



Warrnambool West
Primary School

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EFTPOS

POLICY

Rationale:

- The use of cheques and cash to make transactions have already become outdated practises. Most people will have an EFTPOS (Electronic Funds Transfer Point Of Sale) card. Few people will own a cheque book. EFTPOS and similar electronic transactions have become the norm. Our school will therefore offer EFTPOS.

Aims:

- To provide parents and families with greater convenience, as well as improve security by reducing the amount of cash handled and kept at the school.

Implementation:

- After considering all of the costs, benefits and implications of EFTPOS, School Council has authorised the provision of EFTPOS facilities at our school.
- Our EFTPOS facility will be set up through CBA.
- All staff operating the merchant facility will be made aware of the security requirements, and fraud protection requirements.
- 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. The register will be maintained by the Business Manager and kept in the school safe.
- 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.
- School Council has nominated the Business Manager as the staff member authorised to approve or refuse refund transactions.
- Our school will be limited to one terminal. The terminal will be located in the school reception office, and stored in the school safe out of normal school operating hours.
- Transaction costs will not be passed on to the card holder, maximum limits will be set by the card holder's limit, and no minimum limit will be enforced by our school.
- For security reasons, our terminal will be connected to the bank via a telephone connection and not via the internet.
- Our school will not accept EFTPOS transactions via the telephone or post. We will only process transactions to accept school invoice payments, and we will not provide a 'cash out' service.
- All credit card transactions will require the operating staff member to check the signature obtained on the merchant receipt with that on the signature panel on the back of the respective card, check that any cards used have not been tampered with, and that the card has not expired.
- We will ensure that customers required to enter a PIN can do so privately and PINs will not be recorded by the school.

- Receipts will be entered onto CASES21 in a timely manner once the EFTPOS transaction is processed, and both original receipts (EFTPOS and CASES21) issued.
- We will always 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.
- 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 Business Manager plus the terminal operator (if different people), and all transaction details must be entered in a 'void transaction' section of the EFTPOS Register.
- 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 Business Manager. 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.
- 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 the school's official account.
- Refunds can only be made by cheque or via the EFTPOS terminal to the cardholder's account that made the original payment.
- The cardholder will be given the customer copy of the refund voucher, and must sign the merchant copy which will be retained by the school. 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.
- Our school will use a separate receipt batch for EFTPOS receipts which is updated at the end of each day.
- The net batch total for that day will then match the direct credit amount paid by the bank on our Bank Reconciliation.
- Any problems associated with the EFTPOS in the school will be reported to the Business Manger and the principal if appropriate.

Evaluation:

This policy will be reviewed by the Finance sub-committee as part of the school's three-year review cycle.

This policy was last ratified by School Council in....

February 2018