**Rationale:**
Buninyong Primary School offers parents the ability to make electronic payments to the school using any of the DET approved internet facilities as an alternative to cash or cheque. Parent payments into the school's official account via EFTPOS; BPAY and third party internet revenue collection (Qkr) are accepted.

**Aims:**
- To provide guidelines for effective financial management and minimise risks associated with receipting of electronic funds.
- To provide and encourage alternative methods for use by parents/guardians paying for school, educational charges and canteen orders.
- To ensure proper internal control measures are followed for receipting of electronic funds.
- To improve security by reducing the amount of cash handled and kept on school premises.
- To assign designated operators of the services to acquire effective and secure office management.
- To minimise the risk of fraud.

**Implementation:**

- **EFTPOS:** Electronic Funds Transfer at Point of Sale
  - All office staff will be trained in the use and management of the EFTPOS facility according to DET guidelines.
  - Staff authorised to perform transactions on the EFTPOS machine (as named) will be approved by school council and maintained on an up-to-date user register including functions they are authorised to perform:
    - Business Manager – including refund management
    - Janine Fowler
    - Tracey Stevens
    - Robyn Batrouney
    - Melanie Crimeen
  - EFTPOS facility will be PIN protected and located in the General Office – if the facility is to be used out of school, a delegated officer (trained) will be assigned to manage processes.
  - School EFTPOS terminals should be connected to the bank via phone connection and not via the internet. Connection via a phone line ensures that schools are not collecting or storing customer data in a manner that makes them susceptible to fraudulent transactions.
  - EFTPOS service will be provided by the Commonwealth Bank.
  - Credit and Debit cards recognised by the Commonwealth Bank will be accepted in person.
  - Credit Card only transactions can be made telephone, or through the provision of card details and number on a signed credit card authority form (MOTO).
  - For MOTO transactions, a proforma will be completed containing information such as:
    - cardholders name and address
    - card number, expiry date and security code
    - transaction date
    - identification method and details
    - name of staff member processing the transaction and details of invoice to be assigned
  - The operator will complete the form and confirm details, discretely reading them back to the customer. The transaction should be processed while customer is on the phone. All due care will be taken that personal and financial details are not overheard by other parents.
The information contained in the form will only be used for the specified invoice.
The minimum transaction amount will be $10.00
Cash out facility will not be available
EFTPOS transactions will be receipted into CASES21 (C21) in a separate batch to facilitate clear reconciliation
Credit Card authority forms will be filed in a secure location with restricted access and kept for audit purposes
Both the EFTPOS and CASES21 receipt will be forwarded to the cardholder as their record of the transaction
Both the merchant and customer copies of the receipt will be printed. The merchant copy will be filed with the bank deposit list for audit purposes
Costs related to an investigation of mischarging will be borne by the cardholder
Operator will ensure that the card has not expired and the name on the card is free from alteration

**EFTPOS Refunds:**
- The Business Manager is the only persons authorised by School Council to identify and process refunds of EFTPOS Receipts once the approval process has been completed
- The original receipt is to be produced or the receipt number identified before a refund can be processed.
- Refunds can only be made to the account of the cardholder that made the original payment.
- A refund request proforma with the following details is to be completed and approved by the principal each time an EFTPOS refund is requested. (This will ensure segregation of the authorisation of refunds from the processing of the refund). The document will then be filed securely with limited access
  - name of cardholder
  - card number
  - transaction details
  - date
  - name of staff member processing transaction
  - signature of cardholder and principal.
- Incorrect transactions entered prior to receipting on C21 will be refunded via the EFTPOS terminal following completion of the appropriate proforma authorised by the Principal
- EFTPOS transactions processed and receipted on C21 and found to be incorrect or in excess of that which should have been receipted are to be refunded/reversed via cheque or direct deposit only, once funds have been reconciled and completion of the appropriate proforma authorised by Principal.
- A register of EFTPOS refunds will be maintained
- Manual EFTPOS transactions will not be performed
- EFTPOS transactions will be reconciled daily with C21 receipt batch and a settlement run
- Bank charges associated with EFTPOS will be absorbed by the school
- The following information is to be retained by the school
  - minutes of school council meeting approving the use of the facility
  - EFTPOS policy approved 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.

**Bpay:- Electronic Bill Payments with C21 unique identifier**
- Bpay is an electronic bill payment service providing families with the option of paying their school account at any time, day or night, on any day of the year via internet banking.
- Bpay receipts are automatically transmitted by DET into C21 daily using a unique identifier for each family which is included on family statements and also available on request.
- Administration staff will be authorised by school council to manage the importing and receipting/allocation of parent payments via Bpay
- Bpay funds will be receipted and allocated to the invoice nominated by the family
- Bpay receipts will be in a Bpay only batch
- Bpay funds transferred without identification of invoice will be allocated to the oldest outstanding invoice
- Bpay funds received in excess of outstanding invoices will be held unallocated until such time as future invoices are raised
- **BPay Refunds:**
  - The Business Manager is the only persons authorised by School Council to identify and process refunds of BPay Receipts once the approval process has been completed
- Bpay funds received in error or in excess may be refunded through C21 by cheque or direct deposit only following approval of the Principal and accompanied by the appropriate proforma
- Unallocated Bpay receipts will be refunded to family if student exits the school
- Bank charges associated with BPay will be absorbed by the school

**Qkr:- Mastercard phone app set up and managed by school**

- Qkr receipts will be imported into C21 daily using the Bpay unique identifier for each family
- Business Manager is delegated by school council to manage the importing and receipting of parent payments via Qkr
- Canteen orders including stickers are downloaded and sent to Canteen Manager in a prompt manner
- Qkr receipts will be allocated to the family invoices as reported in the Qkr transaction report
- Qkr receipts will be in a Qkr only batch.
- Canteen Qkr receipts will be processed as part of the bank reconciliation process
- When possible, reconciliation of Qkr receipts should be done on a daily basis
- Qkr funds in excess of outstanding invoices will be held unallocated until such time as future invoices are raised
- Qkr Refunds:
  - The Business Manager is the only persons authorised by School Council to identify and process refunds of Qkr Receipts once the approval process has been completed.
  - Refunds cannot be processed through the Qkr App
  - Qkr funds received in error or in excess may be refunded by C21 cheque or direct deposit upon request by the parent making the payment, following approval of the Principal and accompanied by the appropriate proforma.
- Details of camps/excursions/canteen menu changes will be updated in a timely and accurate manner by the designated manager of Qkr
- All cases of suspected or actual theft of money, fraud, misappropriation or corruptions are to be reported to the Principal and Executive Director, Audit and Risk Division, DET
- Bank charges associated with Qkr will be absorbed by the school

**Evaluation:**

- The Business Manager will, on a regular basis, negotiate with the CBA to ensure that bank fees charged to the school are at a competitive and reasonable rate
- This policy is to be reviewed on an annual basis (or as needed within that time)

**References**

- CASES21 Business Process Guide - Receipting:
- DET - Internal Controls for Victorian Government Schools:
- DET - Schools Electronic Funds Management Guidelines – a guide to electronic payments and receipts