

Policy Aims

An EFTPoS system allows clients to pay using Electronic Funds Transfers [EFT] on credit and debit cards with an immediate and automatic receipt generation for both the client and CCAE.

- Enable clients to complete enrolments more efficiently and effectively via EFT credit and debit card payments.
- Reduce the amount of cash held on premises since EFTPoS enables bank-bank account transfer of funds.
- Enable CCAE to take the EFTPoS equipment off-site for client enrolments in surrounding townships and provide a facility to off-campus clients for convenient immediate payment of fees and charges.

Procedure - Location

- EFTPoS machine located in Front Office near in drawer with other finance information.
- EFTPoS machine has a dedicated land line for use in the office and fully charged the battery will last 8-10 hours.
- EFTPoS machine is also Telstra GPRS network capable allowing remote location [no landline] transactions.

Procedure – Payment Authorisation

- EFTPoS machine can be used for Debit Card payments [Savings and Cheque accounts].
- EFTPoS machine can be used for Credit Card payments [VISA and Mastercard]
- EFTPoS machine CANNOT be used to process charge cards [American Express, Diner's Club, JCB]
- EFTPoS machine CANNOT be used to provide money out to clients.

Procedure – To Process a Payment

1. Enter amount -Press enter
2. Press enter again (no cash to be withdrawn)
3. Enter or swipe card
4. Wait for transaction to be processed
5. Print receipt for till
6. Print customer copy
7. Print out Receipt from vettrak and staple customer copy to this

Procedure – To Process an 'Over The Phone' Payment

1. Press blue function button then 1
2. Will now be in MOTO mode
3. Follow the instructions:
 - a. Enter amount
 - b. Enter card number
 - c. Enter expiry date MM/YY e.g. 01/15
 - d. Enter 3 digit code on back of card
 - e. It will process the payment and print out receipt of transaction

Procedure – If EFTPoS Machine Goes Blank

1. Plug it in and press the blue function button for about 5 seconds.
2. Wait until it flashes and beeps
3. Let it process itself and it will come back online
4. (Probably need a new battery) if this keeps occurring: call 1800 029 749
5. Reference Guide is kept in second drawer of first under bench set of mobile drawers.

- Merchant ID = 22317911
- Terminal ID 66988023

Evaluation

This policy will be reviewed bi-annually

Adoption Date: 20 June 2012

Review Date: 01/06/2014

Version Control: V1-18/08/11

V2-15/06/12