



Touch Networks Communication

Important information regarding Vodafone prepaid mobile recharge

Touch Networks is very pleased to inform you that from 18th June 2013 we will be releasing a free update to our software that is integrated into your Point of Sale (POS) system. This update will enable you to sell Vodafone mobile recharge products.

All the major telco products under one roof

With Vodafone enabled on your POS system you will have the complete suite of leading telecommunications products available to sell to your customers. You won't need to apply to another electronic distributor in order to have access to Vodafone and you won't need to pay any additional fees. You will simply have Vodafone products available via the Touch application in your POS system, ready to sell whenever customers ask for them.

Margin information for Vodafone product range

The base margin provided by Vodafone is 4% and you will automatically receive this margin rate from Tuesday 18th June. However, you may be eligible to receive a higher margin rate if you meet one or more of the criteria below:

- You already receive a higher margin rate on Vodafone products via a different electronic distributor;
- You stock Vodafone SIM packs in store;
- You commit to monthly sales targets with Vodafone;

If you believe you meet any of the above criteria for a higher margin, please contact Vodafone via pdc@vodafone.com.au. Vodafone will confirm the margin rate you are eligible for and will instruct Touch Networks to apply it to your account.

How to receive the free software update:

Receiving the software update is easy. Simply enter the Touch application in your POS system and perform a "Test Transaction" (located inside the "Admin" functions of the Touch application). Alternatively, add any Touch Networks product to your basket and then cancel the sale. This will trigger your POS system to automatically download and install the update in the background without interrupting your trading. If you would like assistance with this process then please contact the **Touch Help Desk** on **1800 286 824**.

Locating Vodafone on your POS system

Selling a Vodafone product via your POS system is simple and done in the same way as you sell recharge products for other brands:

- Launch the Touch application on your POS system
- Select 'Telco'
- Select 'Prepaid Mobile'
- Select 'Vodafone'
- Select the product and denomination your customer has requested.

Remember to always collect payment from your customer before issuing the recharge voucher!

Free Point of Sale material to promote Vodafone in your store

To help you advertise that Vodafone recharge products are available in your store, Vodafone will be sending you a **free** pack of Point of Sale material to display in and around your store. This pack is free to you and exclusive to Touch Merchants. This pack is free and will be sent in the next 10-14 business days.

Confused or not sure what you need to do?

Our Melbourne based Touch Help Desk is available 24/7 to assist you. If you have any questions relating to selling Vodafone products or would like assistance when updating your POS system, please call our friendly team on **1800 286 824**.