



Product	ALL
Version	ALL
Option	Form 1
Client Question	How do I notify Worldsmart Retech of an Ownership Change?
Issue Summary	Basic Store Change of Ownership

## **WELCOME TO WORLDSMART RETAIL.**

We understand you are about to take ownership of a business that utilises the market leading Worldsmart Retech software.

We would like to take this opportunity in welcoming you to the Worldsmart Retech family and to let you know that we are here to help you with your business needs and support issues.

This software is an integral part of the running of your business and we would like to make sure that all the relevant information, software configuration and training is in place prior to you actually taking ownership.

This document contains the common forms you need to complete and outlines the steps in the process. Some steps are needed by all customers and some are optional depending on your circumstances. If you require any help with completing these forms please do not hesitate to contact Julie Cuskelly.

Worldsmart Retech does not require complete new software licences to be purchased by the new owner; simply a \$125 + GST charge to cover the licence transfer. This also includes 5 days free access to our national software support call centre to help you make the transition. The following is also included in this charge:-

- Data Sheets on how to send new ABN and New store name to Registers
- No obligation quote on Annual Support Agreement
- Administration Charges

In order to continue using our national software support call centre and receive product upgrades, you will need to complete a Software Support Agreement which will be sent to you once you have completed and returned these forms.



## **0092 Support Data Sheet**

Any questions on this process, contact Julie Cuskelly on 07 3340 2500.

Welcome to the Worldsmart Retech family, we look forward to helping you make your business successful.

Kind Regards

Worldsmart Retech



## Process of change of ownership

Applicable to all Customers

- Customer Information & Licence transfer
  - Complete Form 1 and send to us at least 10 days before the change of ownership
  - Complete the payment authority for the licence transfer fee and send to us
  - We will update your information in our customer database
  
- Software Support Arrangements
  - We will give you 5 free days access to our national software support call centre. Our Support Call Centre number is 1300 653 223
  - So you can continue to receive ongoing software support & upgrades from us, once Form 1 has been received, we will send you an invoice and your Software Support Agreement detailing
    - Terms of our agreement
    - Contact details & times for Software Support
    - Expected response times
    - Charges for support outside business hours, onsite support, etc
  - Complete the Software Support Agreement and invoice and return to us by the invoice due date
  - **NB If this agreement has not been received and after the 5 days has expired all support calls will be charged at a rate of \$250.00 + GST for Business Hours and \$325.00 + GST for out of Business Hours.**

If the site is currently running EPAY you must contact EPAY Australia to complete new contracts to receive your new Merchant ID number and new files from EPAY. The contact number for EPAY is 02 8297 2888.



# Form 1 – Customer Details

Once completed send to Worldsmart Retech on fax: 07 3340 2550 or send via email to [Julie.cuskelly@worldsmartretech.com.au](mailto:Julie.cuskelly@worldsmartretech.com.au)

Date of change	
Name of New Business	
Trading As	
New ABN	
Owner Name/s	
Contact/ Manager	
Business Phone No	
Business Fax No	
Number And Street Address	
Suburb	
Postcode	
State	
Email Address	

This information is important for us to create your new customer details on our database and for all the relevant information to be upgraded into your system. All the key information, such as the **ABN** which will appear on your printer receipts, is part of the new license we need to issue to you.

Worldsmart Retech has a set of principles that demonstrate our commitment to protecting the privacy of customer information. For full details see our website at <http://www.worldsmartretech.com.au/disclaimer.html>

New Owner Signature \_\_\_\_\_

New Owner Name \_\_\_\_\_



# Form 2 - EFTPOS Changes

Once completed send to Worldsmart Retech on Fax: 07 3340 2550 or send via email to Julie.cuskelly@worldsmartretech.com.au

If your business has “stand alone” EFTPOS that is **not integrated** with your POS systems, you **will not** need to complete this form or need assistance from us. Instead, contact your EFTPOS bank who can assist you.

If your business has **interfaced** or **integrated** EFTPOS, then

- Contact your bank to supply new identification numbers for your account
- Complete this form and send to us at least 10 days before the change of ownership
- Depending on the complexity of your system the EFTPOS change can mean
  - Swapping of pinpads
  - Changing from one EFTPOS provider to another
  - Or simply changing the merchant and terminal identification numbers only

If you are not sure what type of EFTPOS your business has or you have difficulty completing the form, please contact Julie Cuskelly on 07 33402500.

Date change required	
Name of Business	
Merchant Id (CAIC, CAID) (obtained from your bank)	
Host Terminal Id (CATID, TID) (obtained from your bank)	
Full National Number (FNN) F _____ Y (Telstra Line Number) (located on either argent terminal adaptor or the ON RAMP 2 unit)	
Bank Name	
Telstra Id (obtained from Telstra)	
Trans\$end / ARGENT ID (obtained from your bank)	
POS-AME (required for integrated eftpos only)	
Pinpad Software Provider (ie. Quest or Enginco)	

New Owner Signature \_\_\_\_\_

New Owner Name \_\_\_\_\_



