

## XPOS Integrated now available on integrated point-of-sale

The Bank has developed a PC-based application that lets you provide XPOS on your store's point-of-sale rather than a PINpad, regardless of whether your store has an ECR interface or uses a Quest or Ingenico PINpad. This means you could enjoy greater functionality in a faster broadband environment.

The integration of XPOS with point-of-sale vendors has already commenced, and although some point-of-sale vendors may charge to integrate the service, the Bank will provide XPOS Integrated to you free of charge.

Current POS vendors available include:

- Scanning Systems Australia

In development:

- Worldsmart Retech
- RAPS
- Surefire
- Convenience
- Gap Solutions
- Lynx Australia
- JDA Software Australia

You can find more information about XPOS Integrated at [www.commbank/xpos.com.au](http://www.commbank/xpos.com.au)



## BPOINT bill payment is here!

BPOINT is the Bank's over-the-counter bill payment solution that lets you accept bills through your EFTPOS terminal or point-of-sale.



BPOINT offers your customers a convenient way to pay their bills during their normal shopping routine, and could also attract additional store traffic to your business. Plus you will earn a commission for each product you sell and for each bill that is paid through BPOINT.

BPOINT is available on the Bank's XPOS platform, through EFTPOS PLUS (supplied with a barcode scanner) or XPOS Integrated on your point-of-sale. If you're an existing XPOS or EFTPOS PLUS customer, upgrade prior to 30 November and we'll waive the additional terminal rental fee.

### Benefits:

- **Earn additional revenue:** you receive a commission of \$0.55 for every bill payment that is processed.
- **Increased foot traffic and cross-sell opportunities:** offering a bill payment solution could attract more customers to your store, leading to cross-sell opportunities and improved sales.
- **Customer convenience:** customers can pay their bills during their normal shopping routine.
- **Cost effective:** no merchant service fee is charged on bill payments.
- **Ease of use:** bills are processed quickly and easily, making it suitable for fast-lane shopping environments.

When you consider that the Bank has the largest biller network in Australia, with 22 of the country's top 30 billers that can be easily migrated to BPOINT, and that nearly 50% of all bills are now paid over the counter in Australia, the opportunity for you to generate additional income using BPOINT is stronger than ever.

If you would like to find out more about BPOINT or XPOS, go to [www.commbank.com.au/xpos](http://www.commbank.com.au/xpos)

To sign up, simply call the Business Line on **13 1998**, Monday to Friday, 8 am to 6 pm, Sydney time.

\*Dependent on your current negotiated rates.



## The Help Desk

Changing address, contact number or any other details of your business? Do you have a general enquiry about your merchant facility?

Call **Merchant Enquiries** on **1800 230 177** between 9 am and 5 pm (local time), Monday to Friday.

Are you having technical difficulties with your terminal?

Call the **24 Hour Help Desk** on **1800 022 966**, 24 hours, 7 days a week.

### Authorisations

Call **13 26 36** for Credit Card Authorisations and **1800 813 700** for Debit Card Authorisations, 24 hours, 7 days per week.

If you have any surplus PINpads, Printers or other peripherals please return them to your nearest Commonwealth Bank branch. You will be issued with a receipt for the return of the equipment.

If you have any comments or suggestions for Merchant Values please address all correspondence to:

Merchant Values, Att: Julian Croft, PO Box 2719, Sydney NSW 1155. Or email [merchant.values@cba.com.au](mailto:merchant.values@cba.com.au)

Commonwealth Bank of Australia  
ABN 48 123 123 124

## Merchant Values



SPRING 2005

FEATURING:

Newslink – Merchant of the Quarter

BPOINT bill payment is here

Access funds faster

XPOS Integrated

# Meet the Merchant of the Quarter



## Newslink Pty Limited

Scott Raisin, Chief Executive Officer

If you're a regular traveller, you'll be familiar with NewsLink stores throughout the Asia-Pacific region. NewsLink stores offer a wide range of books, magazines, gifts, drinks, snacks and other items indispensable to people on the move. But there is more to the NewsLink story than meets the eye.

Established in 1990 with 10 stores, NewsLink is now one of the region's leading travel retailers. Today, they have 58 stores across the Asia-Pacific servicing over a million customers a month.

NewsLink has diversified to also operate specialist stores such as Discover, Kaboom, Hub Convenience, Relay, Virgin Music, Bijoux Terner and TimesNewsLink. Each specialist store has a tailored product range from gourmet food and wine, to children's toys, music, jewellery and much more.

NewsLink use a range of the Bank's EFTPOS products, primarily the EFTPOS PLUS terminal in their retail stores. As well as using Commonwealth Bank merchant facilities, NewsLink also use the Bank's Cheque Account facilities and Electronic Banking Service facility – Diamond Services.

## Avoiding unauthorised refunds

Unauthorised refunds can result in your business being defrauded of funds – a problem that seems to be on the rise. Here are a few suggestions that you might want to implement to ensure that your business does not become the victim of unauthorised refunds:

- Change the refund limit to an amount that corresponds to your average sale amount.
- Make use of the different Manager and Operator passwords on your EFTPOS terminal. This function enables you to restrict staff members from performing certain functions on the machine. For example, you could set a specific limit on how much staff are able to refund. (Please refer to your terminal's Operating Guide for further instructions.)
- Change passwords regularly and ensure that the minimum number of people have access to it. **Never** write passwords down!

In terms of when you can refund a transaction, there are a few guidelines you should follow:

- You may only refund a transaction that has a corresponding sale.
- You must refund the transaction to the **same card** that was used for the original sale.
- You must refund a transaction in the same manner as the original sale, e.g. you must not refund a transaction in cash or via a cheque if the original sale was on a card, and vice versa.
- If the amount of the refund is greater than the refund limit on your terminal, contact the Bank to have the refund limit temporarily raised. You must never split transactions/refunds to force them through the terminal.

For further information regarding refunds, including setting limits and changing passwords, please consult your terminal's Operating Guide or call Merchant Enquiries on **1800 230 177**.

## Splitting transactions

If you process a transaction that is greater than your floor limit and you do not obtain an authorisation, you may be liable to cover any loss the Bank incurs because you have not complied with your obligations under your Merchant Agreement. This also applies if you fail to obtain a single authorisation for a transaction with two or more transaction receipts (splitting transactions), where the combined total of these transaction receipts exceeds your floor limit.

### How can I minimise the risk?

To help to avoid these situations you should:

1. be certain that the cardholder has completed all their purchases before completing a transaction receipt;
2. ensure that the total amount of goods and services purchased at the same time are recorded on a single transaction receipt. A transaction must not be divided by using two or more transaction receipts;
3. obtain an authorisation for transactions so you are protected against insufficient funds and chargebacks.

There are some exceptions to splitting transactions, such as for department stores, airlines, cruise-liners and installment payments.

Make sure you're aware of the potential risks this may have on your business. For more information, please refer to clauses 2 and 6 in your Merchant Agreement.

## Want to gain access to funds faster?

### Want to gain access to your funds faster?

Did you know that if you link your EFTPOS terminal to a Commonwealth Bank Business Cheque Account, you can have your customers' credit card and EFTPOS payments credited to your account on the same business day?

The Commonwealth Bank offers a number of business cheque account options to meet the everyday banking needs of your business. You can choose from an interest bearing option that pays interest on credit balances or a non-interest bearing option that offers you a rebate on transaction fees based on your accounts minimum monthly credit balance.

And if your cash flow fluctuates and you require short-term finance, you can apply for a business overdraft facility on your account.\*

### Important Information

As this advice has been prepared without considering your objectives, financial situations or needs, you should, before acting on the advice, consider its appropriateness to your circumstances.

Product Disclosure Statements are available for Business Cheque Accounts and Electronic Banking (Electronic Banking services includes NetBank, ATMs, BPAY and EFTPOS) by calling 13 24 35 between 8 am – 6 pm (EST) Monday to Friday, or from any branch of the Bank and should be considered before making any decision about these products. If you have a complaint, the Bank's dispute resolution process can be accessed on 13 2221.

Applications for finance are subject to credit approval. Full terms and conditions provided with the Loan offer. Bank fees and Government charges are payable.

To find out more about the Bank's business cheque accounts, please contact Business Line on **13 1998**, 8am to 6pm, Monday to Friday, Sydney time.

\*Available to approved clients.