

Migration – Frequently Asked Questions

Contents

Section 1: Changes to settlement	1
Section 2: Changes to Statements and Billing.....	2
Section 3: Settlement bank account descriptions	3
Section 4: Migration background and recontracting	5
Section 5: Changes to service	8
Section 6: Support for your current service	8
Section 7: Merchant Portal.....	9
Section 8: Disputes	9
Section 9: Refunds.....	9
Section 10: Payment Terminal Hardware Migration	9

Section 1: Changes to settlement

1. Where is my settlement?

There will be additional requirements for your terminal to settle. For settlement to occur, you must ensure that your terminal(s) is switched on, placed on its cradle and that communications are active from your current settlement time. **If at any time your terminal loses power, is not switched on or communications aren't active, settlement will not occur until its powered on.**

2. Will I still receive same-day settlement?

Settlement times (including settlement times for same-day settlement into an ANZ bank account) will be the same or slightly later in the day than your current settlement time.

Migration – Frequently Asked Questions

3. How do I ensure my terminal Settles?

To ensure your terminal settles at the end of the day:


- Ensure that your terminal(s) is switched on, placed on its cradle and that communications are active from your current settlement time; or
- Alternatively you can manually settle the terminal at the end of the day by following the instructions below:

18.1 DAILY CLOSING BALANCE/FINAL BALANCE/DAILY SETTLEMENT

This is the final balance of the day or end of day balance and Initiates the transmission of all transactions to the host system as well the daily closing and printing totals.

Once your day of trading is complete, perform a daily closing balance

To perform a daily closing, follow the steps below:

- 1 Press <MENU> 
- 2 Select **Balances**
- 3 Select **Daily Closings**
- 4 Terminal prompts "Data Transmission PMS is running"
- 5 Terminal prints the final balance.

To receive same day settlement (where applicable) you must ensure that your terminal(s) is switched on and that communications are active from your current settlement time.

4. If I've missed a settlement, how can I ensure I receive that day's funds?

You should initiate settlement on the terminal, and you'll receive any missed funds from previous days. Follow the steps in question 3 to initiate a manual settlement.

5. Will my bank account for settlement remain the same?

Yes. We will continue to settle funds to the same bank account as today.

Section 2: Changes to Statements and Billing

6. How can I access my statements after Migration?

The way you receive your Settlement Reports, Billing Notices and Cost of Acceptance Reports will be different from the way you receive your monthly statement today. After Migration, these reports and notices will be sent electronically via email, and will be made accessible through the Merchant Portal. You will no longer receive statements as printed letters to your nominated postal address. You'll receive access to the Merchant Portal shortly before your Migration Date.

7. Why can't I receive paper mailed statements after Migration?

You will receive reports (which will replace your monthly statements) via email, and you can access them via the Merchant Portal. In both cases, a PDF version is available that can be easily downloaded and printed. Our new technology solution, in line with global practice, is electronically based and does not support paper statements.

Migration – Frequently Asked Questions

8. Will I continue to be billed Monthly?

Fees and charges will continue to be billed monthly, but you will be billed on the last calendar day of the month (instead of the last business day of the month as it occurs today). Note: where the last calendar day of the month is not a business day, the fees and charges will generally be debited from your account on the next business day.

Section 3: Settlement bank account descriptions

9. What is the new payment information I am seeing on my settlement bank account statement?

The new payment information on your settlement bank account statement is a settlement reference number that relates back to your Settlement Report or Merchant Portal. You can use this number to reconcile your settlements via the Merchant Portal. The settlement reference number is a unique code specific to each settlement. It is a combination of the settlement date and a unique, sequential reference number. The settlement reference number does not relate back to the settlement's specific payment terminal or store, and does not repeat for future settlements.

If you've already been given access to the Merchant Portal, [click here to login](#).

To access a range of tutorial videos and explore the key features of the Merchant Portal [click here](#).

Below is an example of what you'll see on your current settlement bank account statement before Migration:

12 JUN	POS1234001 ANZ EFTPOS	\$1,000
12 JUN	POS1234002 ANZ EFTPOS	\$500

Below is an example of what you'll see on your settlement bank account statement after Migration:

12 JUN	ANZ TRANSACTIVE DIRECT CREDIT ANZ Worldline 20230612000001	\$1,000
12 JUN	ANZ TRANSACTIVE DIRECT CREDIT ANZ Worldline 20230612000002	\$500

Migration – Frequently Asked Questions

10. I used to use the settlement reference number to identify settlements from my individual payment terminals/stores. How do I know which store or payment terminal the settlement amount relates to?

The information can be found on your emailed “Settlement Report – Detailed” or in the Merchant Portal in the Settlements section of the Acquiring module. Simply access the Merchant Portal and search the settlement reference number to display the settlement information. You can then export a report of all transactions that make up the settlement. This report will also show you a breakdown of the payment terminals that processed each transaction in the settlement.

If you’ve already been given access to the Merchant Portal, [click here to login](#).

To access a range of tutorial videos and explore the key features of the Merchant Portal [click here](#).

Below is an example of what you’ll see in your Settlement Report:

Settlement Report - Detailed					
Tax Invoice					
Crediting period: 20/02/2023					
Settlement date: 20/02/2023	Processed to account no.:	013006/838364553	AUD	91.90	
Account ID (internal use) All Products:	103	Total Value of Txns*		91.90	
Settlement reference no.:	2023022000000002	Txn Fees (excl GST)*		0.00	
		Other fees, charges and adjustments (excl GST)*		0.00	
		GST		0.00	
Transaction Summary		No. of Txns	Total Value of Txns	Txn Fees (excl GST)	
Mastercard		2	92.90	0.0000	
eftpos		2	0.00	0.0000	
Visa Debit		1	1.00-	0.0000	
Surcharge payment amount			Total Value of Txns		
Total surcharge payment amount			0.06		
Settlement details		No. of Txns	Total Value of Txns	Txn Fees (excl GST)	Net Value of Txns*
Partner ID: 103	Dani's Sweet Shop				
VP Number: 900001462	3008 Docklands				
Total		3	1.00-	0.0000	1.0000-
eftpos Term. period no. 30 from 14/02/2023					
Terminal ID 25150810	Seq. no. 202302140003839	2	0.00	0.0000	0.0000
Surcharge payment amount			0.06		
Date, Time	Card no.	Ref. no.			
14/02/2023 10:43	... 9043	68941000099	3.06	0.0337-	3.0263
Includes Surcharge amount of			0.06		
14/02/2023 10:51	... 9043	36151000099	3.06-	0.0367	3.0233-

11. On ANZ internet banking, I am currently able to click directly on the settlement line and view the Settlement Transaction History. Will I still be able to do this after I am migrated?

No, however you can refer to your emailed “Settlement Report – Detailed” or the Merchant Portal in the Settlements section of the Acquiring module to view this information.

12. What if I’m partially migrated? How will that affect my settlements?

If you’re partially migrated, some of your payment terminals will remain on the current payments platform. Therefore, you’ll see a combination of settlement reference numbers from the current platform (for non-migrated payment terminals) and the new platform (for migrated payment terminals). You can find examples of the settlement information above in Question 33.

Migration – Frequently Asked Questions

Section 4: Migration background and recontracting

13. What is the Migration and why is it happening?

ANZ Worldline Payment Solutions is planning to bring an exciting roadmap of new products and solutions to you, our valued customer, and the Australian market. To enable your POS Move software upgrade or terminal upgrade to a new Worldline MOVE 5000 terminal and the future release of products and features, you'll need be migrated to our new platform and there will be changes to your Merchant Agreement (**Migration**).

14. What will happen to my existing Merchant Agreement after Migration?

If you agree to the Migration, your existing Merchant Agreement will be replaced with a new Agreement. The notification letter you received from us outlines some of the key changes.

15. The Migration notification letter mentions a change in the way GST is calculated for my fees and charges. Does this mean I'm paying more?

In most cases ANZ Worldline Payment Services aims to keep your pricing consistent as part of the Migration. However, we are moving to a platform that uses a different GST calculation methodology and frequency. This could result in very small differences in your pricing. Your Migration notification letter from ANZ Worldline Payment Solutions will state the fees applicable to your facility.

16. Will my pricing change due to the new services provided after Migration?

Some of our merchants' pricing will be restructured during the Migration. You'll know if this applies to you if your Migration notification letter advises you that your pricing will change.

17. What are the differences between my current Merchant Agreement and the new Agreement?

The notification letter includes information about some of the changes to your Merchant Agreement. We recommend that you read this carefully. You can find the sample notification letter at anzworldline.com.au/upgrade-support.

18. Will there be changes to the General Conditions on Migration?

Yes. The updated version of the General Conditions can be located here: anzworldline.com.au/migration-general-conditions. There will also be updated Merchant Choice Routing Terms and Conditions located here: anzworldline.com.au/migration-mcr-terms. If you're eligible for MOTO or Handkey transactions, you can find the relevant terms and conditions for these transactions here: anzworldline.com.au/migration-moto-handkey-terms.

19. What happens if I do not use my existing merchant facility during the acceptance period highlighted in the notification letter?

Unless you've opted out of the Migration, ANZ Worldline Payment Solutions will attempt to contact you to confirm whether you want to accept the offer.

20. What happens if I do not want to be migrated?

Please contact ANZ Worldline Payment Solutions to discuss your options. However, ultimately, the current platform and software will be decommissioned.

21. What happens if I do not consent to the Migration, but still need to transact on my merchant facility during the acceptance period?

In this scenario, you need to contact ANZ Worldline Payment Solutions to opt out of the Migration. If you do not do this, you will be deemed to be accepting the offer by processing a transaction on your terminal during the acceptance period stated in your notification letter.

22. When will I be migrated?

You will have received a notification letter that states when we'll start migrating merchants to the new platform.

Migration – Frequently Asked Questions

23. I have multiple terminals. Will all of my merchant facilities be migrated together?

If you have multiple terminals under one Merchant ID with us, we will endeavour to group them all into the same migration wave. However, you may find that your facilities are migrated at different dates, we call this partial migration (we will aim to finalise the migration of all terminals as quickly as possible).

If you are partially migrated:

- You will have two contracts. For terminals that successfully migrate, your Merchant Agreement will be amended as outlined in this letter (**Migration Contract**). For terminals that do not successfully migrate, your current Merchant Agreement remains in effect (**Current Contract**).
- You'll continue receiving two sets of statements - one statement from the current platform that shows transactions, from your non-migrated terminals; and a set of documents from the new platform that show transactions from your migrated terminals.
- If any Annual Fees or Monthly Service Fees are applicable to your Merchant Facility, you will only be billed once and it will be in accordance with your Migration Contract.
- We'll continue attempting to migrate your terminal in the two months following your migration month. Failing a successful migration, we will be in touch to discuss next steps.

24. I have multiple Merchant ID's. Will all of my merchant facilities be migrated together?

If your Merchant IDs are linked under a Chain or Group we will endeavour to migrate them together but this is not guaranteed. If the MIDs are not part of a Chain or Group our system doesn't recognise there's a linkage between the MIDs and they may not be migrated at the same time.

25. You've migrated my EFTPOS terminal. When will my eCommerce payment facility be migrated?

We are still working with our partner eCommerce providers and developing our plan for eCommerce migration and will communicate with you as soon as we are able to. A separate and similar Migration exercise will be required to migrate your eCommerce payment facility.

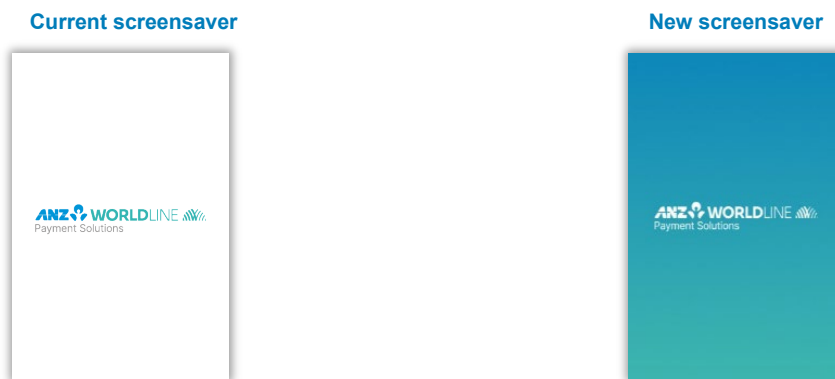
26. My terminal has already been displaying the ANZ Worldline Payment Solutions logo. I thought I had already been migrated?

In December 2020, Australia and New Zealand Banking Group Limited (**ANZ**), announced a joint venture with Worldline SA. The replacement of the standalone ANZ logo with ANZ Worldline Payment Solutions logo occurred around the time that your Merchant Agreement was transitioned from ANZ to the new joint venture entity, ANZ Worldline Payment Solutions. The fact that the ANZ Worldline Payment Solutions logo is displayed on your terminal or on statements does not mean that you have already been migrated to the new platform.

Migration – Frequently Asked Questions

27. How will I know that Migration has occurred?

If you already have a POS MOVE terminal, following successful Migration to the new platform, you will notice a new screensaver on your POS Move (MOVE/5000) EFTPOS terminal.



If you are upgraded to a new Worldline MOVE 5000 terminal as part of your migration, your Migration comes into effect upon the earlier of :

- your new Worldline MOVE 5000 terminal being installed;
- you returning your existing 3G-enabled terminal; or
- you successfully processing your first transaction on your new Worldline MOVE 5000.

28. How long will Migration take?

If you already have a POS MOVE terminal, your software upgrade and Migration will occur overnight. It generally takes about 15 minutes.

If you are upgraded to a new Worldline MOVE 5000 terminal as part of your migration, the terminal swap should take about 15-20 minutes.

29. Will there be any time where I cannot process transactions or use the terminal during Migration? Will my terminal be offline for any length of time?

The terminal will be unable to process transactions while the software is being download. If you already have a POS MOVE terminal, this has been scheduled to occur overnight.

30. Do I need to do anything prior to Migration?

To ensure the software can be downloaded, please ensure your terminal(s) are connected to the power supply or the docking station, that the terminal is switched on and that communications are active. Specifically, from the Migration Date listed in your notification letter until the software has been downloaded, you will need to:

- Check that the power cable is not connected to a power strip which is switched off overnight
- Ensure the terminal is switched on
- Communication must be active, please ensure any WiFi routers are powered and connected
- If the terminal is connected over an ethernet cable or a merchant-owned WiFi router and you have a firewall software in use, ensure the firewall rules do not close the external communications overnight or outside of trading hours
- Please ensure the terminal has enough paper
- Special attention is also needed for temporary terminals used for special sales, which may be stored away from the counter and switched off

Migration – Frequently Asked Questions

31. Can I select my Migration Date? Can I be moved sooner or later ?

If you have been notified that you are to be migrated this means that ANZ Worldline Payment Solutions has scheduled the migration of your terminal as soon as possible to ensure you are upgraded to our new platform.

Section 5: Changes to service

32. Will my payment terminal hardware need to be updated?

If you currently have a POS MOVE terminal, your hardware will not need to be updated. As part of the Migration, you will keep your current POS Move terminal and this will be updated remotely with new software.

If you currently have another payment terminal model other than a POS MOVE terminal, your hardware will be upgraded to a Worldline MOVE 5000 terminal. See Section 8 for FAQs on Payment Terminal Hardware Migration.

33. I've noticed the battery life of my payment terminal has reduced since Migration.

It is possible that battery life has changed. We recommend storing the payment terminal on its charging cradle whenever possible, particularly overnight when settlement occurs.

34. Can I continue using my existing paper rolls?

Yes, there is no change to the paper roll size.

35. Will I still have access to paper rolls?

Yes, you can still order paper rolls via the ANZ Worldline Payment Solutions website (anzworldline.com.au) or contact centre as you do today.

36. Why can't I use manual vouchers anymore?

Manual vouchers were provided as a back-up in the event of payment terminal failure. From the Migration Date, we will not process manual vouchers.

37. Will my Merchant ID and Terminal ID(s) remain the same?

You will receive a new Merchant ID (called a VP Number), a new Terminal ID(s) and a new Terminal Password(s); these will be advised to you by ANZ Worldline Payment Solutions a few days before your Migration Date.

38. I have provided my Merchant ID and/or Terminal ID to third parties to support additional products, for example AfterPay. What should I do?

If you have provided your Merchant ID or Terminal ID to a third party, we would recommend you contact them when you receive your new Merchant ID or Terminal ID and advise them of the change.

Section 6: Support for your current service

39. How can I contact support?

For support, our Customer Contact Centre will still be available for assistance 24/7, on 1800 039 025. If you wish to change any of the details we have on file, you may also wish to submit a Merchant Maintenance form, detailing your required change. The form can be accessed via our website at anzworldline.com.au/merchant-support.

40. Will I receive a new Terminal Password(s)?

Yes, you will receive communication from ANZ Worldline Payment Solutions advising of your new Terminal Password(s) prior to Migration. The communication will be an email sent to the nominated email address on file for your account.

Migration – Frequently Asked Questions

Section 7: Merchant Portal

41. What is the Merchant Portal?

The Merchant Portal is an online portal that provides you with a quick overview of daily, monthly or annual transactions as well as detailed information on your transactions and settlements. Once logged in, you get an overview of your transactions through your dashboard and you can view and download detailed reports on your transactions, settlements and summarized monthly reports.

42. Who has access to the Merchant Portal and how do I add additional users?

Initially only one email address will be given access to the Merchant Portal – the email address we have on file for you.

If you want to add additional users such as other staff members, you can easily give them access by logging in and creating a new user in the Merchant Portal. Click on the Company Name in the upper right corner, select Settings and click on Users.

Please note that under the updated General Conditions, the Merchant has obligations relating to the use of the Merchant Portal, login credentials and creation of Merchant Users. The Merchant will be liable for use of the Merchant Portal and anyone who accesses it using the login credentials will be treated as having been authorised by the Merchant.

43. When will I receive access to the Merchant Portal?

You will receive detailed information on how to access and use the Merchant Portal, including password information, prior to Migration.

Section 8: Disputes

44. What if a cardholder disputes a transaction that occurred prior to Migration?

Cardholders can still raise a dispute as they do today and ANZ Worldline Payment Solutions will reach out to you, if necessary, as we do today. You should not notice any change.

Section 9: Refunds

45. What if I'm required to perform a refund for a transaction that occurred prior to Migration?

Please process the refund on your payment terminal. As with all refunds please ensure you keep all supporting documentation proving that the original transaction took place. Please refer to your new POS Move Merchant Operating Guide for instructions on processing refunds: anzworldline.com.au/pos-move-guide.

Section 10: Payment Terminal Hardware Migration

46. Will I receive a new payment terminal as part of the migration?

If you currently have a POS Move terminal, you will not need a new payment terminal to successfully be migrated, and migration will occur remotely.

If you do not have a POS Move terminal, you'll receive an upgraded Worldline MOVE 5000 payment terminal as part of your migration.

Migration – Frequently Asked Questions

47. When will my payment terminal be upgraded?

Your payment terminal will be swapped in the month following your migration date listed on your notification letter.

48. How will my payment terminal hardware be upgraded?

We will send you a new payment terminal either via a courier satchel delivery or an on-site visit from our third party logistics provider. We'll let you know in advance how you'll receive your new payment terminal.

49. Where can I find support documents or user guides to learn how my new payment terminal functions?

You can find the Worldline MOVE 5000 operating guides here:

- [Merchant Operating Guide](#)
- [Quick Reference Guide](#)

50. Can I still use my current payment terminal after I receive my new payment terminal? Can I keep it as a backup?

During installation of your new payment terminal, you can continue using your existing payment terminal to take payments. However, after installation of your new payment terminal is complete, you'll need to return your existing payment terminal to us. Your existing payment terminal will be collected by our third party logistics provider.

Five (5) working days after the delivery of your new Worldline MOVE 5000 terminal, we will initiate the process to switch off your old payment terminal. From that time, your old payment terminal may no longer be able to accept transactions.