



EFTPOS REFUND TRANSACTION RECORD

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

However, on occasion refund transaction may need to be processed. These transactions MUST be approved by the authorising officer (Business Manager or Office Manager) and follow the key internal controls listed below which relate to the reversal or refund of an incorrect EFTPOS transaction.

- Refunds via EFTPOS must be processed on the same day as the original transaction.
- All documentation relating to the original transaction must be obtained and kept for audit
- The refund transaction must be signed by the cardholder
- Copies of both the original and refunded transactions must be retained for audit purposes and attached to this form
- The school copy must be signed by the Principal and the Business Manager – ‘not’ the operator who processed the original receipt
- The transaction details will be recorded in an EFTPOS refund transaction register

REQUEST FOR REFUND

Cardholder's name:

Cardholder's address:

Student name: CASES21 ID:

Transaction details:

Amount of transaction: \$..... Date:

Reason for refund/void:

Staff member processing transaction:

Signature of cardholder:

Signature of authorising officer:

Excellence in Education

185 GOLD STREET CLIFTON HILL VICTORIA 3068 AUSTRALIA
T 03 9489 8333 F 03 9481 1910 clifton.hill.ps@edumail.vic.gov.au