

Get to know Emmy.



Functionality

Can Emmy be used to settle funds to another bank?

Emmy is available to merchants through a Simple Merchant Plan, which requires the merchant to settle to a linked CommBank business account. A Business Transaction Account with no monthly account fees will be provided to merchants with this plan.

Are surcharges automatically applied for card payments?

Any surcharges need to be applied manually using the Small Business app.

Is the merchant notified if the email address is incorrectly entered for the email receipt function on the device?

If the email receipt cannot be delivered the merchant will receive an undelivered notification. This notification is sent to the email address that the merchant used to register their terminal. The merchant will not see an alert on Emmy as the unsuccessful message is sent from the merchant's email domain.

Is there a repository to store customer emails on the device?

If a merchant would like to store customer emails or information, this would need to be done via a purpose-built app.

Is the customer's card data stored on the phone or tablet?

Card data is not stored or visible by the smart device as all card data is fully encrypted by the Emmy terminal for security purposes.

Can Emmy be used overseas to accept payments via a WiFi connection?

While this is technically possible, it is a breach of card scheme rules and the merchant contract to accept payments overseas via an Emmy terminal.

Security

How secure is Emmy?

Emmy meets the highest level of security standards in the market known as PCI-PTS 3x, so merchants can be confident that their business and customers are protected.

Theft, breakages and replacements

What happens if someone walks out with Emmy?

Emmy can only operate when paired with the Small Business app. Once Emmy is out of range from the paired device (up to 10 metres) transactions are unable to be processed.

Is Emmy easy to break?

Emmy is a fully portable, small and light-weight terminal that has been certified in drop tests of up to 1.2 metres.

How long will it take to get a replacement Emmy?

CommBank has a four hour merchant terminal replacement Service Level Agreement (SLA). A replacement fee may apply.

Is there a non-return or damaged terminal fee?

There is a \$250 fee if Emmy is damaged or not returned to CommBank.



Terminal specifications

Connectivity

Which mobile devices and software is Emmy compatible with?

Emmy is compatible with a range of Apple iOS and Android smartphones and tablets. Emmy will connect with Apple iOS versions 6, 7 and 8, and Android versions 4 and above.

Who is the network provider?

Emmy pairs to the merchant's chosen smart device by Bluetooth. The phone or tablet needs a WiFi or 3G/4G connection in order to take payments and send email receipts.

Does Emmy operate on 4G?

Emmy is compliant with both 3G and 4G networks.

Will Emmy work in rural areas where there is poor network coverage?

Network coverage will depend on the merchant's provider for the smart device used to pair with Emmy. If the merchant is in an area with poor network coverage, Emmy can be used with a WiFi connection.

Does 3G/4G automatically kick in if WiFi connectivity is lost on Emmy?

If the Emmy terminal is taken out of WiFi range or the WiFi router is switched off, and your paired smart device is 3G or 4G enabled, Emmy will default to a 3G/4G network connection.

Battery

What is the battery life for Emmy and how long does it take to charge?

Emmy has a long lasting lithium-ion battery (1200mAh), which provides up to three days power on standby and up to 50 transactions. The battery initially takes four hours to charge and three hours to recharge during the life of the battery.

Bluetooth

Why do we need to certify a Bluetooth device to work with Emmy?

Bluetooth devices need to be certified to ensure Emmy continues to adhere to Australia's high security standards.

Accessories

Is there a car charger for Emmy?

A car charger is not provided for Emmy, but is available free of charge by contacting the Merchant Helpdesk on 1800 230 177.

Is a printer provided with Emmy?

The device does not support printing. Emmy uses email to send receipts.

CommBank Small Business app

How do you download the Small Business app?

On Android search for the 'CommBank Small Business' app, and install it on your device. Ensure that your device meets the minimum Android version supported.

On iOS:

- For iPhone: open the App Store, search for 'CommBank Small Business', and install. Ensure that your device meets the minimum iOS version supported.
- For iPad: open the App Store, search for 'CommBank Small Business', tap 'iPad Only' in the top left, and select 'iPhone Only'. Although the Small Business app is developed for iPhone, it will also function on an iPad. In the results section, install the app as per normal.

Will the first generation CommBank Small Business app work with Emmy?

The new CommBank Small Business app can be downloaded to work with Emmy, however the first generation is not compatible.

Pricing plan

How much does Emmy cost?

Emmy is available to merchants on a \$30 a month Simple Merchant Plan**.

Is it possible to move to a higher Simple Merchant Plan?

Emmy is recommended for small businesses. However, if a merchant is processing a low number of transactions with a large average invoice size they can choose one of the higher Simple Merchant Plans.

