XPOS
QUICK REFERENCE GUIDE.

List of Services

◆ Prepaid telco services

◆ Music, game and movie downloads

◆ Tolling top-ups and passes (VIC)

◆ Fishing licences (VIC & NSW)

◆ Bartercard processing

◆ Wright Express gift card processing

◆ Blackhawk gift cards (including iTunes)*

◆ Vii loyalty processing

Important Notes

◆ If payment is by cash, ensure you receive payment from the customer before completing the transaction. 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. If a 'time out' does occur, start the transaction procedure again.

◆ If you have an XPOS terminal a barcode is produced for some products 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.**

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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.**

Operator ID
(XPOS terminal customers)

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.

XPOS Extranet

To access billing information, log onto the extranet at **commbank.com.au/xpos**

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

Transaction Report
(XPOS terminal customers)

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.

* Not available on assigning devices (XG.02.42)
Commonwealth Bank of Australia ABN 48 123 123 124 ADV9236 270315

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 Enquiries
24 hours a day, 7 days a week call **1800 230 177** for general merchant enquiries and XPOS upgrades.

Bartercard Help Desk
Mon to Fri, 7.30 am to 7.30pm AEST call **1300 227 837.**

Wright Express gift card processing
24 hours, 7 days call **1300 553 380** for gift card enquiries and to report gift card faults.

Vii loyalty processing
8.30 am to 5.30 pm AEST call **1300 554 268** for loyalty enquiries and to report loyalty faults.

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