

About Tyro

1. Who is Tyro?

Tyro is Australia's largest EFTPOS provider outside of the Big 4 banks. They provide, install and service Tyro EFTPOS machines for Sphere in Australia.

2. Has Sphere changed to Tyro?

No, Sphere is an authorised partner of Tyro in Australia. Sphere will manage all sales interaction and communication with ACN customers until the Merchant is up and running with an active terminal, and then Tyro will provide ongoing customer and technical support to our customers.

3. What type of business can I target with Sphere?

Sphere offer two types of point-of-sale solutions, Tyro, and First Data, which are perfect for retail, Hospitality, Services & Health. A machine with an existing EFTPOS facility is likely a good candidate for Sphere.

4. What Point of Sale/Practice Management Software programs can Tyro integrate with?

Tyro integrates with over 300 POS/PMS systems for Australian businesses to utilise. If possible, make sure when submitting a lead to Sphere you include the name of the POS/PMS your customer is using so that we can check the availability of an integrated EFTPOS solution and other relevant industry feature sets.

5. Does Tyro do Hi Caps for health?

Tyro offers Medicare EasyClaim for Primary Health and Health Point for Allied Health. This is an equivalent service to Hi-Caps and works exactly the same for medical practices. When submitting a Health lead make sure to gather the name of the Practice Management Software being used so Sphere can qualify what features are eligible.

6. Tyro machines take payments in under 1.6 seconds. How does internet speed effect transaction times?

Tyro advertises that transactions take less than 1.6 seconds on average. This may be impacted by slower internet speeds; however, all Tyro terminals are fitted with a Telstra 3G sim-card. If the terminal is to go down or the internet is unstable or slow, then the device can be switched over to the Telstra mobile network and if the signal is good, transaction speeds should be as advertised.

7. Is Tyro a bank?

Yes, Tyro received their full ADI (Authorised Deposit-Taking Institution) licence back in 2015. Tyro offers a bank account and lending products on top of their EFTPOS solution. Please note IBOs are only rewarded for payment processing (EFTPOS) services and will not be rewarded if their customers take up any other Tyro service.

8. Do my Tyro customers have access to the Tyro App and Tyro bank account features?

Yes, all Tyro customers have access to the Tyro App and Tyro Bank Account should they choose to activate it.

Compliance & Compensation

9. How many Customer Points are available for Sphere Tyro services? And what is the commissionable revenue rate for Sphere Tyro services?

Please see the current [Compensation Plan](#) for details.

10. Will I be awarded points for existing Tyro customers?

No, points for Sphere will only be awarded for new to Tyro customers.

11. Will I be able to sell through to existing Tyro customers?

No. Sphere is not eligible to sign up existing Tyro customers, it will be for new to Tyro customers only.

12. If a person already has Tyro can we get them better rates than what they currently are on with tyro?

No. Sphere is not eligible to disrupt any existing commercial arrangements for Tyro customers.

13. Why does it take 7-10 business days to process an application?

As Tyro is a financial institution, they are required to conduct AML/CTF (Anti-Money laundering/Counter Terrorism Financing) and KYC (Know Your Customer) checks before boarding a merchant. These are the same requirements that other banks need to conduct for new customers. The Sphere team will work as hard as possible to get your customers activated in the shortest timeframe possible.

14. How involved can I be in the sale?

With Sphere, ACN IBO's only need to submit the lead and Sphere will do the rest of the work for you. The Sphere Account Executives are sub-authorised representatives of Tyro and can give general advice on the Tyro product. ACN IBO's can submit a lead, and the Sphere team will keep you in the loop on application progress.

Social Media & Promoting Sphere Tyro

15. How do I promote Sphere & Tyro?

You can use any marketing asset provided through ACN Pacific Compass. All marketing material needs to be approved through Sphere & Tyro before use, so please utilise the existing assets. We will continue to update these and add to these.

16. What can I share online?

Any ACN provided and approved asset. Please do not create your own material as these will be considered non-compliant and may result in suspension or termination of your IBO position.

Pricing Offers & Fees

17. How does the pricing model work?

There are various ways that Sphere can price, and we will always price in a way that's easiest for your merchant to understand. Please ensure wherever possible to provide a merchant statement when submitting a lead so that we can provide a simple and understandable quote for your prospect.

18. How flexible is my customer's contract with Tyro?

Tyro operates on a no lock in contract basis

19. Are there any upfront fees?

There are no setup/establishment costs with Tyro.

20. Is there an early termination fee if my customer cancels their Tyro account?

No, if a merchant wants to terminate an account, they will simply need to pay out the transaction fees and terminal rental for the month. They can then close their account without a break fee.

Activation

21. How long does it take to be up and running with Sphere?

Once an application is submitted to Sphere, and as long as all documentation is provided, average processing times are usually 7-10 business days until the terminal is dispatched.

22. When does the merchant receive the settlements from Tyro?

Merchants are eligible for same day settlement with Tyro through activating the Tyro Bank Account. Should a merchant want to receive settlement into their existing bank account, they will receive their funds within 1-2 business days.

23. Can our customers get paper billing with Tyro?

No. All of Tyro's billing/invoicing is done through their Online Merchant Portal and/or Tyro App. Merchants can get historical data for transactions and invoices as far back as their first month's trade through these platforms.

24. If the machines are faulty, what happens?

The merchant will need to contact Tyro Customer Support on 1300 966 639 if their terminal is faulty. The Tyro Customer Support team will organise a timely solution to your merchant's problem.

25. Does Sphere or Tyro cancel a customer's old merchant provider for them when they move to Tyro?

No. Once a merchant is active and satisfied with their Tyro terminal, they will need to contact their existing provider to terminate their account.

26. What does a typical sign-up journey look like for a customer?

