Appendix D: Requests for Credit Card Terminals

Credit card terminals can be rented to facilitate collection of funds. Though this may be the most efficient method of receiving payment, consideration must be given to the extra costs the Department would incur and whether the University's Online Store would be a more suitable alternative.

- A separate phone line is required for the terminal to be connected to. The line may be for the dedicated use of the terminal or be shared with a phone line that has minimal usage during office hours (i.e. Fax line)

- Monthly terminal rental charges
  - Currently £20 + VAT per month for a standard terminal
  - Currently £25 + VAT per month for a mobile terminal

- Card processing company levies a charge per transaction based on the credit card type. Some cards types such as debit cards have a lower levy charge. Further information can be obtained from the AR and CM Team.

- Terminals are not automatically enabled to accept Amex and can only be included with authorisation by the Finance Division

Please send applications for terminals to the Accounts Receivable & Cash Management Supervisor, within the Finance Division, along with the following information:

- Type(s) of income (i.e. conference fees, sale of goods, collection of outstanding debts)
- Average value per transaction - list value for each type of transaction if more than one
- Projected turnover per annum
- Will the customer likely be present/not present – require Chip & Pin enabled?
- Refund policy (i.e. always make full refund or likely to deduct administration charge)
- Name of individual responsible for authorising refunds
- Opening hours of the outlet
- Length of time terminal is required (i.e. three months for a major conference or on-going)
- Type of terminal required – standard desk-based or mobile
- Number of terminals required
- Location of terminal including full postal address
- Departmental contact details including contact person's name, telephone number and email address