Detailed Job Instructions	**Job Name:** EFTPOS Operations **Position:** Technician **Policy statement:** The company makes every effort to communicate to customers the various methods by which payment for our services can be paid It is the responsibility of the technician to get the customers agreement on the method of payment for the service before starting work, and, to secure payment from the customer prior to leaving the customers premises.. The only exception to this is whereby authority has been given for commercial customers to operate an account.	

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We accept Cheque, Savings and Credit Cards (VISA and MASTERCARD only)

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MAKE SURE THAT THE MACHINE HAS BEEN CHARGED OVER NIGHT

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Processing a Customers Credit Card **With card to swipe.**	**Step 1:** Ensure machine shift totals have been cleared for the previous day. **Step 2:** Swipe or insert card; OR Key enter card number &Expiry Date (credit cards only) **Step 3: Key the amount** and **press ENTER.** *Terminal Displays* PURCHASE SALE AMOUNT $0.00 BACK/CLEAR OK/ENTER **Step 4:** Hand the terminal to the **cardholder** and ask them to **select the account type** (Cheque, Savings or Credit). *Terminal Displays* PURCHASE SELECT ACCOUNT TYPE CHQ SAV CRD BACK/CLEAR OK/ENTER **Step 5:** Customer to enter **PIN** or press **ENTER**. Terminal will display "APPROVED PLEASE SIGN" if transaction has been approved. *Terminal Displays* PURCHASE $0.00 KEY PIN OR OK NAB VISA CREDIT BACK/CLEAR OK/ENTER Note: to go back, Press Clear. **Step 7:** Print customer copy and hand to customer. **Step 8:** Retain merchant copy of receipt and staple to daily banking sheet.	*Card numbers are **16 digits** (without spaces)* *Expiry date is 4 digits (without spaces)* *Enter the amount in cents, without decimal points* *Customer to sign merchant copy (i.e. where no pin entered).* *Please check signature on the card with signature on the receipt.*

Processing a Customers Credit Card **(machine not working)**	**Step 1:** Write on the blue job sheet the **16 digit card number** and **4 digit expiry date.** **Step 2: Phone:** Head Office **02 49 565 500** and provide the following information: • Run Number • Time • Customer name • Total value of job. • 16 digit card number • 4 digit expiry date. **Step 3:** **Wait for confirmation** that the transaction has been processed. **Step 4:** Write "processed" or "paid" **on the blue sheet** before giving a copy to the customer.	*Note: this is only to be used when an EFTPOS machine is not available/ not operating or out of range.*
Daily (end of shift for each day) Shift report to be printed and Machine totals to be cleared	**Step 1:** PRESS The F Button, located near the "**3**" (F) **Step 2:** PRESS 7 (Shift Totals) and Press ENTER *Terminal displays* **EFTPOS FUNCTION MENU** 1. PURCHASE 2. REFUND 3. PRE-AUTH 4. CANCEL PRE-AUTH 5. SETTLE TOTALS 6. NOT USED 7. SHIFT TOTALS **Step 3:** PRESS 1 (Print current shift) *Terminal displays* **SHIFT TOTALS** 1. PRINT CURR SHIFT 2. START NEW SHIFT BACK/CLEAR • A report will be printed. Please attach report to your daily banking and reconciliation sheet. **Step 4:** PRESS ENTER if report is okay. **Step 5:** PRESS ENTER – This will clear the machine of all past transactions. *Terminal displays* **SHIFT TOTALS** SHIFT TOTALS HAVE BEEN RESET OK	
Faulty EFTPOS machines	If you have any problems with your EFTPOS machine, please contact **National Aust Bank direct - details below:** Phone Number: 1300 369 852 You need to quote the following: Merchant ID Terminal ID These details can be found on a print out from the EFTPOS machine (i.e. a copy of any receipt).	
Ordering stationery	Please contact **Head Office (Newcastle)** for all EFTPOS stationery requirements (i.e. paper rolls).	