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SYSTEMS

Category	Technical
Course	BOS Config.
Version	1.4
Client	Generic
Software	2.18.4.33

Configure EPay Products

EPay products are a range of electronic products that are sold as preloaded gift cards or print as vouchers on a customer's receipt, such as Optus $20 recharge vouchers, itunes gifts cards, and Blackhawk giftcards.

Procedure to Configure SUREfire to Sell EPay Products

Hints and Tips

✓ EPay is the replacement payment authorisation provider for the TOUCH reseller. The POS experience is similar, except:
  • Products are now activated <u>after</u> tendering is complete.
  • If a timeout occurs while talking to EPay, OR if EPay reject a transaction, a refund must be done, as payment has already been taken.
  • To refund, the original EPay Transaction ID (on receipt) must be entered at POS. POS sends a cancel to EPay, who send back an approve/reject the refund.

✓ if you run a HOS with multiple stores, **Username, Password,** and **Retailer ID** are issued by EPay at business level - so they are set on the HOS. **TID** is store specific, so you after you export changes, you'll need to connect to the BOS to enter the **TID**.

✓ If a store has supermarket and a liquor BOS, EPay can separate the transactions for reporting.
  • The username and password are the same for both sites.
  • **TID** is unique for each site.
  • The sales data sent back to EPay also includes a unique Shop ID (store number for each site) for billing purposes.

✓ **Merchant copy** shows the same information as the customer activation receipt, just without the Code:
  * Merchant Copy *
  PlayStation Network Card $30
  epay TXN ID:
  EP9130007000059504
  POS Date: 03/09/2020
  POS Time: 14:53:49
  Serial Number 988496866
  Amount: $30.00

1.	Contact EPay to create your account, get your credentials (for POS config), and obtain their ABN (to create a supplier account). *It takes EPay 2-3 weeks to set up an account. They email credentials to you and Surefire Support.*	
2.	From the HOS/BOS **System** menu, select **Location Setup**.	
3.	Double-click **Configure**. *If a HOS user, click **Yes** to continue.*	
4.	Complete the following steps to enable EPay: a. Select the **Item** -> **Services** tab. b. Select the **Value Added Services** tab. c. Select the **EPay** tab. d. Select the **Enabled** check box. e. In **API,** enter the URL https://serv001m.au.epayworldwide.com:40081 f. Enter your **Username, Password, Terminal ID (TID)**, and **Retailer ID** issued by EPay. *In a HOS solution, TID must be set in BOS.* g. We recommend you select all EPay service types, so that POS is ready to sell all types. h. Optionally select **Print Merchant Receipt**, to print a store-copy of the activation receipt.	

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Hints and Tips

✓ Create a **department structure** that provides meaningful reporting. You might create a sub-department for each EPay category (e.g. Giftcards, Recharge, Blackhawk).

✓ EPay product sales are reported under the department hierarchy you created, on the following reports:
   • Department Summary report
   • Department Details report
   • Department Analysis report.

✓ If your store is **Head Office managed**, EPay products are usually added from the HOS.

✓ The **VAS Classification** tells POS that when this item is scanned, it needs to connect to the EPay server to validate and activate (or refund) the card.

✓ **CONVERTING FROM TOUCH TO EPAY**:
   Many of the electronic products offered by EPay will already exist in your database, if you previously sold them through Touch.
   • Create a supplier account for EPay.
   • Update the Department structure for electronic products, if required.
   • Decide if you will update the Touch products or create new products for EPay. If you update, change the following fields to match the EPay product file: EAN, cost, price, stock code.
   • Flag the Touch Product for deletion (OR just the EAN if you updated the Touch product to an EPay product).
   • Review your Quick Items, to remove any Touch products that are no longer offered by your store (such as fishing licences).

5.	Complete the following steps to make EPay Refunds work correctly at POS:	
	a. Select the **Item | Refund** tab.	
	b. Select the **Allow non-Surefire Receipt ID's** check box.	
	c. POS will need a keyboard to capture the EPay transaction ID for the refund. Choose the option applicable to your POS solution:	

If you have:	Then:
Touchscreen POS	No action required. An onscreen keyboard is already enabled.
Dynakey POS	Install a mouse at each lane so that operators click the screen keyboard. In the **System | System** tab, unselect **Hide Mouse Cursor**, and select **Enable Mouse Movement** checkboxes. OR Install a physical keyboard at each lane. In **System | General**, select the **Keyboard attached** checkbox.

6.	Click **Save.**	
7.	Create a **department/sub-dept/range** for EPay products (or update Tafmo to EPay). *Refer to TECH-4b Configure Department Hierarchies fact sheet.* *You'll add this department structure against each EPay stock record.*	
8.	Create a **supplier account** for EPay. *Refer to INV-5a Create a New Supplier fact sheet.* *You'll need to obtain the ABN for EPay.*	

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Hints and Tips

✓ Sample Activation Receipt for an Pay PIN (Voucher) product :
  • The activation receipt is a separate receipt which prints after the customer receipt.

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* Customer Copy *

PlayStation Network Card $30

epay TXN ID:
EP9130007000059505
POS Date: 03/09/2020
POS Time: 15:08:49
Code 1234567890123456
Serial Number 988496870
Amount: $30.00

HOW TO REDEEM:

1. Sign into PlayStation Network or create an account at playstation.com.

2. Go to 'Redeem Codes' on PlayStation Store and enter the 12-digit voucher code.

NOTE:
Voucher Code Issuer: Sony Interactive Entertainment Network Europe Ltd (company no: 06020283), 10 Great Marlborough St, London, W1F 7LP, UK. Full terms apply at www.playstation.com/legal/PSNTerms

This card does not expire

✓ EPay does not support refunds of selected products (an error will return at POS), including: all Blackhawk gift card products, 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.

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9. Create a stock record for each product; remember to assign the **VAS** classification in the **Extended** tab.

* Refer to Hints and Tips if you are converting from Touch to EPay.*

Refer to [PRO-1a Create a New Stock Record fact sheet](#).

You must create a product record for every price variant, as the gift cards are sold in fixed prices.

You only record the EAN, as the long barcode that is scanned at POS has the EAN in this barcode.

*The product file provided by EPay contains all the product details (including description, stock code, EAN, cost, retail, and gst).

Blackhawk supplied cards need special setup – this applies to all products that start with [076…]. You must only enter the first 11 digits as the EAN (use the number in the **ETUTrack1llN column if you have this on your EPay spreadsheet). BOS will pad extra zeros to the front to make it a 13 digit EAN.*

i.e. EAN [076750283406] should be registered as EAN [07675028340].*

• To add VAS, select the **Enter Extra Stock Details** check box; when you click **Next,** you can select its **VAS** classification:

Do not use the Product Type column off the EPay spreadsheet, this is NOT referring to VAS.

Select:	if the product:
VAS 008: EPay PIN	Is a voucher than prints on the customer receipt. ** e.g. Telstra recharge cards.**
VAS 009: EPay ETU	Is an E Top-Up physical card. **e.g.iTunes Card.**
VAS 010: EPay Blackhawk	Is a Blackhawk branded card. (the EAN starts with [076]) **e.g. Gift Card $20.**
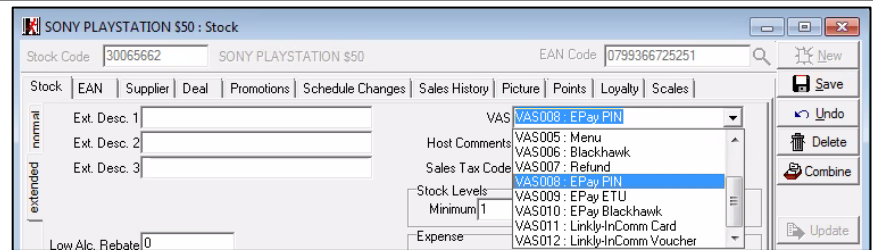
10. Recharge vouchers can only be sold via Quick Items at POS, as there isn't a physical product to scan. Create a Quick Item button for each voucher product.

Refer to [TECH-1f Configure POS Quick Items fact sheet](#).

11. Test that you can sell and refund an EPay item at POS.

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Hints and Tips

Sample data from EPay spreadsheet

	Title	Product Type	RRP	APN
69	Sportsbet $100 ETU AUS	ETU	100	9337694034495
70	BetEasy $50 ETU AUS	ETU	50	9337694034341
71	BetEasy $100 ETU AUS	ETU	100	9337694034358
72	BH Rebel Sport $30 POSA	ETU	30	076750035364
73	BH Rebel Sport $50 POSA	ETU	50	076750035357
74	BH Rebel Sport $100 POSA	ETU	100	076750035371
75	BH Mitre 10 $50 POSA AUS	ETU	50	076750038082

12.	Optionally add a **Stock Message** against the products which you want to display and/or print a message about at POS, when this product is added into a transaction. *Refer to* TECH 2h Configure Stock Messages at POS Fact Sheet.* *E.g. you might have a message reminder to write the expiry date on the back of the giftcard.*	
13.	Optionally add a **Media Package** to promote the availability of the gifts cards. *Refer to* TECH-1g Configure Media Packages.* *Sample recharge image - click to download.*	❏

Trouble-Shooting an EPay Error at POS

The most common error EPay sends to POS is **'Unable to process VAS Transactions; refer to Error Log'** (error log states *'Connect Timed out'*).

If the error persists, please contact Surefire Support to investigate, and mention the possible reasons that you have checked:

Reason:	Resolution:
EPay Server is down	Check with EPay if their server is online.
EPay URL is incorrect	Check that the API URL was entered correctly in POS Config. It must not include "/up". Item | Services | Value-added Service | EPay https://serv001m.au.epayworldwide.com:40081
No internet connection	Check if the Register can connect to the internet by visiting external websites, e.g. yahoo.com or google.com.
URL is not whitelisted	Enter https://serv001m.au.epayworldwide.com:40081/up URL in your web browser. IF the browser response is a JSON Script, then this URL is already whitelisted. IF the response is *UnauthorizedAccessException*, contact your I.T. Department to whitelist the EPay API URL.

Other Errors at POS

Barcode xxxxxxxxx appears to be an invalid VAS barcode	This is most likely a Blackhawk supplied card. All Blackhawk EANs begin with [076...]. Check the below possible reasons: Check that the EAN has only the first 11 digits of the EAN i.e. [076750283406] will be registered as EAN [0007675028340]. Check the long 30-digit barcode has been scanned: The first 11 digits identify the product (the EAN in Surefire) The next 19 digits is the PAN, which gets sent to Epay (without any padding [0]'s). i.e. 30-digit barcode: 076750151340006012630604842663 BARCODE: 07675015134 + padding zeros to make it 13 digit BLACKHAWK: 6012630604842663 - this will be sent to EPAY Also check you have selected the correct VAS type for this EPay product - Select VAS 010 for Blackhawk products.