

EFTPOS and CompassPay

Receipting

PURPOSE OF THIS POLICY

To ensure that staff operating the merchant facility are made fully aware of security requirements, and that all data obtained through processing EFTPOS and COMPASSPAY transactions remains safe from fraud.

INTERNAL CONTROLS

- Proper authorisation and approval of the initial setting up of the facility by School Council
- Appointment by Council of an authorising officer for approval refund transactions (Principal and/or their delegate)
- Physical security of EFTPOS machines and access to COMPASSPAY.
- The number of terminals that will be installed and their locations and refund limits
- Documentation kept by the school confirming all transactions such as merchant copies of EFTPOS and COMPASSPAY receipts, voided receipts, refunds, daily EFTPOS and COMPASSPAY reconciliation reports, authorisation details, relevant CASES21 reports.
- Establishment of an EFTPOS user register outlining the name of the school user, and the EFTPOS functions they are authorised to perform.
- Register of void or refund transactions.
- Reconciliation of daily EFTPOS and COMPASSPAY settlement statements with CASES21 transactions.

EFTPOS TERMINALS

Terminals should be located in a secure location which will allow for no unauthorised usage, and ensure privacy for PIN transactions.

PHONE/MAIL EFTPOS TRANSACTIONS

Transactions will be accepted via telephone or mail. The transaction details will be recorded on a "Payment by EFTPOS" slip and the receipt will be attached.

The school must ensure that the information collected in order to undertake EFTPOS and COMPASSPAY transactions must only be used for its intended purpose in accordance with the Victorian Information Privacy Act 2000.

The pro-forma should be filed in a secure location with restricted access.

The name of the cardholder should be the same as the name on the invoice. If the names are different, a query should be raised with the customer as to the reason for the difference. Once satisfied that the transaction is valid the Principal or authorised officer should sign the form to approve the transaction including verification of the identification.

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

Both an EFTPOS and school receipt should be forwarded to the cardholder as their record of the transaction. Parents using COMPASSPAY are able to print a receipt directly from COMPASS once payment has been confirmed.

PROCESSING TRANSACTIONS

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

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

The school must 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 at the time of the EFTPOS transaction and both original receipts (EFTPOS and CASES21) issued. 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. An authorised officer should reconcile all manual receipts to CASES21 to ensure all funds received by the school are receipted.

The school must 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.

INCORRECT TRANSACTION PROCESSING

If it is determined, at the time of the transaction and prior to entering the receipt on CASES21, that an error has occurred, the school must "void" or "refund" the transaction via the EFTPOS terminal, referring to the instructions provided in the EFTPOS facility user guide.

- Void transactions must be processed on the same day as the original transaction. After that period it must be created 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 the EFTPOS 'void transaction' register.

BANKING

- A separate batch is to be used for EFTPOS transactions.
- A Separate batch is to be used for COMPASSPAY batches
- The Settlement on the terminal at the beginning of the following day must match the total of the EFTPOS batches banked on that day.

INFORMATION TO BE RETAINED BY THE SCHOOL

- Minutes of the school council meeting approving the use of the facility
- EFTPOS & COMPASSPAY policy approval by School Council

- Register of approved school users
- Register of voided/refunded transactions
- Proforma/documents containing transaction details
- Merchant copies of EFTPOS terminal receipts, voided/cancelled receipts and settlement documents
- Applicable CASES21 reports
- Daily EFTPOS reconciliation reports and documentation in support of refunds and/or adjustments.

REVIEW CYCLE

Date Implemented	February 2020
Author	Department of Education and Training
Approved By	DET
Approval Authority (Signature & Date)	
Date Reviewed	February 2022
Responsible for Review	Assistant Principal
Review Date	February 2023
References	

