

SDO SOP

Credit Card Processing

Processing credit card payments via the EFTPOS terminal.

Enter Amount (e.g., type 123456 for \$1,234.56) and Press Green Enter Button.

Enter the credit card number into the terminal. Once done press Green Enter Button.

Enter Expiry Date in sequence Month Month Year Year eg: July 2015 = 0715 (will display on screen as 07/15).

Terminal will ask for CCV just press Green Enter Button.

Terminal will then process payment and print out a receipt saying "Approved" or "Declined".

If "Approved" it will ask to confirm Signature, Press Green Enter Button. It will then ask if another receipt is required. Press on the bottom left triangular button for No.

If "Declined" CPM to contact the debtor to confirm details.

Receipt is then processed on the same day as the transaction is approved and will be on the General Ledger until the EFTPOS transactions come through to the General Ledger.

Put the payment information into the spreadsheet in H Drive:

<\\Agencies\50005396\Financial Operations Unit\Accounts Receivable\General Ledgers\Payments Processed.xlsx>

IMPORTANT: If the credit card information was temporarily written down on a piece of paper, dispose of the information in a secure bin or shredder.

Notes:

EFTPOS receipt to be sticky taped to the paperwork as supporting documentation that the transaction was approved.

At the end of each day the terminal will provide a reconciliation of the previous day's transactions. This is to be attached with the daily EFTPOS banking file from RBA and attached to the supporting documentation.

User manual and passwords for the terminal are located in the safe.