

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, you'll be contacted by our logistics partner, Amtek, to organise the onsite [install of your new Worldline Edge \(EP2\) Terminal\(s\)](#) and the [collection of your existing Terminal\(s\)](#). Make sure you (or an authorised person) are on site during the booking time so that our logistics partner can complete the terminal swap.
- You can continue to take payments with your existing Terminal(s) until our logistics partner sets up your new Worldline Edge (EP2) Terminal(s). The installation process should take no longer than 15-20 minutes per terminal. Once your new terminal(s) is successfully installed, our logistics partner will collect your existing Terminal(s).
- Your new Worldline Edge (EP2) Terminal(s) 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.
- You will also receive a Quick Reference Guide with your Worldline Edge (EP2) Terminal, which details the key functions and features.

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.