

Providing Your MYER one Details for Team Member Discount

Further queries can be directed to the HR Services team at HRServices@myer.com.au

How do I activate my MYER one card to receive the team member discount?

There is a two-part process to activate your MYER one membership for team member discount:

1. For the team member discount at POS in store:
Enter your MYER one membership number and name in Web Self Service (WSS) by following the WSS instructions below
2. For the team member discount when shopping online:
Log into www.myer.com.au and update your Online Profile to add your MYER one number and your team member ID. Note, this can only be completed 2 days after you have updated your MYER one details in WSS (detailed instruction under Online Shopping Instructions).

WSS Instructions

The primary team member discount account must be a MYER one membership registered in the team members' own name. This can be either a Primary MYER one membership or an Additional Cardholder MYER one membership. An alternative Myer One card or number must not be entered.

In WSS, go to *"Home"* > *"My Details"* > then click on the *"Discount Card"* tile.

To add your MYER one Card number, click *"Add Discount Card record"*:

- **MYER One** - Select "Primary MYER one Card"
- **Type** - Select "01 Primary MYER one Card Number"
- **Details** - Enter your MYER one card Number (not barcode number) – this should be your own MYER one membership number.
- Click **Insert** to update the record.

To add your MYER one Card name, click *"Add Discount Card record"*:

- **Myer One** - Select "Primary MYER one Card"
- **Type** - Select "02 Primary MYER one Card Name"
- **Details** – Enter your MYER one card Name (First name, Surname) – this should be your own name.
- Click **Insert** to update the record.

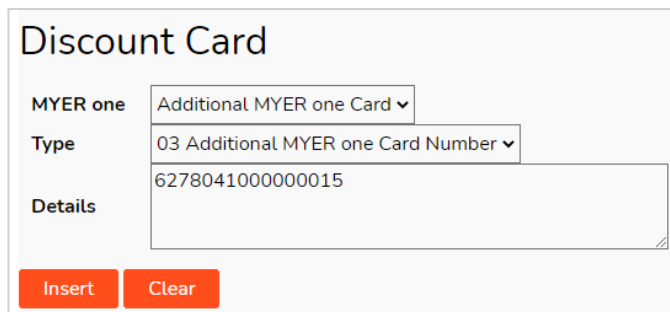
Refer to the instructions below to add an additional discount card holder's MYER one information in WSS.

Updating the details for my additional team member discount card holder

Permanent Myer team members (this excludes any casual team members) are also able to add an additional MYER one membership number for discount, for an immediate family member only. This can be a primary MYER one membership or an Additional Cardholder MYER one membership in the immediate family member's name. You can register immediate family members' MYER one membership details in WSS, by following the steps below.

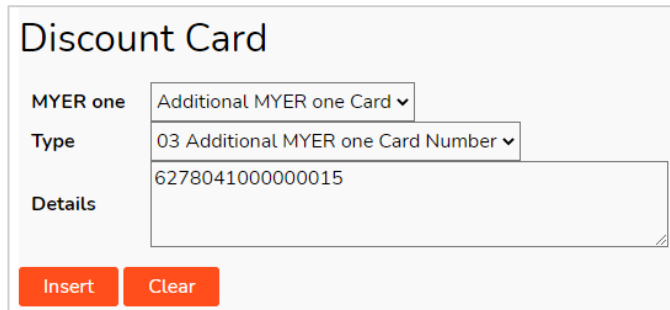
In WSS, go to *"Home"* > *"My Details"* > then click on the *"Discount Card"* tile.

To add the additional discount card holders' MYER one Card number, click Add Discount Card record:



- **MYER One** - Select "Additional MYER one Card"
- **Type** - Select "03 Additional MYER one Card Number"
- **Details** - Enter the MYER one card Number (not barcode number) – this should be your immediate family members' MYER one member
- Click **Insert** to update the record.

To add the additional discount card holders' MYER one Card name, click Add Discount Card record:



- **Myer One** - Select "Additional MYER one Card"
- **Type** - Select "04 Additional MYER one Card Name"
- **Details** – Enter the MYER one card Name (First name, Surname) – this should be the name of the immediate family member.
- Click **Insert** to update the record.

The team member's family member must also update their Online Profile with their MYER one number, along with the family members' team member ID, to be eligible for the discount to be applied to purchases online.

The same MYER one membership number cannot be registered twice.

Further queries can be directed to the HR Services team at HRServices@myer.com.au

Online Shopping Instructions

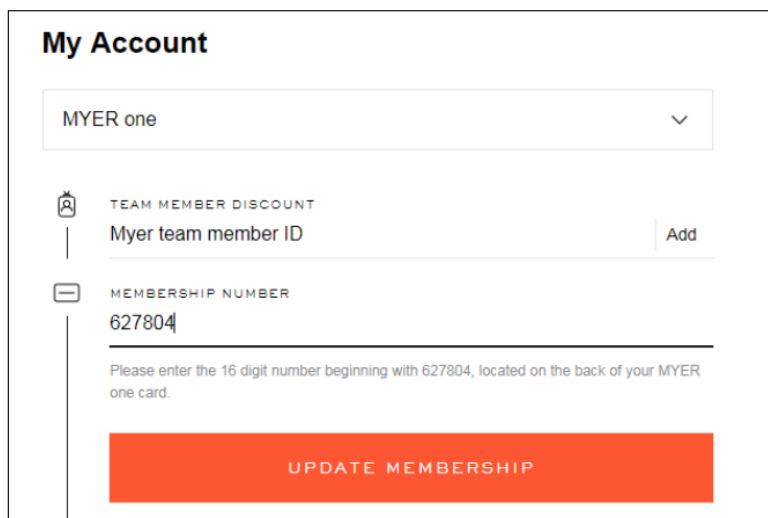
Note: The MYER one number becomes active for discount online 2 days after you have entered your details into WSS

Log into your online shopping account at www.myer.com.au

Select MYER one under My Account

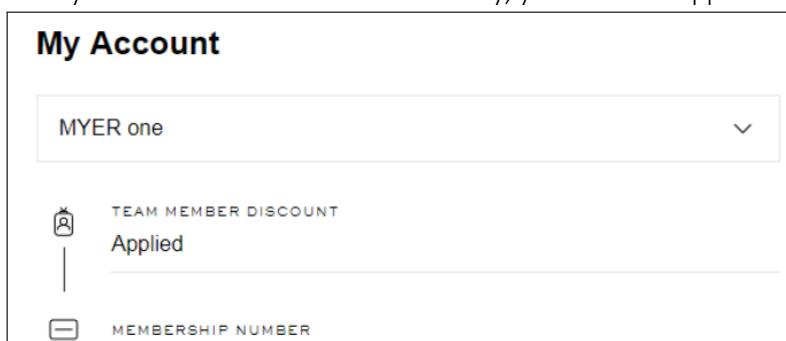


Enter your MYER one membership number, then click on **Update Membership**. You will then need to add your 8 digit Team Member ID under Team Member Discount.



Note: The MYER one number you added in WSS must be the same as the MYER one number on your shopping account for Team Member Discount eligibility.

Once you have entered all details correctly, you will see "Applied" under Team Member Discount



FREQUENTLY ASKED QUESTIONS

What if I don't know my team member ID?

Your 8-digit team member ID is used to access WSS. Please contact HR Services for assistance with your team member ID. If you have forgotten your WSS password, use the 'Forgotten your password?' link on the WSS login page to have your password reset and sent to your nominated email address in WSS.

Where do I find WSS?

WSS is accessible from any PC / laptop with an internet connection, via www.myer.com.au. Scroll to the bottom of the website and select Team member then select Team Member Login on the Team Member page.

What if I can't access WSS or don't have access to a computer?

You can contact HR Services on HRServices@myer.com.au

If you don't have access to a computer, or can't access a family members or friends PC, ask in store to see if a PC is available for you to use.

What if I am the "Additional Cardholder" on my families' MYER one account?

The Additional Cardholder on a MYER one account will still have a unique MYER one membership name and membership number, which can be registered for discount.

Registering the Additional Cardholder does not automatically qualify any other MYER one cardholders under the same account to be eligible for discount. Only the cardholders registered via WSS will be eligible for discount.

What if I don't have a MYER one membership, how do I get one?

Applications can be in store or by going to www.myer.com.au, then clicking on the "MYER one" link at the top menu.

What if I am a secondary MYER one card holder and the MYER one membership is not in my name?

The primary discount account for a team member, must be a MYER one membership registered in the team members' own name. This can be either a Primary MYER one membership or an Additional Cardholder MYER one membership.

MYER one members can request Additional Cardholders for their MYER one account. Any Additional Cardholders will have a unique MYER one membership number and name which can be registered in WSS for team member discount.

Registering a MYER one membership number for discount does not qualify any other MYER one memberships in the same account for team member discount.

What about immediate family members (e.g. my spouse) who are also entitled to the team member discount as a secondary card holder?

Only Permanent Myer team members (excluding casual team members) who have an entitlement to nominate an immediate family member for team member discount, can register another MYER one membership to be eligible for discount that is not in their own name. This is done through WSS.

FREQUENTLY ASKED QUESTIONS – USING DISCOUNT AT POS

How do I claim team member discount at POS?

Once your MYER one membership details have been entered in WSS, present the nominated MYER one card (or App) to the point of sale operator and indicate that you are eligible for the team member discount prior to the completion of the transaction.

Will the POS system automatically identify me as a Team Member based on my MYER one number?

No. If you have provided your MYER one card to receive rewards points, you will still need to advise you are eligible for team member discount to receive the discount. POS cannot detect you are a team member from your Myer ONE number. Once you advise you are eligible for team member discount and your MYER one card is scanned for the second time, POS will then automatically determine if you are eligible for discount.

My MYER one card is not recognised at POS for team member discount?

You may need to ensure that the sales attendant is scanning the MYER one card twice (refer above) to apply the discount. If your MYER one card is still not recognised:

- If your MYER one card details were only entered in WSS today, it will not have been activated for team member discount yet (it will take overnight to update)
- The MYER one card may not be the same one that has been activated for team member discount, or your MYER one card details were incorrectly entered in WSS

FREQUENTLY ASKED QUESTIONS – USING DISCOUNT ONLINE

Can I obtain team member discount when shopping online?

Yes. You will need to update your online shopping account (via www.myer.com.au) to have team member discount applied when shopping online. Note – your online account can only be updated 2 days after your MYER one card has been registered for team member discount in WSS.

How do I update my Online Profile?

If you already have an Online Profile to shop online, you can update this by following the Online Shopping Instructions.

My Team Member discount is not applied when updating my online profile?

There are a few reasons why this might occur:

- If your MYER one card details were only entered in WSS today, you will need to wait 2 days before you can add your team member ID to your online account
- The MYER one card linked to your online account may not be the same one that has been activated for team member discount, or your MYER one card details were incorrectly entered in WSS

What if I don't have an Online Profile, how do I create one?

Online Profiles are created in order to shop online via www.myer.com.au. Having a MYER one membership does not automatically mean that you will have an Online Profile.

To be eligible for team member discount online, via the call centre or via the Customer Order tablet in store, team members can visit www.myer.com.au and click the “Sign In / Join” button to create an online account. Once an online account has been created, follow the steps in the “Online Shopping Instructions” in this document to add your MYER one number and team member ID to be eligible for team member discount.