

worldpay
from FIS

ADAPTING TO A CHANGING WORLD

How payments can support your business



WE'RE IN THIS TOGETHER

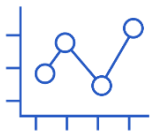
OUR NEW REALITY REQUIRES A RESPONSE. WE'LL DISCUSS:

- Eight ways your business can adapt to the challenges
- Worldpay solutions that can support your continuity and eventual recovery
- Questions and answers from the audience



ADDRESSING YOUR PRIORITIES

STABILISE



1. **Stay on top of your sales performance**



3. **Maintain sales with remote payments**



2. **Ensure safe retail experiences**



4. **Move your focus to ecommerce**

RECOVERY



5. **Minimise chargebacks for remote sales**



7. **Build domestic and overseas sales**



6. **Consider charitable and goodwill causes**



8. **Use payments and consumer insights for recovery planning**

1 STAY ON TOP OF YOUR SALES PERFORMANCE



MONITOR DAILY SALES

to meet changing demand.



MAXIMISE AUTHORISATION RATES

to avoid losing out on revenue.



SPOT CHARGEBACK TRENDS

and their likely causes.



LOOK TO:

Pazien for remote access to payments data analytics, insights and alerts.

2 ENSURE SAFE RETAIL EXPERIENCES



SANITISE PIN ENTRY DEVICES (PED)

- Clean and disinfect between payments, if possible



BOOST PED SECURITY

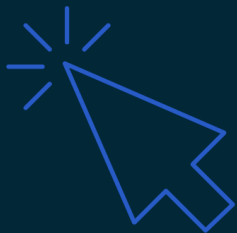
- Lock PEDs in a safe
- Set up alerts on Pazien
- Keep integrated P2PE PEDs connected to power



ENCOURAGE CONTACTLESS PAYMENTS

**On 1 April,
contactless
payments rose
from £30 to £45.**

3 MAINTAIN SALES WITH REMOTE PAYMENTS



MOVE PAYMENTS ONLINE

by encouraging customers to make orders remotely.



BE DATA COMPLIANT

our solutions are built with compliance in mind.



LOOK TO:

Virtual Terminal and Pay by Link

4 MOVE YOUR FOCUS TO ECOMMERCE



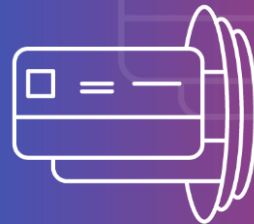
CREATE A POSITIVE ONLINE EXPERIENCE

with a simple to use ecommerce store.



ACCEPT LOCAL PAYMENT PREFERENCES

make sure your payments are set up to reflect this.



LOOK TO:

Payment Gateway for fast and secure online payment acceptance for debit and credit cards.

48%

of customers move between digital and physical channels

(Accenture)

5 MINIMISE CHARGEBACKS FOR REMOTE SALES



CLEARLY COMMUNICATE RETURN AND DELIVERY TERMS

to limit payment disputes.



LOOK TO:

Disputes Solutions for dual-layer protection against chargebacks.

68%

of shoppers say the returns experience shapes their overall perceptions of a retailer.

(UPS)

82%

82% of shoppers expect proactive communication at every fulfilment stage.

(MyCustomer)

6 CONSIDER CHARITABLE AND GOODWILL CAUSES



USE PAYMENT SYSTEMS TO PROVIDE SMALL DONATIONS

to build positive perception and encourage customer loyalty.

89%

of Brits think businesses should support charities and their local communities.
(Foresters)



LOOK TO:

Pennies, which enables customers to add pennies to their bill.



UK charities are predicted to lose out on £3.7 billion over the next 12 weeks alone.

(National Council for Volunteer Organisations)

7 BUILD DOMESTIC AND OVERSEAS SALES



**PROVIDE A
PERSONALISED
EXPERIENCE**



**ACCEPT THE CARD
CHOICE FOR MILLIONS
AROUND THE WORLD**



LOOK TO:

Dynamic Currency Converter to let cardholders pay in their own currency, while allowing merchants to choose their currency.

8 USE PAYMENTS AND CONSUMER INSIGHTS FOR RECOVERY PLANNING

WATCH MARKET FORECASTS AND DISCOVER THE LATEST DATA

LOOK TO: A weekly round-up of consumer behaviour insights.



ANSWERING YOUR QUESTIONS

WE'RE HERE FOR WHEN YOU NEED US MOST

No business should feel like they're facing these challenges alone. We're here to support you and your customers.

Contact your account director or relationship manager

Or feel free to reach out to myself directly:

Peter.Wickes@fisglobal.com