



## EFTPOS Policy

### Purpose

To establish the rules and protocols for use of EFTPOS payments at Werribee Primary School.

### Guidelines

- Werribee Primary School Council will act in accordance with DET policies and guidelines
- All records of customer information will be done in accordance with Schedule 1 of the Victorian Information Privacy Act 2000

### Implementation

- Werribee Primary School Council to approve the setting up and ongoing use of the EFTPOS facility.
- Werribee Primary School Council to approve staff authorised to process transactions.
- An EFTPOS register is to be maintained detailing user, unique ID and the functions they are authorised to perform.
- All processors will receive training in the use of the facility and the policy.
- A register will be kept of all void transactions.
- Documentation to be kept by the school to include merchant copies of EFTPOS receipts, voided receipts, daily EFTPOS reconciliation reports, authorisation details and relevant CASES21 reports.
- All costs incurred will be passed on to the payer.
- EFTPOS terminal is to be connected to the bank via Wi-Fi connection.
- EFTPOS terminal is to be located within the main office.
- Telephone and post EFTPOS transactions will be accepted.
  - A proforma is to be filled out to identify the cardholder containing information such as:
    - Cardholders name and address
    - Card number, expiry date and security code
    - Transaction date
    - Identification method and details
    - Name of staff member processing the transaction and
    - Invoice details
  - The information collected in order to undertake EFTPOS transactions must only be used for the specified invoice. The proforma is to be filed in a secure location with restricted access.
  - Both the EFTPOS and CASES21 receipt must be forwarded to the cardholder as their record of the transaction.
- If payer is unknown to terminal operator they will require an identification proforma to be completed. This will include cardholders name and address, card number, expiry date and security code, transaction date, identification methods and details (eg driver's licence), name of staff member processing transaction and invoice details. These records will be used and stored in accordance with the Victorian Information Privacy Act 2000. The name on the card and invoice should be the same or investigations made to ensure the transaction is valid. The form can then be signed by Principal or approved delegate.
- Only transactions to accept school invoice payments will be accepted.
- Cash will not be provided.
- Receipts should be entered onto CASES21 and both EFTPOS and CASES21 receipts issued.
- School will print both merchant and customer receipt and retain the merchant copy for audit purposes.
- If it is determined at the time of the transaction and prior to entering the receipt on CASES21, that an error has occurred, for example an incorrect amount is processed, the school should "void" the transaction via the EFTPOS terminal.
  - Void transactions must be processed on the same day as the original transaction.
  - All documentation relating to the original transaction must be obtained.
  - The void transaction must be signed by the cardholder.
  - Copies of both the original and voided transactions should be retained for audit purposes.
  - The school copy should be signed by the authorised officer and where possible this should not be the operator who processed the original receipt. The transaction details should be recorded in an EFTPOS 'void transaction' register.



- If an EFTPOS refund transaction has been processed and the receipt entered on CASES21 then a refund will be processed via CASES21.
  - Refunds will be by direct deposit and can only be made to the cardholders account.
- A settlement must be run on the EFTPOS terminal at the end of every day.

#### **Banking**

- Werribee Primary School will use a separate receipt batch for EFTPOS receipts which is not updated each day and contains transactions relating to more than one day.
- The Settlement on the terminal will be performed at 4.00 pm each day.
- When reconciling EFTPOS transactions on the Bank Reconciliation, the school will need to balance the direct credit(s) received over the period of the batch to the total of the batch.

#### **Evaluation**

- This policy will be reviewed by School Council on an annual basis as per DET guidelines.
- The Finance Committee of School Council will be responsible for the review of this policy.

**This policy was ratified by School Council on: 21 February 2017**