



EFTPOS Policy

Latest DET Update: July 2019
First Developed in this Format: October 2019

Purpose |

- The use of EFTPOS facilities will allow the College to increase the options and convenience provided to parents/debtors, as well as improving security by reducing the amount of cash handled and kept on the campuses.
- EFTPOS facilities will provide our College with the ability to accept non-cash payments by way of credit and debit card transactions via an electronic terminal.

Rationale |

- As schools move toward an electronic commerce environment, there is a need to facilitate alternative methods for payment.
- The use of cheques and cash to make payments is becoming an outdated practise.
- EFTPOS and similar card transactions have become accepted practice.
- In order to reflect community behaviour, our College will offer Electronic Funds Transfer Point of Sale (EFTPOS) facilities at each campus.

Implementation |

- College Council, after considering the costs, benefits, fraud prevention controls, information privacy implications, and internal controls has authorised the provision of 1 x EFTPOS facility at each campus –total of 3 terminals.
- The EFTPOS facility will be limited to one non-mobile terminal at each campus, located in the General Office.
- College Council appoints the Business Manager and the Campus Principals as the authorising officers for approval of phone and refund transactions.
- **Refunds via the EFTPOS terminals are not permitted however, in exceptional circumstances and with the approval of the authorising officer, may be performed if an error has occurred.**
- If an EFTPOS transaction error occurs prior to entering the receipt on CASES21, the operator will immediately either 'void' or 'refund' the transaction via the EFTPOS terminal.
- The appropriate **EFTPOS Refund/Void Transaction proforma** must be completed, signed by the Principal and filed with all relevant documentation for audit.
- If the error is not processed on the same day as the original transaction occurred, it must be treated as a 'refund' and a cheque refund will be processed by Administration.
- The College will not process the refund until it has been determined that the funds have been credited into the official account.
- 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 authorised officer plus the terminal operator (if different people), and all transaction details must be entered in a 'void transaction' section of the EFTPOS Register.
- The security of the EFTPOS facility will be the responsibility of the Campus Principal and the Office Manager.
- Each office will maintain current segregation of duties to ensure and maintain the security, accuracy and legitimacy of all EFTPOS transactions



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- Terminals are to be kept secure and the office locked at all times when unattended.
- The College and all staff involved with EFTPOS transactions will treat all acquired and retained EFTPOS customer information in accordance with **Schedule 1 of the Victorian Privacy Act 2000**.
- 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 College Council** and entered in an EFTPOS Register which will be held at the Administration office.
- Transaction costs will not be passed on to the customer, maximum limits will be set by the card holder's limit and no minimum limit will be enforced.
- To minimise potential for fraud, all EFTPOS terminals will be connected to the bank via phone connection and not via the internet.
- The operators will only process transactions to accept parent invoice payments and the 'cash out' service will not be available.
- All credit card transactions will require the operator to verify the signature obtained on the merchant receipt with that on the signature panel on the back of the card.
- Terminal operators at each campus will ensure that customers required to enter a PIN can do so privately and PINs will not be recorded by the College.
- 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.
- Receipts will be entered onto CASES21 at the time the EFTPOS transaction is processed, and both original receipts (EFTPOS and CASES21) issued.
- The operator will print both the merchant and customer copies of the receipt for both credit and debit card transactions, and retain the merchant copy for audit purposes.
- Documentation will be kept by each campus office and the Administration Office, confirming all transactions such as merchant copies of EFTPOS receipts, voided receipts, refunds, daily EFTPOS reconciliation reports, authorisation details, relevant CASES21 reports
- Should the EFTPOS facility be 'off-line' for any reason, operators are not permitted to process manual transactions.
- EFTPOS receipts will be included in a normal receipts batch with cash and/or cheque receipts that are updated at the end of each day. This option helps to reduce the number of batches opened each day, particularly in a multi campus situation.
- A Settlement **must** be run on the EFTPOS terminal at each campus at the end of each day at the same time as the batch is updated.
- Administration staff will ensure that EFTPOS totals appearing on the Bank Statement match correctly with the Banking Batch report and EFTPOS Settlement total submitted by each campus.
- Any problems associated with the EFTPOS in the school will be reported to the authorising officer and the principal.

The following information will be retained by school

- Minutes of School Council meeting approving the use of the facility
- EFTPOS policy approved by College Council
- Register of approved EFTPOS operators
- Register of voided/refunded transactions
- Proforma/documents containing transaction details



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- Merchant copies of EFTPOS terminal receipts, voided/cancelled receipts and settlement documents
- Applicable CASES 21 Reports
- Daily EFTPOS reconciliation reports and documentation in support of refunds and/or adjustments.
- All relevant Bank Statements and reconciliations.

Monitoring and review of the of the policy |

- This policy will be reviewed as part of the college's three-year review cycle or if guidelines change (latest DET update mid-July 2019).
- Please refer also to the *Financial Management Policy*, the *School Purchasing Card Policy*, *EFTPOS Policy*, the *Archives, Information & Records Management Policy* and the *Fraud & Corruption Policy*.
- Reference [Schools Electronic Funds Management Guidelines](#)

Date of approval by College Council | 20/11/2019