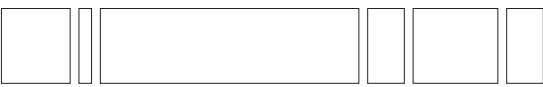
Step	Screen	Action
8	OPERATOR ADMIN 1. ADD OPERATOR 2. MODIFY OPERATOR 3. REMOVE OPERATOR 4. OPERATOR LIST	Select 3 REMOVE OPERATOR.
9	DELETE USER USER NAME [MASTER USER] PREV NEXT	Select the yellow OPTION key below PREV or NEXT until you reach the USER that you want to modify then press OK. Terminal will display DELETING RECORD...Select the red CANCEL key to return to the READY screen.

Printing an operator list

Complete to step 7 as per instructions on 'Enter new user name and ID':

Step	Screen	Action
8	OPERATOR ADMIN 1. ADD OPERATOR 2. MODIFY OPERATOR 3. REMOVE OPERATOR 4. OPERATOR LIST	Select 4. OPERATOR LIST.
9	OPERATOR LIST PRINTING...	An OPERATOR LIST will print. Select the red CANCEL key to return to the READY screen.

Performing an XPOS transaction



In this section:

- Telecommunications
- Tolling
- Ticketing
- Fishing licences
- Magazine subscriptions
- BPOINT
- Using the alpha numeric keypad

Telecommunications

Step	Screen	Action
1	COMMONWEALTH BANK EFTPOS READY XPOS	Select the yellow OPTION key below XPOS.
2	1. TELCO 2. CITYLINK 3. BPOINT MORE	Select 1 TELCO.
3	XPOS TERMINAL USER ID?	Enter your USER ID then press OK.



Step	Screen	Action
4	TELCO 1. PREPAID MOBILE 2. CALLING CARD 3. INTERNET 4. PREPAID HOME PHONE 5. SMS & PHONE FUN	Select the number corresponding with the PRODUCT you require.
5	[PRODUCT] 1. [SUPPLIER 1] 2. [SUPPLIER 2] 3. [SUPPLIER 3]	Select the number corresponding with the SUPPLIER you require.
6	[SUPPLIER] 1. [DENOMINATION 1] 2. [DENOMINATION 2] 3. [DENOMINATION 3]	Select the number corresponding with the DENOMINATION you require.
7	[PRODUCT] [\$AMOUNT] CONFIRM? PRESS OK	Confirm that the PRODUCT and DENOMINATION are correct by selecting OK.
8	XPOS PAYMENT METHOD 1. CASH/OTHER 2. EFTPOS	Select the number corresponding with the customer's payment method.

Cash payment

A product barcode is printed once you select CASH. The barcode can be used to scan into your point-of-sale system for product reconciliation.

Step	Screen	Action
9	XPOS PAYMENT TOTAL [\$VALUE] PAYMENT RECEIVED? PRESS OK TO CONTINUE	Take the cash payment from the customer then press OK. Note: Once you select OK the product will be printed and cannot be refunded, therefore it is important you take the payment before selecting OK.
10	TRANSACTION OK CONTINUE? PRESS OK	Press OK to return to the READY screen.

The XPOS voucher will now print. Give this voucher to the customer.

The customer can then use the product by following the instructions listed on the voucher.

EFTPOS payment

Step	Screen	Action
9	PRESS OK TO CONTINUE XPOS EFT PAYMENT TOTAL [\$VALUE] EXTRA PURCHASE? \$0.00	If the customer is purchasing goods in your store the amount payable for those goods can be entered here so that you are only processing a single transaction. Enter the additional purchase amount then press OK. If the customer has no other purchases then press OK.

A product barcode is printed once you select OK. The barcode can be used to scan into your point-of-sale system for product reconciliation.

Step	Screen	Action
10	XPOS EFT PAYMENT TOTAL [\$TOTAL] CONFIRM TOTAL? PRESS OK TO CONTINUE	Confirm that the amount shown is the total amount payable by the customer then press OK.
11	SWIPE CARD OR ENTER CARD NO	Swipe the customer's credit or debit card.

The terminal will take you through a standard EFTPOS transaction process.

If the card is approved the XPOS voucher will print. Give this voucher to the customer.

To use the product, the customer simply follows the instructions detailed on the voucher

Tolling

Step	Screen	Action
1	COMMONWEALTH BANK EFTPOS READY XPOS	Select the yellow OPTION key below XPOS.
2	1. TELCO 2. CITYLINK 3. BPOINT MORE	Select 2 CITYLINK.
3	XPOS TERMINAL USER ID?	Enter your USER ID then press OK.
4	CITYLINK 1. CITYLINK PASS 2. ACCOUNT TOP-UP	Select 1 CITYLINK PASS or 2 ACCOUNT TOP-UP.

CityLink pass

Step	Screen	Action
5	CITYLINK PASS 1. 24HR/WEEKEND PASS 2. TULLA PASS 3. MODIFY PASS	Select the number corresponding to the type of pass the customer requires. Note: MODIFY PASS will require an original transaction ID.
6	[PASS TYPE] 1. [VEHICLE TYPE 1] 2. [VEHICLE TYPE 2] 3. [VEHICLE TYPE 3]	Select the number corresponding to the type of vehicle the customer has.
7	[VEHICLE TYPE] 1. YESTERDAY 2. TODAY 3. TOMORROW 4. OTHER DATE	Select the number corresponding to the timeframe for which the tolling pass is required. Note: OTHER DATE requires a date to be entered.
8	DATE [DATE] PRESS OK TO CONTINUE	Confirm the correct date is shown then press OK.
9	VEHICLE REGISTRATION	Enter the VEHICLE REGISTRATION number using the alpha numeric keypad then press OK.
10	STATE OR TERRITORY 1. VICTORIA 2. NEW SOUTH WALES 3. AUST CAPITAL TERR 4. QUEENSLAND 5. SOUTH AUSTRALIA 6. WESTERN AUSTRALIA 7. TASMANIA ▼	Select the number corresponding to the STATE OR TERRITORY the vehicle is registered in. NOTE: to access 8. NORTHERN TERRITORY select the left yellow OPTION key to scroll through the menu.
11	DATE [DATE] CONFIRM? PRESS OK	Confirm the DATE shown is correct by selecting OK.

Step	Screen	Action
12	VEHICLE REGISTRATION [REGISTRATION] CONFIRM? PRESS OK	Confirm the VEHICLE REGISTRATION shown is correct by selecting OK.
13	CITYLINK [VEHICLE TYPE] [PASS TYPE] [\$AMOUNT] CONFIRM? PRESS OK	Confirm the details shown are correct by selecting OK.
14	XPOS PAYMENT METHOD 1. CASH/OTHER 2. EFTPOS	Select the number corresponding with the customer's payment method.

Account top-up

Step	Screen	Action
5	ACCOUNT TOP-UP 1. [DENOMINATION 1] 2. [DENOMINATION 2] 3. [DENOMINATION 3] 9. OTHER AMOUNT	Select the number corresponding with the DENOMINATION required.
6	ACCOUNT NUMBER SWIPE, SCAN OR KEY ?	Enter the customer's ACCOUNT NUMBER then press OK. Alternatively swipe the customer's card.
7	ACCOUNT NUMBER [ACCOUNT NUMBER] CONFIRM? PRESS OK	Confirm the ACCOUNT NUMBER is correct by selecting OK.
8	CITYLINK [\$] TOP-UP [\$AMOUNT] CONFIRM? PRESS OK	Confirm the AMOUNT is correct by selecting OK.
9	XPOS PAYMENT METHOD 1. CASH/OTHER 2. EFTPOS	Select the number which corresponds with the customer's payment method.

Cash payment

A product barcode is printed once you select CASH. The barcode can be used to scan into your point-of-sale system for product reconciliation.

Step	Screen	Action
15	XPOS PAYMENT TOTAL [\$VALUE] PAYMENT RECEIVED? PRESS OK TO CONTINUE	Take the cash payment from the customer then press OK. Note: Once you select OK the product will be printed and cannot be refunded. Therefore, it is important that you take the payment before selecting OK.
16	TRANSACTION OK CONTINUE? PRESS OK	Press OK to return to the READY screen.

The XPOS voucher will now print. Give this voucher to the customer.

To use the product, the customer simply follows the instructions detailed on the voucher.

EFTPOS payment

Step	Screen	Action
15	XPOS EFT PAYMENT TOTAL [\$VALUE] EXTRA PURCHASE? \$0.00	If the customer is purchasing goods in your store, the amount payable for those goods can be entered here so that you are only processing a single transaction. Enter the additional purchase amount then press OK. If the customer has no other purchases then press OK.

A product barcode is printed once you select OK. This barcode can be used to scan into your point-of-sale system for product reconciliation.

Step	Screen	Action
16	XPOS EFT PAYMENT TOTAL [\$TOTAL] CONFIRM TOTAL? PRESS OK TO CONTINUE	Confirm that the amount shown is the total amount payable by the customer then press OK.

Step	Screen	Action
17	SWIPE CARD OR ENTER CARD NO	Swipe the customer's credit or debit card.

The terminal will take you through a standard EFTPOS transaction process.

If the card is approved then the XPOS voucher will print. Give this voucher to the customer.

To use the product, the customer simply follows the instructions detailed on the voucher.

Ticketing

Step	Screen	Action
1	COMMONWEALTH BANK EFTPOS READY XPOS	Select the yellow OPTION key below XPOS.
2	1. TELCO 2. CITYLINK 3. BPOINT MORE	Select the yellow OPTION key below MORE.
3	1. TICKETING 2. MAGAZINES 3. ADMIN BACK	Select 1 TICKETING.
4	XPOS TERMINAL USER ID?	Enter your USER ID then press OK.
5	TICKETING 2. ATTRACTIONS 3. FISHING LICENCES	Select 2 ATTRACTIONS.
6	[TICKETING TYPE] 1. [STATE 1] 2. [STATE 2] 3. [STATE 3]	Select the number corresponding to the STATE the attraction is in.

Step	Screen	Action
7	[STATE] 1. [ATTRACTION 1] 2. [ATTRACTION 2] 3. [ATTRACTION 3]	Select the number that corresponds to the attraction that you require.
8	ADULT TICKET QUANTITY?	Select the number of ADULT TICKETS required then press OK. If no adult tickets are required then press OK. Note: children, pensioners and family tickets may also be an option for some attractions.
9	ADULT TICKET [NO.] @ [\$TOTAL] CONFIRM? PRESS OK	Confirm the number of tickets shown by selecting OK.
10	XPOS PAYMENT METHOD 1. CASH/OTHER 2. EFTPOS	Select the number which corresponds with the customer's payment method.

Cash payment

A product barcode is printed once you select CASH. The barcode can be used to scan into your point-of-sale system for product reconciliation.

Step	Screen	Action
11	XPOS PAYMENT TOTAL [\$VALUE] PAYMENT RECEIVED? PRESS OK TO CONTINUE	Take the cash payment from the customer then press OK. Note: Once you select OK the product will be printed and cannot be refunded, therefore it is important you take the payment before selecting OK.
12	TRANSACTION OK CONTINUE? PRESS OK	Press OK to return to the Ready screen.

The XPOS voucher will now print. Give this voucher to the customer.

To use the product, the customer simply follows the instructions detailed on the voucher.

EFTPOS payment

Step	Screen	Action
11	XPOS EFT PAYMENT TOTAL [\$VALUE] EXTRA PURCHASE? \$0.00	If the customer is purchasing goods in your store, the amount payable for those goods can be entered here so that you are only processing a single transaction. Enter the additional purchase amount then press OK. If the customer has no other purchases then press OK.

A product barcode is printed once you select OK. The barcode can be used to scan into your point-of-sale system for product reconciliation.

Step	Screen	Action
12	XPOS EFT PAYMENT TOTAL [\$TOTAL] CONFIRM TOTAL? PRESS OK TO CONTINUE	Confirm that the amount shown is the total amount payable by the customer then press OK.
13	SWIPE CARD OR ENTER CARD NO	Swipe the customer's credit or debit card.

The terminal will take you through a standard EFTPOS transaction process.

If the card is approved then the XPOS voucher will print. Give this voucher to the customer.

To use the product, the customer simply follows the instructions detailed on the voucher.

Fishing licences

Step	Screen	Action
1	COMMONWEALTH BANK EFTOS READY XPOS	Select the yellow OPTION key below XPOS.
2	1. TELCO 2. CITYLINK 3. BPOINT MORE	Select the yellow OPTION key below MORE.

Step	Screen	Action
3	1. TICKETING 2. MAGAZINES 3. ADMIN BACK	Select 1 TICKETING.
4	XPOS TERMINAL USER ID?	Enter your USER ID then press OK.
5	TICKETING 2. ATTRACTIONS 3. FISHING LICENCES	Select 3 FISHING LICENCES.
6	FISHING LICENCES 1. NEW SOUTH WALES 2. VICTORIA	Select the number corresponding to the STATE that you require.
7	[STATE] 1. [TIME FRAME 1] 2. [TIME FRAME 2] 3. [TIME FRAME 3]	Select the number corresponding to the period of time that the licence is required for.
8	START DATE DDMMYY?	Enter the START DATE for the licence period then press OK. Note: licences cannot be obtained more than 1 month in advance.
9	START TIME (HHMM) ?	Enter the 4-digit START TIME then press OK. Note: applicable to Victorian licences only.
10	FIRST NAME	Enter the customer's FIRST NAME using the alpha numeric keypad then press OK.
11	LAST NAME	Enter the customer's LAST NAME using the alpha numeric keypad then press OK.
12	DATE OF BIRTH DDMMYY?	Enter the customer's DATE OF BIRTH then press OK.
13	STREET ADDRESS	Enter the customer's STREET ADDRESS (number and street) then press OK.
14	TOWN/SUBURB	Enter the customer's TOWN/SUBURB then press OK.

Step	Screen	Action
15	STATE OR TERRITORY 1. VICTORIA 2. NEW SOUTH WALES 3. AUST CAPITAL TERR 4. QUEENSLAND 5. SOUTH AUSTRALIA 6. WESTERN AUSTRALIA 7. TASMANIA ▼	Select the number corresponding to the STATE OR TERRITORY that you require. NOTE: to access 8. NORTHERN TERRITORY use the left yellow OPTION key to scroll through the menu.
16	POSTCODE ?	Enter the customer's POSTCODE then press OK.
17	START DATE [DD/MM/YYYY] CONFIRM? PRESS OK	Confirm the START DATE is correct by selecting OK.
18	START TIME [HHMM] CONFIRM? PRESS OK	Confirm the START TIME is correct by selecting OK. Note: applicable to Victorian licences only.
19	FIRST NAME [FIRST NAME] CONFIRM? PRESS OK	Confirm the FIRST NAME is correct by selecting OK.
20	LAST NAME [LAST NAME] CONFIRM? PRESS OK	Confirm the LAST NAME is correct by selecting OK.
21	STREET ADDRESS [STREET ADDRESS] CONFIRM? PRESS OK	Confirm the STREET ADDRESS is correct by selecting OK.
22	TOWN/SUBURB [TOWN/SUBURB] CONFIRM? PRESS OK	Confirm the TOWN/SUBURB is correct by selecting OK.
23	POSTCODE [POSTCODE] CONFIRM? PRESS OK	Confirm the POSTCODE is correct by selecting OK.

Step	Screen	Action
24	[STATE] [LICENCE PERIOD] [\$AMOUNT] CONFIRM? PRESS OK	Confirm the product is correct by selecting OK.
25	XPOS PAYMENT METHOD 1. CASH/OTHER 2. EFTPOS	Select the number that corresponds with the customer's payment method.

Cash payment

A product barcode is printed once you select CASH. The barcode can be used to scan into your point-of-sale system for product reconciliation.

Step	Screen	Action
26	XPOS PAYMENT TOTAL [\$VALUE] PAYMENT RECEIVED? PRESS OK TO CONTINUE	Take the cash payment from the customer then press OK. Note: Once you select OK the product will be printed and cannot be refunded. Therefore, it is important that you take the payment before selecting OK.
27	TRANSACTION OK CONTINUE? PRESS OK	Press OK to return to the READY screen.

The XPOS voucher will now print. Give this voucher to the customer.

To use the product, the customer simply follows the instructions detailed on the voucher.

EFTPOS payment

Step	Screen	Action
26	XPOS EFT PAYMENT TOTAL [\$VALUE] EXTRA PURCHASE? \$0.00	If the customer is purchasing goods in your store, the amount payable for those goods can be entered here so that you are only processing a single transaction. Enter the additional purchase amount then press OK. If the customer has no other purchases then press OK.

A product barcode is printed once you select OK. The barcode can be used to scan into your point-of-sale system for product reconciliation.

Step	Screen	Action
27	XPOS EFT PAYMENT TOTAL [\$TOTAL] CONFIRM TOTAL? PRESS OK TO CONTINUE	Confirm that the amount shown is the total amount payable by the customer then press OK.
28	SWIPE CARD OR ENTER CARD NO	Swipe the customer's credit or debit card.

The terminal will take you through a standard EFTPOS transaction process.

If the card is approved the XPOS voucher will print. Give this voucher to the customer.

To use the product, the customer simply follows the instructions detailed on the voucher.

Note: fishing licences are printed on thermal paper and therefore should not be laminated.

Magazine subscriptions

Step	Screen	Actions
1	COMMONWEALTH BANK EFTPOS READY XPOS	Select the yellow OPTION key below XPOS.
2	1. TELCO 2. CITYLINK 3. BPOINT MORE	Select the yellow OPTION key below MORE.
3	1. TICKETING 2. MAGAZINES 3. ADMIN BACK	Select 1 MAGAZINES.
4	XPOS TERMINAL USER ID?	Enter your USER ID then press OK.
5	MAGAZINES 1. PURCHASE 2. CATALOGUE	Select 1 PURCHASE or 2 CATALOGUE. Note: the CATALOGUE option allows you to print an up-to-date list of available magazines to obtain a PRODUCT ID.

Catalogue

Step	Screen	Action
6	FIRST LETTER	Enter the FIRST LETTER of the magazine you wish to find then press OK.
7	MAGAZINE CATALOGUE PRESS OK TO CONTINUE	Press OK to continue.
8	TRANSACTION OK THERE ARE [NO.] ITEMS THAT MATCH [LETTER] CONTINUE? PRESS OK	A catalogue with all magazine titles which start with the letter that you have selected will print. To continue press OK and the terminal will return to the READY screen.

Purchase

Step	Screen	Action
6	PRODUCT ID ?	Enter the PRODUCT ID found on the catalogue then press OK.
7	PRICE \$0.00	Enter the PRICE found on the catalogue then press OK.
8	FIRST NAME	Enter the customer's FIRST NAME using the alpha numeric keypad then press OK.
9	LAST NAME	Enter the customer's LAST NAME using the alpha numeric keypad then press OK.
10	STREET ADDRESS	Enter the customer's STREET ADDRESS (number and street) using the alpha numeric keypad then press OK.
11	TOWN/SUBURB	Enter the customer's TOWN/SUBURB using the alpha numeric keypad then press OK.

Step	Screen	Action
12	STATE OR TERRITORY 1. VICTORIA 2. NEW SOUTH WALES 3. AUST CAPITAL TERR 4. QUEENSLAND 5. SOUTH AUSTRALIA 6. WESTERN AUSTRALIA 7. TASMANIA ▼	Select the number that corresponds to the STATE OR TERRITORY that you require. NOTE: to access 8. NORTHERN TERRITORY use the left yellow OPTION key to scroll through the menu.
13	POSTCODE ?	Enter the customer's POSTCODE then press OK.
14	PHONE NO ?	Enter the customer's PHONE NO then press OK.
15	EMAIL ADDRESS	Enter the customer's email address then press OK. If the customer does not have an email address then simply press OK.
16	PRODUCT ID [PRODUCT ID] CONFIRM? PRESS OK	Confirm that the PRODUCT ID is correct by selecting OK.
17	PRICE [\$PRICE] CONFIRM? PRESS OK	Confirm that the PRICE is correct by selecting OK.
18	FIRST NAME [FIRST NAME] CONFIRM? PRESS OK	Confirm that the FIRST NAME is correct by selecting OK.
19	LAST NAME [LAST NAME] CONFIRM? PRESS OK	Confirm that the LAST NAME is correct by selecting OK.
20	STREET ADDRESS [STREET ADDRESS] CONFIRM? PRESS OK	Confirm that the STREET ADDRESS is correct by selecting OK.
21	TOWN/SUBURB [TOWN/SUBURB] CONFIRM? PRESS OK	Confirm that the TOWN/SUBURB is correct by selecting OK.

Step	Screen	Action
22	POSTCODE [POSTCODE] CONFIRM? PRESS OK	Confirm that the POSTCODE is correct by selecting OK.
23	XPOS PAYMENT METHOD 1. CASH/OTHER 2. EFTPOS	Select the number that corresponds with the customer's payment method.

Cash payment

A product barcode is printed once you select CASH. The barcode can be used to scan into your point-of-sale system for product reconciliation.

Step	Screen	Action
24	XPOS PAYMENT TOTAL [\$VALUE] PAYMENT RECEIVED? PRESS OK TO CONTINUE	Take the cash payment from the customer then press OK. Note: Once you select OK the product will be printed and cannot be refunded, therefore it is important you take the payment before selecting OK.
25	TRANSACTION OK CONTINUE? PRESS OK	Press OK to return to the Ready screen.

The XPOS voucher will now print. Give this voucher to the customer.

To use the product, the customer simply follows the instructions detailed on the voucher.

EFTPOS payment

Step	Screen	Action
24	XPOS EFT PAYMENT TOTAL [\$VALUE] EXTRA PURCHASE? \$0.00	If the customer is purchasing goods in your store the amount payable for those goods can be entered here so that you are only processing a single transaction. Enter the additional purchase amount then press OK. If the customer has no other purchases then press OK.

A product barcode is printed once you select OK. The barcode can be used to scan into your point-of-sale system for product reconciliation.

Step	Screen	Action
25	XPOS EFT PAYMENT TOTAL [\$TOTAL] CONFIRM TOTAL? PRESS OK TO CONTINUE	Confirm that the amount shown is the total amount payable by the customer then press OK.
26	SWIPE CARD OR ENTER CARD NO	Swipe the customer's credit or debit card.

The terminal will take you through a standard EFTPOS transaction process.

If the card is approved then the XPOS voucher will print. Give this voucher to the customer.

To use the product, the customer simply follows the instructions detailed on the voucher.

BPOINT

Bill payments can be made by your customers to various billers using a debit card, credit card or cash. Usually billers accept all payment types but any combination of debit, credit or cash can be allowable at the terminal depending on the biller settings. Minimum and maximum payment amounts, as set by the particular biller, are allowable at the terminal. Maximum payment amounts and daily processing limits can apply to the terminal.

In the event that a payment type cannot be accepted, advise your customer to select another payment type. In the event that a bill payment cannot be processed, advise your customer to pay the biller using another payment method, as detailed on the bill or invoice.

You are required to keep all merchant copies of the BPOINT receipt. The Bank may request copies of the receipt for dispute resolution.

Step	Screen	Action
1	COMMONWEALTH BANK EFTPOS READY XPOS	Select the yellow OPTION key below XPOS.
2	1. TELCO 2. CITYLINK 3. BPOINT MORE	Select 3 BPOINT.

Scanner

Step	Screen	Action
3	XPOS TERMINAL USER ID?	Enter your XPOS USER ID then press OK.
4	BPOINT 1. BARCODE SCANNER 2. USE KEYBOARD	Select 1 BARCODE SCANNER or 2 USE KEYBOARD. Note: the keyboard option should only be used as a fallback procedure when the scanner does not work.
5	BPOINT BARCODE SCAN BARCODE	Scan the BPOINT barcode.
6	AMOUNT \$0.00	Enter the bill amount then press OK.
7	AMOUNT [\$AMOUNT] CONFIRM? PRESS OK	Confirm the AMOUNT is correct by selecting OK.
8	XPOS PAYMENT METHOD 1. CASH/OTHER 2. EFTPOS	Select the number that corresponds with the customer's payment method.

Keyboard

Step	Screen	Action
5	BILLER ID ?	Enter the BILLER ID then press OK.
6	CUSTOMER REF NO.	Enter the CUSTOMER REF NO. then press OK.
7	AMOUNT \$0.00	Enter the BILL AMOUNT then press OK.
8	BILLER ID [BILLER ID] CONFIRM? PRESS OK	Confirm that the BILLER ID is correct by selecting OK.
9	CUSTOMER REF NO. [CUSTOMER REF NO.] CONFIRM? PRESS OK	Confirm that the CUSTOMER REF NO. is correct by selecting OK.

Step	Screen	Action
10	AMOUNT [\$AMOUNT] CONFIRM? PRESS OK	Confirm that the AMOUNT is correct by selecting OK.
11	XPOS PAYMENT METHOD 1. CASH/OTHER 2. EFTPOS	Select the number that corresponds with the customer's payment method.

Cash payment

A product barcode is printed once you select CASH. This barcode can be used to scan into your point-of-sale system for product reconciliation.

Step	Screen	Action
12	XPOS PAYMENT TOTAL [\$VALUE] PAYMENT RECEIVED? PRESS OK TO CONTINUE	Take the cash payment from the customer then press OK. Note: Once you select OK, the product will be printed and cannot be refunded. Therefore, it is important that you take the payment before selecting OK.
13	TRANSACTION OK CONTINUE? PRESS OK	Press OK to return to the READY screen.

A BPOINT customer receipt will print. Hand this to your customer.

EFTPOS payment

Step	Screen	Action
12	XPOS EFT PAYMENT TOTAL [\$VALUE] EXTRA PURCHASE? \$0.00	If the customer is purchasing goods in your store, the amount payable for those goods can be entered here so that you are only processing a single transaction. Enter the additional purchase amount then press OK. If the customer has no other purchases then press OK.

A product barcode is printed once you select OK. The barcode can be used to scan into your point-of-sale system for product reconciliation.

Step	Screen	Action
13	XPOS EFT PAYMENT TOTAL [\$TOTAL] CONFIRM TOTAL? PRESS OK TO CONTINUE	Confirm that the amount shown is the total amount payable by the customer then press OK.
14	SWIPE CARD OR ENTER CARD NO	Swipe the customer's credit or debit card.

The terminal will take you through a standard EFTPOS transaction process.

If the card is approved then a BPOINT customer receipt will print. Hand this to your customer.

Using the alpha numeric keypad

Many of the products require entering customer details using the alpha numeric keypad. This is done similar to sending an SMS. Press the number displaying the letter you require until the letter appears on the screen, e.g. for the letter 'S' press 7, 4 times.

To add a space, press 0 (zero) twice.

To add symbols (e.g. /, @, *, -) press 0 (zero) three times. Continue to press 0 (zero) until you reach the required symbol.

If you make a mistake and need to change details, press CLEAR and change the information.

Administration functions

In this section:

- Transaction report
- Test transaction
- Voucher reprints
- Previous voucher reprint

Transaction report

Step	Screen	Action
1	COMMONWEALTH BANK EFTPOS READY XPOS	Select the yellow OPTION key below XPOS.
2	1. TELCO 2. CITYLINK 3. BPOINT MORE	Select the yellow OPTION key below MORE.
3	1. TICKETING 2. MAGAZINES 3. ADMIN BACK	Select 2 ADMIN.
4	XPOS TERMINAL USER ID?	Enter your XPOS USER ID then press OK.

Step	Screen	Action
5	ADMIN 1. TEST FUNCTIONS 2. REPORTS 3. VOUCHER REPRINTS 8. EPAY ADMIN 9. SPECIAL	Select 2 REPORTS.
6	REPORTS 1. TRANS REPORT	Select 1 TRANS REPORT.
7	TRANS REPORT 1. YESTERDAY 2. TODAY 3. OTHER DATE	Select the number corresponding to the date you require.
8	TRANSACTION REPORT PRESS OK TO CONTINUE	Select OK. A transaction report listing all the transactions from the date you selected will print.

Test transaction

Step	Screen	Action
1	COMMONWEALTH BANK EFTPOS READY XPOS	Select the yellow OPTION key below XPOS.
2	1. TELCO 2. CITYLINK 3. BPOINT MORE	Select the yellow OPTION key below MORE.

Step	Screen	Action
3	1. TICKETING 2. MAGAZINES 2. ADMIN BACK	Select 2 ADMIN.
4	XPOS TERMINAL USER ID?	Enter your XPOS USER ID then press OK.
5	ADMIN 1. TEST FUNCTIONS 2. REPORTS 3. VOUCHER REPRINTS 8. EPAY ADMIN 9. SPECIAL	Select 1 TEST FUNCTIONS.
6	TEST FUNCTIONS 1. TEST TRANSACTION 2. TELCO DEMO 3. TICKETS DEMO	Select 1 TEST TRANSACTION.
7	TEST TRANSACTION PRESS OK TO CONTINUE	Press OK to print the test transaction. When complete, select the red CANCEL key to return to the Ready screen.

Voucher reprints

The voucher reprint function should be used in the event that the terminal runs out of paper while attempting to print a voucher for a transaction. Alternatively, the function can be used where a customer is unable to read a voucher because of print quality.

Step	Screen	Action
1	COMMONWEALTH BANK EFTPOS READY XPOS	Select the yellow OPTION key below XPOS.
2	1. TELCO 2. CITYLINK 3. BPOINT MORE	Select the yellow OPTION key below MORE.

Step	Screen	Action
3	1. TICKETING 2. MAGAZINES 3. ADMIN BACK	Select 3 ADMIN.
4	XPOS TERMINAL USER ID?	Enter your XPOS USER ID then press OK.
5	ADMIN 1. TEST FUNCTIONS 2. REPORTS 3. VOUCHER REPRINTS 8. EPAY ADMIN 9. SPECIAL	Select 3 VOUCHER REPRINTS.
6	VOUCHER REPRINTS 1. THE LAST VOUCHER 2. ANY OTHER VOUCHER	Select 1 THE LAST VOUCHER. The last voucher will then print. If you require a previous voucher select 2 ANY OTHER VOUCHER and then enter the transaction ID listed on the original voucher.

Previous voucher reprint

The previous voucher reprint function should be used in the event that a customer is unable to read a voucher correctly.

Step	Screen	Action
7	VOUCHER REPRINTS 1. THE LAST VOUCHER 2. ANY OTHER VOUCHER	Select 2 ANY OTHER VOUCHER.
8	TRANSACTION ID ?	Call the XPOS Help Desk on 1300 553 772 to obtain a TRANSACTION ID. Enter this number and the voucher requested will print.

Returns

In this section:

- BPOINT
- Defective products
- Terminal printer malfunction
- Operator/customer error

BPOINT

In the event that your customer has a dispute relating to a payment, overpayment, underpayment, payment refund or other issue, these should be referred to the particular biller for resolution. The terminal will not allow refunds for bill payments.

Do not under any circumstances refund a customers bill payment in cash.

Defective products

Telecommunication products

Defects including PIN activation issues following purchase:

- **Do not under any circumstances refund suspected faulty product.**
- Instruct the customer to call the relevant telecommunications carrier, e.g. Telstra, Optus, Vodafone. The relevant help desk numbers can be found on the product vouchers.
- If the telecommunications carrier cannot resolve the problem and instructs the customer to return the product to the retailer for a refund or exchange, then contact the XPOS Help Desk.

Other products

Where a product is defective and cannot be used in the manner intended direct the customer to the XPOS Help Desk. The Help Desk will implement the appropriate refund or re-supply procedure.

Terminal/printer malfunction

If the product voucher is not legible or fails to dispense from the terminal:

- **Do not under any circumstances refund suspected faulty product.**
- If a voucher is not legible due to poor print quality, perform a voucher reprint. See page 35 *Voucher reprints*.
- If a voucher does not dispense from the printer because a terminal or printer malfunction renders the terminal inoperable (i.e. voucher reprint cannot be performed), phone the XPOS Help Desk. The Help Desk has details of all valid transactions, and will provide the customer with the product once the transaction is validated.

Operator/customer error

If an incorrect product is accidentally purchased via operator or customer error:

- Once a telecommunications product of any kind or value is printed from the terminal, it is deemed to be the property of the retailer. If payment has been received from the customer, the product is deemed to be the property of the customer.
- Refunds cannot be issued where the refund is requested as a result of error by the terminal operator or customer error. In these circumstances, the retailer or the customer will be liable for the charges incurred for the product.
- It is very important for the operator to ensure that the customer is certain of the product that they want, and accepts payment before the voucher is printed.

BPOINT settlement

Where to get help



In this section:

- Credit and debit card payments
- Cash payments

Credit and debit card payments

All BPOINT bill payments paid using a debit or credit card will be settled directly to the biller. These payments will therefore not appear in your account. You will not be charged a Merchant Service Fee on these transactions.

Cash payments

A Commonwealth Bank settlement account must be used for all cash payments.

The total amount of BPOINT bill payments processed in cash on any given day will be debited from your account the following business night. Therefore you need to ensure you have enough funds in your account by the close of business the following business day. As an example cash payments accepted on a Monday will be debited from your account on Tuesday night.

■ XPOS Help Desk

24 hours, 7 days
Call **1300 553 772**

to report XPOS faults, for instructions on how to process XPOS transactions, details on commissions and to order more point of sale.

■ Merchant Help Desk

24 hours, 7 days
Freecall* **1800 022 966**

to report terminal faults or failures.

■ Merchant Enquiries

Mon to Fri, 9am to 5pm (AEST)
Freecall* **1800 230 177**

for general merchant enquiries, EFTPOS transaction errors, reconciliation errors, merchant statement enquiries, charge card acceptance, change of address notification, the collection of unused equipment, business closure and the adding or deleting of terminal functionality.

Please assist us by having your merchant number and terminal number available when contacting any of the Help Desks.

* Calls to Freecall numbers are free unless made from a mobile phone, which will be charged at the applicable rate.

commbank.com.au/xpos

