

"HAPPY HOLIDAYS"

...As the year draws to a close, we can look to draw a line under 2011 and look forward to more prosperous year in 2012 for all. From everyone in the Payzone community we would like to **"THANK YOU"** for all your hard work over the last 12 months and your continuing support for Payzone.

IMPORTANT... PLEASE BE VIGILANT

Fraud Alert! Fraud Alert!

It has recently come to our attention that fraudulent UKASH VOUCHERS AND LYCAMONEY have been processed through our terminals. Please be vigilant on all high volume transactions on any prepaid cards on your PINK Terminal.

NEVER PERFORM CUSTOMER NOT PRESENT TRANSACTIONS ON YOUR PINK TERMINAL.

Security for our merchants is of paramount importance to Payzone and as such we'd like to highlight some key topics for you to be aware of...

Suspicious/Fraudulent Transactions

Payzone will **NEVER** ask you to perform a test transaction. Please call **01606 338204** if you're unsure.

In order to verify who you are talking to we suggest that you ask the caller about your account or terminal i.e. Last Direct Debit amount/last transaction performed on the terminal or terminal ID.

Payzone Representatives

If you have requests from anyone entering your store asking to see contracts, application forms or commission statements, please request a form of ID to prove that they are a Payzone employee.

Our engineers would **NEVER** ask to see any current contracts.

If you receive a visit from another company asking to see paperwork relating to Payzone you should call **01606 338204** before handling anything over as per the confidentiality provisions in your agreement.

Please also be **AWARE** that...

- > Payzone will **NEVER** ask you for a voucher number
- > Payzone will **NEVER** pay money back to you via the terminal.

One step closer to preventing FRAUD?

Payzone is always looking for ways to protect you and your services from fraudulent transactions taking place in store. One of the main problems is customers requesting a product or service from the terminal with no means of paying. To prevent this from happening in your store, always ensure when your terminal prompts 'cash received' that you have successfully received the funds for the transactions before pressing enter.

If you're unsure **PLEASE** call Payzone on **01606 338204**
Don't become another victim!

NEW Products Available NOW

The following fantastic products are now available on your Payzone terminal and could earn you up to 5% in commission.

- > Digicel Vizz
- > Roshan Vizz
- > Talk Home
- > Team Sims
- > Celtic Mobile
- > Get Connected Mobile
- > Oxford United Mobile
- > Toggle Mobile

Make sure you always look out for new ways to earn extra commission through your **PINK** Payzone terminal!



IMPORTANT!

Christmas 2011 Direct Debit Dates

Twice Weekly DD Merchants Only

Normal DD's Due	Changes?	Transactions
20/12/2011	AS NORMAL	13/12 - 15/12
22/12/2011	AS NORMAL	16/12 - 19/12
27/12/2011	29/12/2011	20/12 - 22/12
29/12/2011	30/12/2011	23/12 - 26/12
03/01/2012	04/01/2012	27/12 - 29/12
05/01/2012	AS NORMAL	30/12 - 02/01
10/01/2012	AS NORMAL	03/01 - 05/01

PLEASE NOTE: Please ensure you deposit your money the working day prior to the collections above.



Due to the success and great response of our last campaign, we have decided to run another with the chance to win an Apple iPad 2 16GB!!

Simply email us at paperless@payzone.co.uk including your merchant number and we will automatically enter you into the draw. The entry date will end on the 31st January 2012 and the draw will take place on 1st February 2012.

SO DON'T MISS OUT! Send us your email address TODAY!

We are soon going to be dramatically reducing the amount of paper that we send to you, making it quicker and easier for you to receive useful information such as new products, service information, news and events in your area, application forms and much more.



Please help us to improve the customer service that you receive by providing us with your email address.

Good Luck!

Please see below for full terms and conditions.

- 1. Eligibility.** The Prize Draw is open to existing Payzone UK merchants who are currently contracted with Payzone UK for Payzone UK services and the use of the Payzone UK terminal, except employees of Payzone UK and their associated, affiliated or subsidiary companies, their families, agents, or anyone connected with this competition.
- 2. Duration.** The prize draw competition will run from 1 November 2011 to 31 January 2012.
- 3. Closing date.** Closing date for entries is 11:59pm on Tuesday 31 January 2012.
- 4. Entry requirements.** Entry to the prize draw is free. By sending an email to paperless@payzone.co.uk to request paperless email communications you will automatically be entered into the prize draw.
- 5. Prizes.** The prize will be an Apple iPad 2 16GB and will be sent to the address provided to Payzone UK by the Prize Draw winner. Winners will be responsible for ensuring they are available to accept the Apple iPad 2 16GB. No alternative prize will be available.
- 6. Notification of winner.** The winner will be selected at random by Payzone UK from entries received prior to the close of the prize draw. Payzone UK will notify winners in writing within 28 days from the draw closing date. In the event that a winner cannot be contacted or does not claim his prize, Payzone UK reserves the right to draw an alternative winner for the prize from the eligible entries that were received before the closing date.
- 7. Independent adjudicator.** Where necessary, an independent adjudicator will oversee the prize draws.
- 8. Decisions.** Any decision about the winner and eligibility taken by Payzone is final and no correspondence will be entered into.
- 9. Promoter.** The promoter of this prize draw competition is Payzone UK Limited.

Bus Ticketing - SHOUT IT from the roof tops!

Did you know that you can sell bus tickets through your Payzone terminal?

Customers are not always aware of this, so to maximise your revenue and ensure that you never miss a sales opportunity – why not ask your customers if they would like to buy a ticket? **Please see the below table identifying which tickets can be sold and where:**

For more information on selling bus tickets through your Payzone terminal, please do not hesitate to contact us on 0844 2090 555

Bus Company	Area Covered	Tickets Available
Arriva	Scotland (West), North East North West & Wales, Yorkshire Midlands, Shires (Home Counties) and Southern Counties	Weekly and 4 Weekly
Centrebus	Grantham, Hinckley Hitchin/Letchworth, Lea Valley Leicester, Luton/Dunstable Stevenage, Welwyn/Hatfield West Yorkshire	Adult Weekly and Adult Monthly
nbus	Midlands	Daily
North Staffs	Stoke On Trent (ST1- ST6)	Adult and Child - Monthly and Weekly

“maximise your revenue, why not ask your customers if they would like to buy a ticket!”



more from Orange this Christmas

(and every other day of the year)

check out what we have to offer:

Orange Wednesdays
Treat a friend to 2 for 1 cinema tickets and PizzaExpress with Orange Wednesdays.

£5 unlimited texts
Text whoever you like, as many times as you like, for £5.
Text TEXTS 5 to 6620 to activate your bundle.

Magic Numbers
Pay for a minute, talk for an hour to your favourite Orange friends with Magic Numbers.

Better coverage for everyone
Orange customers can now use T-Mobile's signal too.

more from Orange, for you

let's talk shop

Here are few facts and figures to show how Orange top up customers are good for your business and how we're good to them

- The average mobile top-up shopper spends £8.95 per visit, compared to the convenience shopper who spends only £5.10.
- Only one mobile top-up shopper in every ten buys nothing more than a top-up – in fact, on average they buy another 2.6 times per trip.
- Mobile top-up shoppers rate the store experience more highly than non-top-up customers.
- A convenience shopper will visit your store only 3.6 times a week on average, whereas the mobile top-up shopper makes 4.5 trips.
- One in five mobile top-up shoppers claim the need to top up is what drives them in store.

To learn more about our animals and their rewards, visit orange.co.uk/payasyougo

Terms and conditions: Orange Wednesdays: Text tickets cost up to 35p. Participating cinemas & restaurants only. Terms apply, see orange.co.uk/orangewednesdays; Magic Numbers: Orange to Orange UK calls only. Subject to fair usage. For full terms, see orange.co.uk/terms. £5 unlimited texts: Purchase the £5 Unlimited Text Extra only on Canary, Dolphin and Monkey. Your unlimited text messages will last one month. Only valid for texts sent in the UK to UK mobile phone numbers. Subject to fair use. Other terms apply. Better coverage: Claim based on increase in '10 T-Mobile and Orange 2G call data. Usual call & text charges apply.