



NEWHAM PRIMARY SCHOOL

EFTPOS Receipting Policy

EFTPOS Terminal

Newham Primary School EFTPOS terminal is to be connected to the bank via phone connection and not via the internet.

The school will operate one terminal to be used in the Administration Office for school receipts. The terminal will be secured in the main office area. The terminal is portable and can be used in other areas of the school.

A register of authorised users is to be held by the main school office.

Phone/Mail EFTPOS Transactions

Newham Primary School will accept transactions via the telephone and post.

Only transactions using credit cards will be accepted via telephone or post; transactions using debit cards require the cardholder to be present at the point of sale.

Newham Primary School authorised users must ensure the information collected in order to undertake EFTPOS transactions must only be used for its intended purpose in accordance with the *Victorian Information Privacy Act 2000*.

Full card details including card number, expiry date and security code (when required) should be obtained and confirmed by discretely reading them back to the customer and the transaction should be processed while customer is on the phone.

Both an EFTPOS and school receipt must be forwarded to the cardholder as their record of the transaction.

Processing Transactions

Newham Primary School authorised officers will only process transactions to accept school invoice payments i.e. family charges, sundry debtors, trading operation payments etc. Authorised officers are not to undertake transactions which provide 'cash' to the customer as part of the transaction.

The maximum amount of a credit/debit card transaction is determined by the cardholder's limit.

All transactions over \$100 using credit cards will need to be processed using a PIN.

When processing a credit card transaction that requires the entry of a PIN, customers should be able to enter their PIN without risk of disclosure, and the PIN should never be recorded by the school.

Authorised officers should ensure that the card number that is embossed on the card is free from alteration and that the card has not expired.

Receipts should be entered onto CASES21 on the day of processing the transaction and both original receipts (EFTPOS and CASES21) issued.

The school should 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.

Refunds

No Refunds will be processed via the EFTPOS machine.

If refunds need to be processed for families two options are available:

1. A credit to the family account which can be used against other family expenses.

*This policy is written in consultation with DET Guidelines.

2. Payment by direct deposit into the family's bank account. Direct debit forms are available from the office.

Manual transactions

There may be instances when the EFTPOS facility will be off-line, for example when electronic communication with the bank is unavailable. When the system is offline, transactions are not to be completed.

Banking

Newham Primary School will use a separate receipt batch (not containing cash or cheque transactions) for EFTPOS receipts which is updated at the end of each day.

The Settlement on the terminal is also performed at the same time as the batch is updated. The daily total on each should match.

Information to be retained by school

- Register of authorised officers
- 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.

REVISION HISTORY

School Council approval not required – for noting only.

EFTPOS Receipting Policy				
Date Created	Consultation	Revisions	Approved by	Next Policy Review
Feb 2024	Feb 2024		Principal – Tim Furphy	Feb 2026
	Mar 2026	Nil	Principal – Tim Furphy	Mar 2028