

Pembroke Primary School  
Pembroke Road Mooroolbark 3138  
PO Box 62 Mooroolbark  
Telephone 9725 6689  
Email: [pembroke.ps@edumail.vic.gov.au](mailto:pembroke.ps@edumail.vic.gov.au)



## PEMBROKE PRIMARY SCHOOL

### EFTPOS Policy

2017

#### **AIM**

The School aims to put in place appropriate internal control measures and to reduce the risks of fraud or misappropriation of funds.

Date ratified by School Council: 25<sup>th</sup> July 2017  
Review Date: March 2018

## **RATIONALE**

The use of EFTPOS allows schools to increase the options and convenience provided to parents /debtors, as well as improving security by reducing the amount of cash handled and kept on school premises.

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

## **EFTPOS Terminals**

School Council will approve the continuing use of one EFTPOS terminal in the General Office.

All EFTPOS machines will be stored securely at each location.

## **Authorised Staff and Security**

Pembroke Primary School endorses the utilisation of an EFTPOS facility at the office with the following procedures and practices in place:

- Staff authorised to process EFTPOS transactions will be as per the EFTPOS register and approved by the School Principal.
- A register of all staff authorised to process EFTPOS transactions will be held at the General Office for audit purposes.
- Staff using the merchant facility will be made fully aware of security requirements and processes put in place to minimise the opportunity for fraudulent behaviours.
- The office will maintain current segregation of duties to ensure and maintain the security, accuracy and legitimacy of transactions.

## **Cash Advances**

The EFTPOS facilities will not be used to provide cash advances to customers as part of any transaction.

## **Required Documentation**

Correct documentation must be kept by the School and the General Office confirming all transactions such as merchant copies of EFTPOS receipts, voided receipts, refunds, daily EFTPOS reconciliation reports, authorisation details, relevant CASES21 reports.

## **Privacy**

All customer information retained by the school will be kept in accordance with Schedule 1 of the Victorian Information Privacy Act 2000. Customer CCV numbers or credit card numbers will NOT be recorded nor kept by the school unless authorised by the customer.

## Online Transactions

Only transactions for payment of school invoices such as family charges and sundry debtors will be processed.

When processing a credit card transaction that requires a signature for authorisation, the school 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.

The school will ensure that the card number that is embossed on the card is free from alteration and that the card has not expired.

## Manual Transactions

There may be instances when the EFTPOS facility will be off-line, for example when electronic communication with the bank is unavailable. In these instances, only credit card transactions can be completed and only as a matter of urgency.

During times of off-line breaks to EFTPOS facilities a manual card reader can be used to complete an offline credit card transaction.

## Void and Refund Transactions

Void or refund transactions via the EFTPOS facility will not be permitted in normal circumstances.

However, on occasion a void or refund transaction may need to be processed.

These transactions MUST be approved by the School Principal who is the authorising officer and follow the key internal controls listed in Appendix 1.

## Issuing Receipts

CASES21 receipts will be produced when the EFTPOS transaction is processed and both original receipts (EFTPOS and CASES21) issued to the cardholder as their record. In circumstances where this is not possible, a manual school receipt can be issued at the time, with the CASES21 receipt forwarded when it is entered on to the system.

Both the merchant and customer copy of all receipts for both credit and debit card transactions will be printed, and the school will retain the merchant copy for audit purposes.

## **Banking and Reconciliation**

A receipt batch for EFTPOS receipts will be kept and updated at the end of each day.

The Settlement on the terminal is performed on the EFTPOS terminal at each location at the end of each day.

On the Bank Reconciliation, the batch total for that date (less any refunds) should match the direct credit amount paid by the bank.

## **Current EFTPOS Authorised Users Register**

### **General Office**

Carolyn O'Rourke

Kelli Stanfield

## **APPENDIX 1 - EFTPOS – VOID AND REFUND TRANSACTIONS**

The reversal or refund of an incorrect EFTPOS transaction must follow the key internal controls listed:

- Void transactions must be processed on the same day as the original transaction. After that period it must be treated as a refund and properly authorised.
- If, in exceptional circumstances, a refund must be processed, approval must be obtained from the authorising officer and the Pembroke Primary School Refund Proforma completed and duly signed by all parties. All documentation relating to the original transaction must be obtained and kept for audit.
- The void / refund transaction must be signed by the cardholder.
- Copies of both the original and voided / refunded transactions must be retained for audit purposes.
- The school copy must be signed by the authorising officer and the Business Manager – NOT the operator who processed the original receipt.
- The transaction details will be recorded in an EFTPOS 'void / refund transaction' register.
- Refunds to customers would normally be handled via cheque payment to the cardholder and recorded in the EFTPOS register