



ezytax  
BLUE

eftp0s



# EFTPOS TERMINAL / TYRO PRO PROCEDURE

## SET UP

To set up the terminal simply plug the power cable in and wait. It will take a few moments to load and once the company name is displayed, the terminal is ready to be used.

## SURCHARGES

Before taking payment, advise the client that card surcharges may apply.

| Payment Type      | Surcharge    |
|-------------------|--------------|
| Mastercard Credit | 2.2%         |
| Visa Credit       | 2.2%         |
| Mastercard Debit  | 2.2%         |
| Visa Debit        | 2.2%         |
| Savings           | No surcharge |
| EFTPOS / Cheque   | No surcharge |

We do **not** accept American Express or Diners Club.

Staff must not argue about surcharges. Explain that the surcharge is applied by the payment system depending on the card/account selected.

# MENU OPTIONS

To access the terminal menu:

1. Press **MENU**.
2. Select the required option by pressing the number on the keypad, or use the buttons below the screen to scroll.

The main menu option staff may need is:

## Reprint Previous Receipt

Use this option if a receipt needs to be reprinted. Select the receipt required and print.

# TAKING A PAYMENT – TYRO PRO

1. Turn on the terminal by pressing and holding the **power button**.
2. Select **Purchase**.

### Do not select Refund.

Refunds must only be processed if approved by Jessica or Jeremy via Slack.

They will provide the operator password if a refund is approved.

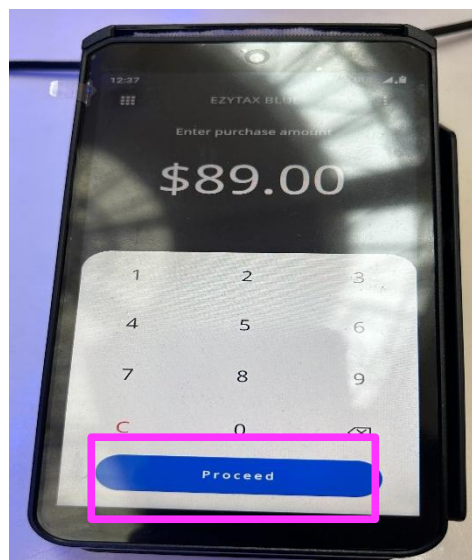
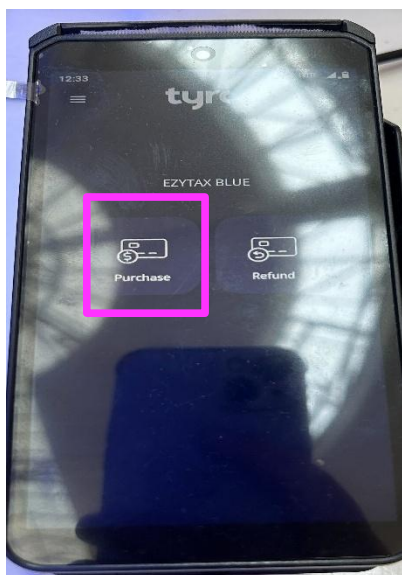
3. Enter the purchase amount.

The amount must match the invoice given to the client.

### Example:

For **\$89.00**, enter **8900**.

4. Select **Proceed**.



5. Hand the terminal to the client.

The client can pay using one of the following methods:

### OPTION 1 – INSERT CARD

The client inserts their chipped card into the bottom slot.

They will be asked to select an account using the numbered keypad:

| Account Type | Surcharge    |
|--------------|--------------|
| Debit        | 2.2%         |
| Savings      | No surcharge |
| Cheque       | No surcharge |

The client may need to enter their PIN.

### OPTION 2 – SWIPE CARD

Only swipe the card if:

- the card does not have a chip; or

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- the chip cannot be read; or
- the terminal instructs the client to swipe.

The client will be asked to select an account:

| Account Type | Surcharge    |
|--------------|--------------|
| Debit        | 2.2%         |
| Savings      | No surcharge |
| Cheque       | No surcharge |

The client may need to enter their PIN or sign the Merchant Copy.

### OPTION 3 – TAP / PAYPASS

The client taps their card or device on the top sensor.

This payment method will usually incur the **2.2% surcharge**.

Depending on the amount, the client may need to enter their PIN.

## RECEIPTS AND RECORDS

Once the payment is approved:

1. Print the customer receipt.
2. Attach the customer receipt to the client's invoice.
3. Keep the Merchant Copy.
4. On the Merchant Copy:
  - write the invoice number;
  - circle the payment type, for example EFT Sav or Credit;
  - circle the amount paid.

5. Enter the payment details into Console.

The Merchant Copy must be kept for end-of-day reconciliation.

| INVOICE #     | INITIAL | WORK     | PAYMENT TYPE | DATE PAID | AMOUNT  |
|---------------|---------|----------|--------------|-----------|---------|
| #23ECCQ102301 | CF      | 2023 ITR | EFT          | 04/04/24  | \$89.00 |



## REPRINTING A RECEIPT

A receipt may need to be reprinted if:

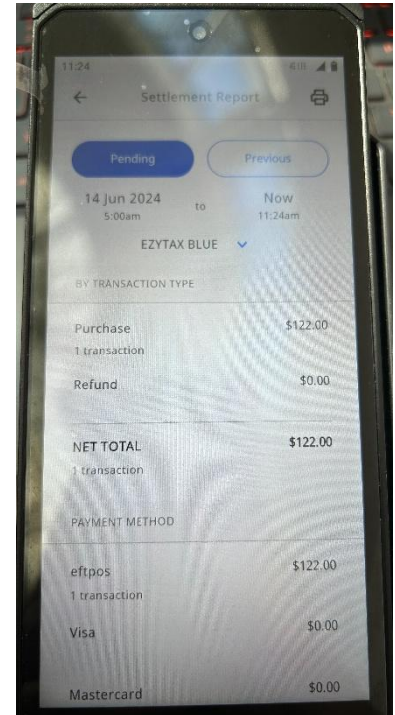
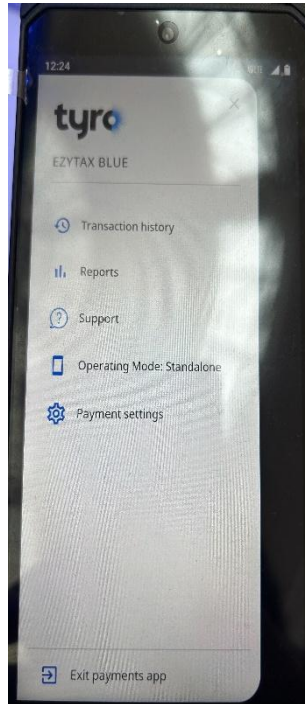
- The customer requests another copy.
- The original receipt did not print correctly.
- A receipt is required for reconciliation purposes.

### TO REPRINT A RECEIPT

1. Press **MENU** on the terminal.
2. Select **2. Reprint Previous Receipt**.
3. Scroll through the transaction list.
4. Select the required transaction.

## 5. Print the receipt.

If reprinting a customer receipt, provide it to the client or attach it to the relevant invoice if required.



# MERCHANT RECONCILIATION

As part of the End of Day process, all EFTPOS and Credit Card transactions recorded in the Console must be reconciled against the Merchant Settlement Summary produced by the EFTPOS terminal.

## RECONCILIATION PROCEDURE

1. Complete the End of Day reconciliation in the Console.
2. Print or obtain the Merchant Settlement Summary from the EFTPOS terminal.
3. Compare the EFTPOS and Credit Card totals recorded in the Console against the Merchant Settlement Summary.
4. Where multiple stations are operating from the same EFTPOS terminal, combine the EFTPOS and Credit Card totals from all stations before comparing them to the Merchant Settlement Summary.
5. Confirm the totals match exactly.

### Example

| Source                      | EFTPOS & Credit Card Total |
|-----------------------------|----------------------------|
| Station ECCQ01              | \$1,250.00                 |
| Station ECCQ02              | \$875.00                   |
| Total Console Transactions  | \$2,125.00                 |
| Merchant Settlement Summary | \$2,125.00                 |
| Reconciled                  | Yes                        |

## DISCREPANCIES

If the Merchant Settlement Summary does not match the Console totals:

1. Review all invoices processed during the day.
2. Check payment methods recorded on each invoice.

3. Confirm payments were allocated correctly between EFTPOS, Credit Card and Cash.
4. Verify transactions entered on all stations sharing the EFTPOS terminal.
5. Correct any errors identified.

## **IMPORTANT**

All discrepancies must be investigated and corrected before End of Day is finalised.

Staff must not submit End of Day, Merchant Settlement Summary or Banking records where known discrepancies remain unresolved.

If a discrepancy cannot be resolved after reasonable investigation, Management must be notified immediately and details recorded in the End of Day notes.

Refer to Console Manual for more information.