

Policy Statement

Westall Secondary College is able to accept and provide alternative payment methods to cash or cheque by utilising Electronic Funds Transfer Point of Sale (EFTPOS) facilities.

EFTPOS provides Westall Secondary College with the ability to accept non-cash electronic payments by way of credit and debit card transactions.

Use of EFTPOS allows Westall Secondary College to increase the options and convenience provided to parents/debtors, as well as improves security by reducing the amount of cash handled and kept on school premises.

Guidelines

- 1.1 The use of EFTPOS at Westall Secondary College as a means of collecting funds requires the school to acquire and retain customer information while maintaining confidentiality.
- 1.2 Appropriate procedures will be implemented to ensure the security of the terminals during operation and when they are not in use.
- 1.3 Staff operating the merchant facility **MUST BE** registered with the School Council as a security requirement, to ensure the use of EFTPOS is safe from fraud.
- 1.4 The Business Manager will be responsible to ensure all staff operating the merchant facility are aware of all the security arrangements for processing transaction.

Program

- 2.1 Westall Secondary College will ensure it collects and retains customer information in accordance with *Schedule 1 of the Victorian Information Privacy Act 2000* and the school's Privacy Policy.
Westall Secondary College will ensure the information collected in order to undertake EFTPOS transactions must only be used for its intended purpose.
- 2.2 Westall Secondary College's EFTPOS terminals will be stored in a secure location which will allow for no unauthorised usage and ensure privacy for PIN transactions.
- 2.3 Staff authorised to process transactions will be minuted at School Council at its first meeting each year and entered into a Register to be maintained by the Business Manager.
- 2.4.1 Westall Secondary College will only process transactions to accept school invoice payments i.e. family charges, sundry debtors, trading operation payments, etc. The school does not undertake transactions which provide cash to the customer as part of the transaction.
- 2.4.2 The maximum amount of a credit/debit card transaction is determined by the cardholder's limit.
- 2.4.3 When processing a credit card transaction that requires a signature for authorisation, staff will ensure that the signature obtained on the merchant receipt matches the signature on the card and that the signature panel has not been altered in any way.
- 2.4.4 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 will not be recorded.
- 2.4.5 Staff will ensure that the card number that is embossed on the card is free from alteration and that the card has not expired.
- 2.4.6 Receipts are entered onto CASES21 at the time the EFTPOS transaction is processed and both original receipts (EFTPOS and CASES21) issued. An authorised officer reconciles all receipts to CASES21 to ensure all funds received by the school are receipted at the end of each day prior to the batch being entered and updated.

Guidelines

1.5 The utilisation of the EFTPOS facility at Westall Secondary College will be subject to appropriate processes and procedures for processing incorrect transactions to ensure the secure use of this payment method.

1.6 If an EFTPOS refund transaction has been processed **and the receipt entered on CASES21**, the refund can be made by an authorised officer.

1.7 In processing EFTPOS receipts in CASES 21 Finance there will be a defined process of how the banking takes place.

1.8 It is crucial for the school to maintain detailed records to enhance EFTPOS Security Controls and assist in fraud prevention.

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2.4.7 The school will always print both the merchant and customer copies of the receipt for both credit and debit card transactions and will retain the merchant copy for audit purposes.

2.5 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 staff member should "void" the transaction **via the EFTPOS terminal**. The authorised officer will refer to the instructions provided in the EFTPOS facility user guide to ensure that this is processed correctly.

In this instance the following procedures will be followed:

- Void transactions must be processed on the same day as the original transaction. After that period it must be treated as a refund. 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
- The refund is to be recorded on the EFTPOS register

2.6 Refunds (other than void transactions) will not be processed via the EFTPOS terminal. Either a direct deposit or a cheque will be issued. This transaction will be approved by an authorised officer following production of the original receipt.

2.7.1 Westall Secondary College will receipt EFTPOS receipts as a separate batch and update this batch at the end of each day.

2.7.2 The settlement on the terminal will also be completed at the same time as the batch is updated. The EFTPOS total should match the settlement total

2.7.3 On the bank reconciliation, the EFTPOS total for that date should match the direct credit amount paid by the bank.

2.8 The following information will be maintained by the Business Manager in relation to use of the EFTPOS facility:
Minutes of School Council meeting approving the use of the facility

- EFTPOS policy approved by School Council
- Register of voided transactions
- 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 any adjustments
- Current authorised users of the EFTPOS terminals as per the EFTPOS authorised user register.

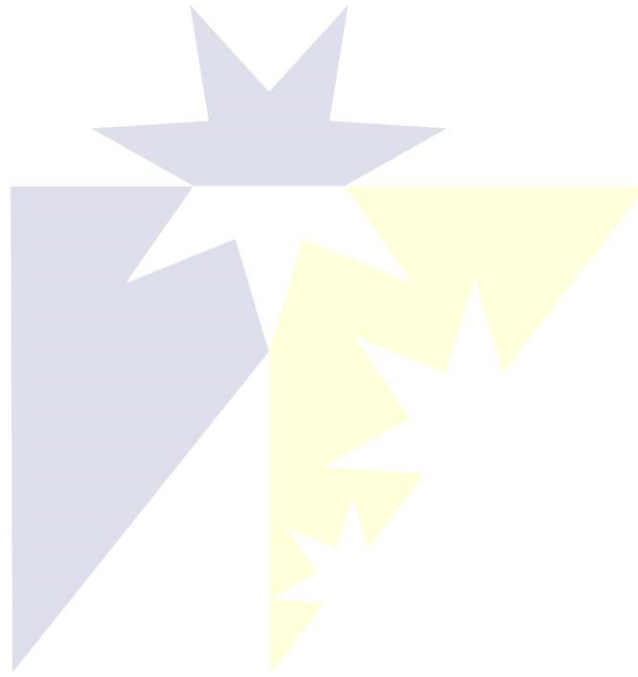
EFTPOS Policy (2025)

Evaluation

This policy will be reviewed as part of the school's 3 year cycle or as required by developments in relevant legislation.

Policy drafted by: Tristan Lanarus

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WESTALL
Secondary College