



# EFTPOS Policy

## Rationale

The use of cheques and cash to make payments are rapidly becoming outdated practices. Instead EFTPOS and similar card transactions have become the norm. In order to reflect community behaviour, our school will offer Electronic Funds Transfer Point of Sale (EFTPOS) facilities.

## Aims

EFTPOS allows schools to increase the options and convenience provided to parents and debtors, as well as improve security by reducing the amount of cash handled and kept at the school.

## Implementation

- a. School Council, after considering the costs, benefits, fraud prevention controls, information privacy implications, and security controls etc, has authorised the provision of EFTPOS facilities at our school. We will use the MOTO facility (mail order telephone order) whereby the information is collected on a payment advice returned to the school.
- b. Our EFTPOS facility will operate through the Commonwealth Bank of Australia where currently our Official Account is held. The bank does not charge bank fees on this account however the normal merchant charges apply.
- c. All staff operating the merchant facility will be made aware of the security requirements, and of the need to protect data from fraud. All staff authorised to process transactions will be minuted by School Council and entered on an EFTPOS Register which will include their name, any unique IDs, and the functions they are permitted to perform.
- d. The school and all staff involved with EFTPOS will treat all acquired and retained EFTPOS customer information in accordance with Schedule 1 of the Victorian Privacy Act 2000.
- e. School Council appoints the Business Manager as the authorising officer for approval of phone and refund transactions.
- f. The EFTPOS facility will be limited to one mobile terminal that will be located in the school reception office, which is locked when unattended and the building is on a security system.
- g. Transaction minimum limits will be applied and EFTPOS facilities will not be available for non profit trading operations ie sale of sunsmart hats, library bags, swimming caps and T Shirts for gala days.
- h. Our EFTPOS terminal will be connected to the bank via the Telstra 3G network.
- i. We will only process transactions to accept school invoice payments, and we will not provide a 'cash out' service.
- j. We will ensure that customers required to enter a PIN can do so privately and PINs will not be recorded by the school.
- k. All credit card transactions will include a check that the card does not appear to have been tampered with, and that it has not expired.
- l. Receipts will be entered onto CASES21 at the time the EFTPOS transaction is processed.
- m. We will always print the merchant copy of the receipt for both credit and debit card transactions, and retain the merchant copy for audit purposes.
- n. If an EFTPOS transaction error occurs prior to entering the receipts on CASES21, the school will immediately either 'void' or 'refund' the transaction via the EFTPOS terminal. If the error is not processed on the same day as the original transaction occurred, it must be treated as a 'refund' – see below. All documentation for 'void' errors will be retained for audit purposes, the void transaction must be signed by the cardholder, the school copy will be signed by the authorising officer plus the terminal operator (if different people), and all transaction details must be entered in a 'void transaction' section of the EFTPOS Register.



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- o. If an EFTPOS refund transaction has been processed and the receipt entered on CASES21, the original receipt is to be produced, or the receipt number identified, and the refund must be approved by the authorised officer. Details of the refund, including the name of the cardholder, card number, transaction details, date, name of staff member processing transaction, and signatures of the cardholder and the Principal will be recorded in the 'refunds' section of the EFTPOS Register.
- p. If the refund is not performed on the same date as the receipt, the school will not process the refund until it has been determined that the funds have been credited into our official account.
- q. Refunds can only be made by direct deposit, cheque or via the EFTPOS terminal to the cardholder's account that made the original payment.
- r. The EFTPOS refund will be processed on the terminal and CASES21 on the same day. The original receipt and merchant copy of the refund will be stapled to the CASES21 voucher which will be checked and approved by the authorised account signatories before processing on the EFTPOS terminal.
- s. Should the EFTPOS facility be 'off-line' for any reason, our school will not process manual transactions despite the potential for the school to process manual transactions up to the floor limit set by the bank during such times.
- t. Our school will use a separate receipt batch for EFTPOS receipts.
- u. The batch total for that day (less refunds) will match the direct credit amount paid by the bank on our Bank Reconciliation.
- v. Any problems associated with the EFTPOS in the school will be reported to the authorising officer and the principal.

## Evaluation

This policy will be reviewed by the Finance Sub-Committee each year.

*This policy was ratified by School Council in May 2018  
All policies are available at <http://www.skipp.vic.edu.au/about/policies.html>*