

## Preparing for your Migration: Receiving your new Worldline Edge (EP2) Terminal

Your Migration to our new platform includes an upgrade of your terminal hardware. We're pleased to offer you a Worldline Edge (EP2) Terminal to replace your current terminal.

### WHAT TO EXPECT:

- During the coming months, we'll replace your current Terminal(s) with a Worldline Edge (EP2) terminal(s).
- Your new Worldline Edge (EP2) terminal(s) will be delivered via a courier. Our logistics provider, Amtek, will contact you to confirm your address.
- We'll include a satchel for you to return your current Terminal(s) – please follow the terminal return instructions that are included with the satchel. Five (5) working days after the delivery of your new Worldline Edge (EP2) Terminal, we will initiate the process to switch off your old Terminal. After completion of this process, your old Terminal will no longer be able to accept transactions. You can continue to take payments with your existing Terminal(s) until your Worldline Edge (EP2) terminal(s) are set up.
- You will receive a Self-Installation Guide with your new Worldline Edge (EP2) Terminal. Follow the instructions to get your new terminal facility up and running. The installation process should take no longer than 15-20 minutes per terminal.
- You will also receive a Quick Reference Guide with your Worldline Edge (EP2) Terminal, which details the key functions and features of your new Worldline Edge (EP2) Terminal.
- Your new Worldline Edge (EP2) Terminals will be assigned a new Terminal ID(s) and Password(s). You will receive these updated details via email prior to your new Worldline Edge (EP2) Terminal being delivered. Keeping your Terminal Password secure can help you avoid unauthorised access to transactions via your terminal, which could result in financial loss to your business.

For more information, refer to the following Worldline Edge (EP2) terminal support documents:

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

### Any questions?

Give us a call on 1800 039 025 with any questions or concerns.