



## List of Services

- Prepaid mobile recharge
- Calling cards
- Prepaid Internet recharge
- Ringtones, logos and SMS
- Home phone recharge
- Road toll passes
- Attraction tickets
- Fishing licences
- Magazine subscriptions
- BPOINT bill payment



## Important Notes

- If payment is by cash, receive 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.
- A barcode is produced for tracking in your point of sale. It does not constitute a successful transaction.

## Refunds

- Do not under any circumstances refund suspected faulty products.
- Products printed due to customer or operator error cannot be refunded.
- Defective telecommunication products should be directed to the relevant carrier Help Desk.
- If a voucher is not legible due to poor print quality, perform a voucher reprint.
- Problems that cannot be resolved should be directed to the XPOS Help Desk on **1300 553 772**.

# XPOS Quick Reference Guide

## XPOS Extranet

To access billing information, log onto the extranet at [www.commbank.com.au/xpos](http://www.commbank.com.au/xpos) then click the extranet button.

If you have not received your user name and password or have forgotten them call the XPOS Help Desk on **1300 553 772**.

## Operator ID

A user ID is required for each XPOS transaction. This is for your security as it prevents unauthorised users from printing XPOS products. It is recommended that each staff member have their own unique ID. New user names and ID's need to be created in the terminal before use.

[www.commbank.com.au/xpos](http://www.commbank.com.au/xpos)

## Transaction Report

Transaction reports are available through the XPOS ADMIN menu for reconciliation purposes. This report will list all XPOS transactions performed over the last few days.

## Point of Sale

Point of sale material is provided to every new merchant. Additional items are available on request from the XPOS Help Desk on **1300 553 772**.

## Upgrading XPOS

To upgrade to BPOINT or other additional services call Merchant Enquiries on **1800 230 177**.

## Where to get Help

- **XPOS Help Desk**  
24 hours, 7 days  
Call **1300 553 772**  
to report XPOS faults or for instructions on how to process XPOS transactions.
- **Merchant Help Desk**  
24 hours, 7 days  
Call Freecall **1800 022 966**  
to report terminal faults or failures.
- **Merchant Enquiries**  
Mon to Fri, 9am to 5pm (local time)  
Call Freecall **1800 230 177**  
for general merchant enquiries.

